

NOTE: These wireframes do not represent visual design or layout, but are planning documents to identify navigation, content areas/types, and features that must be present on each page.

1.0.0 ITS Home

The wireframe shows a top navigation bar with links for [Contact](#), [Site Index](#), and [Staff Intranet](#). Below this is a secondary navigation bar with categories: [STUDENTS](#), [FACULTY](#), [STAFF](#), [VISITORS](#), [DEPARTMENTS](#), and [IT COMMUNITY](#). A **QUICK LOGIN** section includes a dropdown menu set to 'Webmail' and a **GO** button. A **Current Service Alerts (0)** indicator is also present.

The main content area is divided into several sections:

- LOGOS & BRANDING** (top left)
- SERVICES & SOLUTIONS** (center left), containing a grid of links:
 - E-mail & Calendar
 - Internet & Networking
 - Voice & Video
 - Web Publishing
 - Data Storage
 - Labs & Printing
 - Academic Support
 - Consulting & Professional Services
 - Administrative Applications
 - Security
- SPOTLIGHTED CONTENT** (center left), featuring two 'IMAGE' placeholders and text: 'Title of spotlighted content' followed by 'Feu feu feuis dolobor sim velestiscil ullupta. Dunt inibh ea commolore doloborper aliquate exero eummy nulla feuis.'
- LATEST ITS NEWS** (bottom left), listing news items with dates and titles:
 - 12/15/06 Title of a News Story
 - 12/14/06 Title of a News Story
 - 12/13/06 Title of a News Story
 - 12/12/06 Title of a News Story
 - 11/19/06 Title of a News Story
- EVENTS & TRAINING** (bottom center), listing upcoming events:
 - 12/15/06 Title of Upcoming Event
 - 12/15/06 Title of Upcoming Event
 - 12/15/06 Title of Upcoming Event
 - 12/15/06 Title of Upcoming Event
 - 12/15/06 Title of Upcoming Event
- TOP PICKS** (center right), listing 'Title of top linked content' items.
- TOP SUPPORT ISSUES** (center right), listing support issues with dates and titles:
 - 12/15/06 Title of Issue
 - 12/14/06 Title of Issue
 - 12/13/06 Title of Issue
 - 12/13/06 Title of Issue
 - 12/13/06 Title of Issue
- PROMO AREA** (bottom right), containing the text: '(Computer store, upcoming event, case study, etc.)'

A search box with a **SEARCH** button is located at the top right. The footer contains contact information: 'Information Technology Services', 'Copyright © 2007 Information Technology Services', and 'Send computing questions to the ITS Help Desk or call (512) 475-9400.' It also includes links for [Contact](#), [Jobs](#), [Privacy](#), and [Accessibility](#), along with roles like 'Information Security Office' and 'Vice President for Information Technology'.

Direct links to service line categories need to be given highest priority on the home page users are coming to the site primarily to get information or help with services. (Focus Groups)

There is a need to draw special attention to new or timely content that otherwise may be buried a few levels down on the site. A versatile spotlights section may include links to any type of content, including projects, services, events, news, etc. (Content Analysis)

Customers are coming to the site primarily to solve problems, and news should be of secondary priority. (Focus Groups and Advisory Group)

Current Services Status information should be easy for customers to find. (Advisory Group & Focus Groups)

Users have a difficult time finding links to log in to services and want to be able to find these links quickly. (Focus Groups & Search Engine reports)

There should be a search box on every page. Search also needs to retrieve better results. (Focus Groups, Comparative Analysis, Advisory Group)

A versatile "Top Picks" section can provide links to important content distributed across the site. (Comparative Analysis, Content Analysis)

Quick links to top support issues can help site visitors solve problems quickly. (Comparative Analysis)

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2.0.0 About ITS

The Departments section should be removed from the top-level navigation and located here in the "About ITS" section. The departments section contains information about ITS departments and is not a primary way to navigate to ITS services. (Focus Groups, Comparative Analysis, Content Analysis)

In order to shift the site to a more interactive approach to communicating with our community, the global "News" section should be replaced by a new section that enables 2-way communication between ITS and its customers and partners. More formal News stories relating to the organization should be located in the "About ITS" section and will also appear on the home page. (Comparative Analysis, Content Analysis)

The campus community is not aware of the many important things ITS does to support the UT Community. This section will allow us to provide a broad picture of ITS, as well as highlight some of important services and activities that may be invisible to many of our customers. (Advisory Committee)

LOGOS & BRANDING

Contact | Site Index | Staff Intranet
Current Service Alerts (0)

