


Information Management (IM) – Service Catalogue

IM Service Desk
Juridicum, GF/B, Rm. 005

IM Hotline
0732/2468 1111

IM Serviceportal
help.jku.at/im-servicedesk


IM Knowledge Base
help.jku.at/im

 **JKU ACCOUNT & WORKSTATIONS**


- ❖ JKU Account
- ❖ Standard PC Workstations
- ❖ E-Mail Voicemail & Calendar
- ❖ File and Document Storage/Exchange
- ❖ Decentralized Printing Services
- ❖ IT Training Rooms
- ❖ Hardware & Software – Sales & Rental
- ❖ Central Large-Format Printing

 **DIGITAL TEACHING & LEARNING**


- ❖ [Moodle learning and examination platform](#)
- ❖ [Teaching-supporting media technology](#)
- ❖ [Zoom Video Conferencing](#)
- ❖ [Opencast Video Platform](#)
- ❖ [LimeSurvey online surveys](#)

 **IT PURCHASING & LICENSING**

- ❖ Central IT Purchasing
- ❖ Licence Management

 **APPLICATIONS**

- ❖ myJKU - Mobile Student Web App
- ❖ KUSSS - Student Portal
- ❖ Camas - Campus Management
- ❖ Auwea - Credit Transfer Platform
- ❖ RooMan - Room Management
- ❖ Knowledge Management - Intranet Wiki
- ❖ Managing Processes and Forms
- ❖ Date, Interfaces & Solutions for Partners
- ❖ Finance, Controlling & Purchasing (SAP ERP)
- ❖ HR Management (SAP HCM)
- ❖ HR Self-Service Portal (SAP ESS)
- ❖ Reporting & Analyses (SAP BW)

 **INFRASTRUCTURE**

- ❖ Campus-wide LAN & W-LAN
- ❖ Remote Access via VPN
- ❖ Internet Access & WAN Connections
- ❖ Firewall Services for Institute Networks
- ❖ Central Computer Center Operations
- ❖ Server-Housing for Institutes & Partners
- ❖ High-Performance Computing Services
- ❖ Dedicated Servers and Server Visualization
- ❖ Central Storage & Disk Space for Storage
- ❖ Archiving & Back-Up Services
- ❖ Oracle DB & System Administration
- ❖ IT Security & Incident Management
- ❖ Mobile and Landline Phone Services