

HEALTH SCIENCE CENTER HANDBOOK OF OPERATING PROCEDURES

Chapter 5	Information Management & Services	Effective:	February 2016
Section 5.7	Enterprise Application Operations	Revised:	
Policy 5.7.1	Enterprise Application Operations	Responsibility:	Vice President and Chief Information Officer

ENTERPRISE APPLICATION OPERATIONS

Services

Enterprise Application Operations service provides maintenance of day-to-day operations of enterprise administrative systems which serve faculty, students, and staff. The services offered include:

- Database Administration provides development, maintenance and production support for databases to ensure their recoverability, integrity, security, availability, reliability, and performance. Responsibilities also include the setup and maintenance of the underlying database infrastructures. This service is available to provide technical consultation and expertise. The team serves as the institutional contact for The University of Texas System Oracle Agreement.
- Enterprise System Maintenance and Production Support provide maintenance and production support for enterprise wide systems and databases to ensure they are reliable, secure, and provide consistent results. This includes troubleshooting and resolving production issues.
- Application Access Management grants permission for all enterprise level applications including HCM, Financials, Campus Solutions, Data Warehouse, ImageNow, eTalus, Hyperion, and Document Review System (DRS). Provides customer service responses to user permission questions. See [Section 5.8.16](#), “Administrative System Access Controls (ACE Program)” of the *Handbook of Operating Procedures* (HOP) for requirements on requesting access to administrative business systems.
- Application Security Management establishes the standards for provisioning, monitoring, control, and removal of appropriate permissions for enterprise applications by which Application Access Management adheres. The service consists of the control, planning, implementation, evaluation, and maintenance of the security models for the enterprise level applications.
- Accounts Management executes requests for the creation of user domain and email accounts. Handle the termination of user domain and email accounts. Transfers user accounts between

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departments. Executes the addition and removal of users from network accounts and group membership. Provides customer service responding to user account questions.

- Reporting and Analytics provide maintenance and production support for enterprise analytics and data warehouse. Development of reports using information in the financial, human resources, grants, and student data marts. Provide development of business analytics solutions.
- Integration Services provide data extraction and transformation solutions for integration to other databases and applications within the institution and to outside hosted applications.

Service Requests

- For requesting Enterprise System Maintenance and Production, Reporting and Analytics, and Integration services use the following link to access a [Project Request Questionnaire](#). Email completed questionnaire to pmo@uthscsa.edu.
- For Database Administration submit a request for service under My Services through the [IMS Customer Portal](#).
- Customers that have a software management agreement with IMS Business Support Services should reference the associated sustainment guide which outlines the procedures for making a request for services.