STUDENTS ▶ FACULTY ▶ STAFF ▶ VISITORS ▶ DEPARTMENTS ▶ IT COMMUNITY ▶ QUICK LOGIN Webmail GO

ABOUT ITS SERVICES & SOLUTIONS SOFTWARE & HARDWARE IDS & ACCOUNTS GET INVOLVED HELP & SUPPORT

SEARCH

About ITS

- About ITS ▶
- Organization ▶
- Current News ▶
- Reports ▶
- Jobs ▶
- Contact ▶

ITS and the UT Community

IMAGE Donec ornare ultricies purus. Nulla facilisi. Aenean facilisis lectus sed massa faucibus tempor. Lorem ipsum dolor sit amet, consectetur adipiscing elit. [More...](#)

IMAGE Donec ornare ultricies purus. Nulla facilisi. Aenean facilisis lectus sed massa faucibus tempor. Lorem ipsum dolor sit amet, consectetur adipiscing elit. [More...](#)

IMAGE Donec ornare ultricies purus. Nulla facilisi. Aenean facilisis lectus sed massa faucibus tempor. Lorem ipsum dolor sit amet, consectetur adipiscing elit. [More...](#)

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IMAGE Donec ornare ultricies purus. Nulla facilisi. Aenean facilisis lectus sed massa faucibus tempor. Lorem ipsum dolor sit amet, consectetur adipiscing elit. [More...](#)

Mission

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RECENT REPORTS

- [Title of Report](#)
- [Title of Report](#)
- [Title of Reports](#)

CURRENT ITS PROJECTS

- [Name of Project](#)
- [Name of Project](#)
- [Name of Project](#)

RELATED RESOURCES

- [Policies on VP-IT site](#)
- [Related Item](#)
- [Related Item](#)

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Information Security Office ▶
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Customers need to know how ITS is doing. In addition to the annual report and survey results, all reports on services will live in the "About ITS" section, with cross-links from the services pages. (Advisory Group, Content Analysis)

Projects are an important piece of defining who are as an organization, and should be pulled in as related content in this section. (Advisory Committee)

Since policies and other important information may reside on the VP-IT site, cross-links should be provided. (Content Analysis)

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2.1.0 Organization

[LOGOS & BRANDING](#)

[STUDENTS ▶](#) [FACULTY ▶](#) [STAFF ▶](#) [VISITORS ▶](#) [DEPARTMENTS ▶](#) [IT COMMUNITY ▶](#)

[ABOUT ITS](#) [SERVICES & SOLUTIONS](#) [SOFTWARE & HARDWARE](#) [IDS & ACCOUNTS](#) [GET INVOLVED](#) [HELP & SUPPORT](#)

[Contact](#) | [Site Index](#) | [Staff Intranet](#)
Current Service Alerts (0)

About ITS: Organization

- About ITS ▶
- Organization ▶**
- Current News ▶
- Reports ▶
- Jobs ▶
- Contact ▶

ITS ORG CHART

BUSINESS SERVICES ▶

Donec ornare ultricies purus. Nulla facilisi. Aenean facilisis lectus sed massa faucibus tempor. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nulla facilisi.

Donec ornare ultricies purus. Nulla facilisi. Aenean facilisis lectus sed massa faucibus tempor. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nulla facilisi.

OPERATIONS ▶

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CUSTOMER SERVICES ▶

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Donec ornare ultricies purus. Nulla facilisi. Aenean facilisis lectus sed massa faucibus tempor. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nulla facilisi.

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[Information Security Office](#) ▶
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"Departments" should no longer be a primary way of navigating the site. Rather than connecting specific services to departments, a more general description of organizational units should be presented. (Content Analysis, Comparative Analysis)

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3.0.0 Services & Solutions

Service lines and labels for the groups should be those determined by user input (Card Sort, Focus Groups)

Services should be grouped by tasks and topical relationships. (Focus Groups, Card Sorts)

ITS customers often use other names to identify our services (e.g. "Webmail" instead of UMBS). Special care must be taken to label our services so that they are identifiable to customers. (Focus Groups, Card Sorts)

A service may appear in multiple categories. (Card Sort, Focus Groups)

LOGOS & BRANDING

[Contact](#) | [Site Index](#) | [Staff Intranet](#)
Current Service Alerts (0)

STUDENTS ▶ FACULTY ▶ STAFF ▶ VISITORS ▶ DEPARTMENTS ▶ IT COMMUNITY ▶

QUICK LOGIN

Webmail ▼

GO

ABOUT ITS

SERVICES & SOLUTIONS

SOFTWARE & HARDWARE

IDs & ACCOUNTS

GET INVOLVED

HELP & SUPPORT

Services & Solutions

E-mail & Calendar ▶
[UMBS \(mail.utexas.edu\)](#), [AEMS \(austin.utexas.edu\)](#), [UT Mailing Lists](#), [Group E-mail](#), [Secure E-mail](#)
[More...](#)

Voice & Video ▶
[Telephones](#), [SmartVoice Voicemail](#), [VOIP](#), [Long Distance Phone](#), [Blackberry](#), [Cable TV](#), [Satellite Programming](#), [Video Conferencing](#)
[More...](#)

Academic Support ▶
[Blackboard](#), [WebSpace](#), [Thesis & Dissertation Templates](#), [Windows Terminal Services](#), [Statistics Consulting](#)
[More...](#)

Web Publishing ▶
[WebSpace](#), [Windows Hosting](#), [Unix Hosting](#), [Publishing on Web Central](#), [SharePoint](#), [TXShop](#), [UTnic](#), [Database Services](#)
[More...](#)

Administrative Applications ▶
[Mainframe Accounts](#), [Mainframe Printing](#), [Green Output](#), [tn3270](#)
[More...](#)

Internet & Networking ▶
[Wired Networking](#), [Wireless Networking](#), [ResNet](#), [UT Mobile](#), [Virtual Private Network \(VPN\)](#), [Cabling](#), [Co-location](#)
[More...](#)

Labs & Printing ▶
[Labs](#), [Printing on Campus](#), [Mainframe Printing](#), [Green Output](#), [Labman](#), [Lab Management Services](#)
[More...](#)

Consulting & Professional Services ▶
[Onsite Support](#), [Statistics Consulting](#), [Network Architecture Consulting](#), [Server Technical Support](#), [Help Desk](#)
[More...](#)

Data Storage ▶
[Austin Disk Storage](#), [WebSpace](#), [Co-Location](#), [Tape Back-Up](#), [Windows Terminal Services](#), [Database Services](#)
[More...](#)

Security ▶
[Information Security Office](#), [Building Access Control System](#), [BevoWare](#), [Austin Disk Storage](#), [Secure E-mail](#)
[More...](#)

SEARCH

PROMOTIONAL AREA

FEATURED EXPERT ADVICE OR CASE STUDY

FEATURED EXPERT ADVICE OR CASE STUDY

FEATURED EXPERT ADVICE OR CASE STUDY

Case studies demonstrate the "solutions" that ITS is able to provide to its customers.

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3.1.0 Service Line

The Service Line page should show relationships among services in a "scan-able" way. This can be accomplished by grouping services within task-oriented sub-categories and visually connecting services which are variations of the same general service type. (Content Analysis, Focus Groups, Comparative Analysis)

Some customers may need additional information about this topic before they are able to select services. A prominent link to a "What You Need to Know" page (3.1.1) should be provided prominently at the top of this page. (Advisory Committee)

It should be easy for customers to see "at-a-glance" the different varieties of a service type that are available. (Content Analysis)

A more in-depth comparison of service options should be available in order to assist customers in deciding on the option that is right for them. (Comparative Analysis)

A link for "More Info" should take users directly to the service sub-site. The page also needs to make it as easy as possible for customers to sign up for services. (Comparative Analysis, Card Sorts, Focus Groups)

LOGOS & BRANDING

[Contact](#) | [Site Index](#) | [Staff Intranet](#)
Current Service Alerts (0)

[STUDENTS](#) ▶ [FACULTY](#) ▶ [STAFF](#) ▶ [VISITORS](#) ▶ [DEPARTMENTS](#) ▶ [IT COMMUNITY](#) ▶

QUICK LOGIN

[ABOUT ITS](#) | **[SERVICES & SOLUTIONS](#)** | [SOFTWARE & HARDWARE](#) | [IDs & ACCOUNTS](#) | [GET INVOLVED](#) | [HELP & SUPPORT](#)

Web Publishing Services

What You Need to Know ▶
Resources to help you get started with Web publishing services, along with tips & expert advice.

WEB HOSTING
Donec ornare ultricies purus. Nulla facilisi. Aenean facilisis lectus sed massa faucibus tempor. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Vestibulum suscipit mi vel

Web Hosting Service Options ▶

WebSpace - Very brief description	<input type="button" value="More Info"/> ▶	<input type="button" value="Sign Up Now"/> ▶
Unix Hosting - Very brief description	<input type="button" value="More Info"/> ▶	<input type="button" value="Sign Up Now"/> ▶
Windows Hosting - Very brief description	<input type="button" value="More Info"/> ▶	<input type="button" value="Sign Up Now"/> ▶

DATABASE
Donec ornare ultricies purus. Nulla facilisi. Aenean facilisis lectus sed massa faucibus tempor. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Vestibulum suscipit mi vel

Database Service Options ▶

Oracle - Very brief description	<input type="button" value="More Info"/> ▶	<input type="button" value="Sign Up Now"/> ▶
MySQL - Very brief description	<input type="button" value="More Info"/> ▶	<input type="button" value="Sign Up Now"/> ▶
MS Access - Very brief description	<input type="button" value="More Info"/> ▶	<input type="button" value="Sign Up Now"/> ▶

DOMAIN NAMES
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UTnic - Very brief description	<input type="button" value="More Info"/> ▶	<input type="button" value="Sign Up Now"/> ▶
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RELATED RESOURCES

[Learn Web Publishing](#)

[UT Web Publishing Guidelines](#)

[Discussion Forums](#)

CONSULTING & PROFESSIONAL SERVICES

[Web Team Consulting](#)

[Database Consulting](#)

TOP SUPPORT ISSUES

[Title of Support Issue](#)

[Title of Support Issue](#)

[Title of Support Issue](#)

TRAINING OPPORTUNITIES

[Training Opportunity](#)

[Training Opportunity](#)

[Training Opportunity](#)

Information Technology Services [Contact](#) | [Jobs](#)
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Related resources such as informational sites or projects should be promoted on each service line page. (Comparative Analysis, Content Analysis)

Related consulting services should be promoted on each service line page. (Comparative Analysis, Content Analysis)

3.1.1 What You Need to Know

LOGOS & BRANDING

[Contact](#) | [Site Index](#) | [Staff Intranet](#)
 Current Service Alerts (0)

[STUDENTS](#) ▶ [FACULTY](#) ▶ [STAFF](#) ▶ [VISITORS](#) ▶ [DEPARTMENTS](#) ▶ [IT COMMUNITY](#) ▶

QUICK LOGIN

Webmail

▼

GO

[ABOUT ITS](#)

[SERVICES & SOLUTIONS](#)

[SOFTWARE & HARDWARE](#)

[IDS & ACCOUNTS](#)

[GET INVOLVED](#)

[HELP & SUPPORT](#)

Web Publishing: What you need to know

[◀ Back to Web Publishing Services](#)

Rosto doloborero dit pratinibh eugiamet, consequat, consequam commodiat dolum alisis nosto elenit la ate con eum zzriure deliqua tueraes sequip er ad do commy nibh eum ipsusto et ut lamet numsan henim vel utatet ad eum veniat, venisi.

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EXPERT ADVICE OR CASE STUDY

EXPERT ADVICE OR CASE STUDY

EXPERT ADVICE OR CASE STUDY

Related Resources

[Link to a Resource](#)
Brief Description of this Resource

[Link to a Resource](#)
Brief Description of this Resource

[Link to a Resource](#)
Brief Description of this Resource

Training Opportunities

[Link to a Resource](#)
Brief Description of this Resource

[Link to a Resource](#)
Brief Description of this Resource

[Link to a Resource](#)
Brief Description of this Resource

Getting Started with Web Publishing

STEP 1

Iquatis senit, sed ex eraessissi tat, vel illum inis at vulput et, consequi el et wisl iustrud del inci eros augait irit nit alit nisi tion volestrud elenim zzriurer ad diam ent nullamc ommodip eui blam do er auguer iure volor si bla faciduipt laorperos erit utpat.

STEP 2

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STEP 3

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Information Security Office ▶

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This page should provide information to aid customers in understanding our services within the larger context of information technology.

Expert Advice and Case Studies will help more knowledgeable and experienced users discover how to get more value from ITS Services.

This page is the primary location for Educational and Training resources related to this topic. The links will also appear as "Related Links" on all the Service pages that are part of this Service Line.

A simple step-by-step explanation can help customers who are new to this domain select services they need.

NOTE: These wireframes do not represent visual design or layout, but are planning documents to identify navigation, content areas/types, and features that must be present on each page.

3.1.2 Service Comparison

LOGOS & BRANDING

[Contact](#) | [Site Index](#) | [Staff Intranet](#)
Current Service Alerts (0)

[STUDENTS](#) ▶ [FACULTY](#) ▶ [STAFF](#) ▶ [VISITORS](#) ▶ [DEPARTMENTS](#) ▶ [IT COMMUNITY](#) ▶

QUICK LOGIN

[ABOUT ITS](#)

[SERVICES & SOLUTIONS](#)

[SOFTWARE & HARDWARE](#)

[IDS & ACCOUNTS](#)

[GET INVOLVED](#)

[HELP & SUPPORT](#)

Web Hosting Service Options

[◀ Back to Web Publishing Services](#)

Donec ornare ultricies purus. Nulla facilisi. Aenean facilisis lectus sed massa faucibus tempor. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Vestibulum suscipit mi vel risus. Nunc arcu. Pellentesque varius enim at lectus semper fermentum. Ut vel augue non neque porttitor cursus. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nullam et quam.

Feature Comparison	Offered to	Features	Cost		
WebSpace Lorem ipsum dolor sit amet, consectetur adipiscing elit.	Students Faculty Staff	X amount of storage feature feature	FREE	<input type="button" value="More Info"/>	<input type="button" value="Sign Up Now"/>
Unix Hosting Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nullam et quam. Nullam et quam.	Departments Faculty Staff	X amount of storage feature feature	\$	<input type="button" value="More Info"/>	<input type="button" value="Sign Up Now"/>
Windows Hosting Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nullam et quam.	Students Faculty Staff	X amount of storage PHP feature feature	\$	<input type="button" value="More Info"/>	<input type="button" value="Sign Up Now"/>

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The purpose of the Service Comparison page is to provide detailed information to a customer comparing service options. (Content Analysis, Comparative Analysis)

Information about the "Features" of a service should be presented separately from the service sub-site. (Content Analysis)

"More Info" links take users directly to the service sub-site, where in-depth information about the service can be found.

Customers can easily sign up for service if this is enough information to make a decision. (Comparative Analysis, Card Sorts, Focus Groups)

3.3.0 Service Overview

One-click links to log on to the service (if available), sign up and manage accounts should be placed prominently on the Service Overview page. This supports the "shopping cart" model that Web users are familiar with. (Focus Groups, Content Analysis, Comparative Analysis)

LOGOS & BRANDING

[Contact](#) | [Site Index](#) | [Staff Intranet](#)
Current Service Alerts (0)

STUDENTS ▶ FACULTY ▶ STAFF ▶ VISITORS ▶ DEPARTMENTS ▶ IT COMMUNITY ▶

QUICK LOGIN

Webmail

GO

[ABOUT ITS](#)
[SERVICES & SOLUTIONS](#)
[SOFTWARE & HARDWARE](#)
[IDS & ACCOUNTS](#)
[GET INVOLVED](#)
[HELP & SUPPORT](#)

SEARCH

SharePoint

- Overview ▶
- Getting Started ▶
- Support ▶
- Contracts & Reports ▶
- All Web Publishing Services ▶
- What You Need to Know about Web Publishing ▶

SharePoint Service

Sign Up Now ▶

Manage Account ▶

Logon ▶

Overview of Benefits and Features

Donec ornare ultricies purus. Nulla facilisi. Aenean facilisis lectus sed massa faucibus tempor. Lorem ipsum dolor sit amet, consectetur adipiscing elit.

Vestibulum suscipit mi vel risus. Nunc arcu.

Pellentesque varius enim at lectus semper fermentum.

Ut vel augue non neque porttitor cursus. Lorem ipsum dolor sit amet, consectetur adipiscing elit.

Lorem ipsum dolor sit amet, consectetur adipiscing elit.

Cost

Donec ornare ultricies purus. Nulla facilisi. Aenean facilisis lectus sed massa faucibus tempor.

Contact

Send e-mail to sharepoint@its.utexas.edu or call us at 555-5555.

EXPERT ADVICE,
 TESTIMONIAL, OR
 CASE STUDY

RELATED RESOURCES

- [Learn Web Publishing](#)
- [UT Web Publishing Guidelines](#)
- [Discussion Forums](#)

CONSULTING

- [Web Team Consulting](#)
- [Database Consulting](#)

TOP SUPPORT ISSUES

- [Title of Support Issue](#)
- [Title of Support Issue](#)
- [Title of Support Issue](#)

TRAINING OPPORTUNITIES

- [Training Opportunity](#)
- [Training Opportunity](#)
- [Training Opportunity](#)

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Related links provide gateways to other services and resources that may be of interest. These related links will be selected based on which service line(s) the service is part of. (Focus Groups, Advisory Group)

Eventually all support issues will be stored in a knowledgebase, and these links will provide a quick way to access relevant issues. (Comparative Analysis)

3.3.3 Support for a Single Service

LOGOS & BRANDING

STUDENTS ▶ FACULTY ▶ STAFF ▶ VISITORS ▶ DEPARTMENTS ▶ IT COMMUNITY ▶ QUICK LOGIN Webmail GO

ABOUT ITS **SERVICES & SOLUTIONS** SOFTWARE & HARDWARE IDs & ACCOUNTS GET INVOLVED HELP & SUPPORT

SharePoint Support

SharePoint Service

Overview ▶
Getting Started ▶
Support ▶
Contracts & Reports ▶
All Web Publishing Services ▶

Sign Up Now ▶ Manage Account ▶ Logon ▶

Troubleshooting

[Vestibulum suscipit mi vel risus. Nunc arcu.](#)
[Pellentesque varius enim at lectus semper fermentum.](#)
[Ut vel augue non neque porttitor cursus.](#)
[Pellentesque varius enim at lectus semper fermentum.](#)
[Ut vel augue non neque porttitor cursus.](#)
[Vestibulum suscipit mi vel risus. Nunc arcu.](#)

Need More Help?

Send E-mail to: sharepoint@austin.utexas.edu

Contact the [ITS Help Desk](#)

RELATED RESOURCES

[Learn Web Publishing](#)
[UT Web Publishing Guidelines](#)
[Discussion Forums](#)

CONSULTING

[Web Team Consulting](#)
[Database Consulting](#)

TOP SUPPORT ISSUES

[Title of Support Issue](#)
[Title of Support Issue](#)
[Title of Support Issue](#)

TRAINING OPPORTUNITIES

[Training Opportunity](#)
[Training Opportunity](#)
[Training Opportunity](#)

Contact | Site Index | Staff Intranet
Current Service Alerts (0)

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This page provides support information focused on an individual service. Eventually, the content on this page would be incorporated into the Help & Support section of the site as part of a Knowledge Base application. (Comparative Analysis) Here, it is shown in the Services section based on the current structure of the content (Content Analysis) Further research and testing is required. Regardless of where the page finally "lives", it will be cross-linked from each section of the site.

It is very important to inform site visitors how to obtain more information by contacting ITS staff. (Focus Groups)

NOTE: These wireframes do not represent visual design or layout, but are planning documents to identify navigation, content areas/types, and features that must be present on each page.

3.4.0 Consulting Service Overview

LOGOS & BRANDING

STUDENTS ▶ FACULTY ▶ STAFF ▶ VISITORS ▶ DEPARTMENTS ▶ IT COMMUNITY ▶ QUICK LOGIN Webmail GO

ABOUT ITS **SERVICES & SOLUTIONS** SOFTWARE & HARDWARE IDS & ACCOUNTS GET INVOLVED HELP & SUPPORT

Contact | Site Index | Staff Intranet
Current Service Alerts (0)

Onsite Support Services

SEARCH

- Overview ▶
- Services ▶
- Contract Options ▶
- Custom Navigation ▶
- Custom Navigation ▶
- All Professional & Consulting Services ▶

What We Do

Donec ornare ultricies purus. Nulla facilisi. Aenean facilisis lectus sed massa faucibus tempor. Lorem ipsum dolor sit amet, consectetur adipiscing elit.

Benefits

Donec ornare ultricies purus. Nulla facilisi. Aenean facilisis lectus sed massa faucibus tempor. Lorem ipsum dolor sit amet, consectetur adipiscing elit.

Vestibulum suscipit mi vel risus. Nunc arcu.

Pellentesque varius enim at lectus semper fermentum.

Ut vel augue non neque porttitor cursus.

Lorem ipsum dolor sit amet, consectetur adipiscing elit.

Nullam et quam.

Comparison

Donec ornare ultricies purus. Nulla facilisi. Aenean facilisis lectus sed massa faucibus tempor. Lorem ipsum dolor sit amet, consectetur adipiscing elit.

CONTACT US

Contact by Phone

Contact by Email

Request Information

Schedule an Appointment

EXPERT ADVICE,
TESTIMONIAL, OR
CASE STUDY

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Send computing questions to the [ITS Help Desk](#) or call (512) 475-9400.

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The navigation for consulting service sub-sites needs to be flexible to allow for different type of services. (Content Analysis)

Contact or details on how to get more information about these services should be prominently displayed. (Advisory Groups, Comparative Analysis)

NOTE: These wireframes do not represent visual design or layout, but are planning documents to identify navigation, content areas/types, and features that must be present on each page.

4.0.0 Software & Hardware

ITS customers expect to find a "Store" or place to go in order to buy or download software. This page will merge the information in the Software Distribution & Sales area of the ITS site (<http://www.utexas.edu/its/sds/products/>) with all other content regarding the acquisition of hardware and software. (Focus Groups, Comparative Analysis, Content Analysis)

Available products will be grouped in categories that are still TBD. (Comparative Analysis, Content Analysis)

LOGOS & BRANDING

[Contact](#) | [Site Index](#) | [Staff Intranet](#)
Current Service Alerts (0)

STUDENTS ▶ FACULTY ▶ STAFF ▶ VISITORS ▶ DEPARTMENTS ▶ IT COMMUNITY ▶

QUICK LOGIN

Webmail

GO

ABOUT ITS

SERVICES & SOLUTIONS

SOFTWARE & HARDWARE

IDS & ACCOUNTS

GET INVOLVED

HELP & SUPPORT

Software

[Software Purchasing Details ▶](#) [Software Licensing Details ▶](#) [A-Z list of Software ▶](#)

General Applications & Operating Systems ▶

[Name of Product](#), [Name of Product](#), [Name of Product](#), [Name of Product](#), [Name of Product](#), [Name of Product](#), [Name of Product](#)

[More....](#)

Security Software ▶

[Name of Product](#), [Name of Product](#), [Name of Product](#), [Name of Product](#), [Name of Product](#), [Name of Product](#), [Name of Product](#)

[More....](#)

Internet & Networking ▶

[Name of Product](#), [Name of Product](#), [Name of Product](#), [Name of Product](#), [Name of Product](#), [Name of Product](#), [Name of Product](#)

[More....](#)

Multimedia, Graphics and Publishing ▶

[Name of Product](#), [Name of Product](#), [Name of Product](#), [Name of Product](#), [Name of Product](#), [Name of Product](#), [Name of Product](#)

[More....](#)

Statistics and Mathematics ▶

[Name of Product](#), [Name of Product](#), [Name of Product](#), [Name of Product](#), [Name of Product](#), [Name of Product](#), [Name of Product](#)

[More....](#)

Database ▶

[Name of Product](#), [Name of Product](#), [Name of Product](#), [Name of Product](#), [Name of Product](#), [Name of Product](#), [Name of Product](#)

[More....](#)

CAMPUS COMPUTER STORE ▶

BEVOWARE ▶

SOFTWARE DISTRIBUTION & SALES ▶

TIMESHARE ▶

TOP PICKS

[Name of Product ▶](#)

[Name of Product ▶](#)

[Name of Product ▶](#)

[Name of Product ▶](#)

PROMO AREA
(featured specials at Campus Computer Store, etc.)

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Server search logs show that site visitors have a difficult time locating the Campus Computer Store, so a prominent link should be featured on this page.

Customers need to be able to view all products from all providers and also view products from a single provider. (Advisory Committee)

4.1.1 Product Detail

LOGOS & BRANDING

[Contact](#) | [Site Index](#) | [Staff Intranet](#)
 Current Service Alerts (0)

STUDENTS ▶ FACULTY ▶ STAFF ▶ VISITORS ▶ DEPARTMENTS ▶ IT COMMUNITY ▶

QUICK LOGIN

Webmail ▼

GO

ABOUT ITS

SERVICES & SOLUTIONS

SOFTWARE & HARDWARE

IDS & ACCOUNTS

GET INVOLVED

HELP & SUPPORT

Apple Macintosh Operating System

SEARCH

IMAGE

- Overview ▶
- Purchasing Options ▶
- Licensing Details ▶
- Help ▶
- All General Applications & Operating Systems ▶

PRODUCT OVERVIEW

Donec ornare ultricies purus. Nulla facilisi. Aenean facilisis lectus sed massa faucibus tempor. Lorem ipsum dolor sit amet, consectetur adipiscing elit.

Vestibulum suscipit mi vel risus. Nunc arcu. Pellentesque varius enim at lectus semper fermentum. Pellentesque varius enim at lectus semper fermentum.

Pellentesque varius enim at lectus semper fermentum.

FEATURES

Donec ornare ultricies purus. Nulla facilisi. Aenean facilisis lectus sed massa faucibus tempor. Lorem ipsum dolor sit amet, consectetur adipiscing elit.

Vestibulum suscipit mi vel risus. Nunc arcu. Pellentesque varius enim at lectus semper fermentum. Pellentesque varius enim at lectus semper fermentum.

PURCHASE OPTIONS

	Offered to	Contract Period	Cost	
Apple Maintenance Program Details about this purchase option.	Faculty	3 years	\$19.67/ year	Purchase Now ▶
	Staff			License Details ▶
Campus Computer Store (individual) Details about this purchase option.				Purchase Now ▶
				License Details ▶
Campus Computer Store (volume licensing) Details about this purchase option.				Purchase Now ▶
				License Details ▶

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Product pages need to provide full disclosure on details of licensing agreements. (Advisory Group, Content Analysis)

A single product may be available from ITS through multiple purchase options. It is important for us to clearly communicate the different options to customers and help them select the best option for their needs. (Advisory Group, Content Analysis)

5.0.0 IDs & Accounts

ITS customers want a single place to obtain and manage any type of account offered by ITS. (Focus Groups, Card Sorts)

LOGOS & BRANDING

[Contact](#) | [Site Index](#) | [Staff Intranet](#)
Current Service Alerts (0)

[STUDENTS ▶](#) [FACULTY ▶](#) [STAFF ▶](#) [VISITORS ▶](#) [DEPARTMENTS ▶](#) [IT COMMUNITY ▶](#)

QUICK LOGIN

[ABOUT ITS](#)

[SERVICES & SOLUTIONS](#)

[SOFTWARE & HARDWARE](#)

[IDS & ACCOUNTS](#)

[GET INVOLVED](#)

[HELP & SUPPORT](#)

IDs and Accounts

Identification

UT EID (ELECTRONIC ID)
 Donec ornare ultricies purus. Nulla facilisi. Aenean facilisis lectus sed massa faucibus tempor.
[EID Management Tools](#)

UT PHOTO ID
 Donec ornare ultricies purus. Nulla facilisi. Aenean facilisis lectus sed massa faucibus tempor.
[UT ID Center](#)

PROXIMITY CARDS
 Donec ornare ultricies purus. Nulla facilisi. Aenean facilisis lectus sed massa faucibus tempor.
[UT ID Center](#)

Accounts

E-MAIL & CALENDAR ▶

UMBS- Very brief description

AEMS - Very brief description

VOICE & VIDEO ▶

SmartVoice (Voicemail)- Very brief description

WEB PUBLISHING ▶

WebSpace - Very brief description

Unix Hosting - Very brief description

Windows Hosting- Very brief description

ACCOUNT RESOURCES

[Acceptable Use Policy ▶](#)
Description of this link

[Paying for Services ▶](#)
Description of this link

[Billing Glossary ▶](#)
Description of this link

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6.0.0 Get Involved

Contact | Site Index | Staff Intranet
Current Service Alerts (0)

LOGOS & BRANDING

STUDENTS ▶ FACULTY ▶ STAFF ▶ VISITORS ▶ DEPARTMENTS ▶ IT COMMUNITY ▶ QUICK LOGIN Webmail ▼ GO

ABOUT ITS SERVICES & SOLUTIONS SOFTWARE & HARDWARE IDs & ACCOUNTS **GET INVOLVED** HELP & SUPPORT

Get Involved

SEARCH

CURRENT PROJECTS

Title of spotlighted content ▶

Feu fe feuis dolobor sim velestiscil ullupta. Dunt inibh ea commolore doloborper aliquate exero eummy nulla feuis.

[Title of Project ▶](#)
Brief description of the project.

[Title of Project ▶](#)
Brief description of the project.

[Title of Project ▶](#)
Brief description of the project.

[Title of Project ▶](#)
Brief description of the project.

[Title of Project ▶](#)
Brief description of the project.

[All Projects ▶](#)

TRAINING & EVENTS

Title of spotlighted content ▶

Feu fe feuis dolobor sim velestiscil ullupta. Dunt inibh ea commolore doloborper aliquate exero eummy nulla feuis.

[Title of Event ▶](#)
Brief description of the event.

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[Title of Event ▶](#)
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[Title of Event ▶](#)
Brief description of the even

[All Training & Events ▶](#)

COMMUNITY FORUMS

Title of spotlighted content ▶

Feu fe feuis dolobor sim velestiscil ullupta. Dunt inibh ea commolore doloborper aliquate exero eummy nulla feuis.

[Title of Discussion ▶](#)
Brief description of the discussion.

[Title of Discussion ▶](#)
Brief description of the discussion.

[Title of Discussion ▶](#)
Brief description of the discussion.

[Title of Discussion ▶](#)
Brief description of the discussion.

[Title of Discussion ▶](#)
Brief description of the discussion.

[All Community Forums ▶](#)

Customers have a strong need to know about projects that impact them. (Focus Groups, Advisory Group)

ITS needs to promote events that are related to services and projects. Upcoming events (SmartVoice training, for example) should be featured here as well as within the appropriate service pages. (Content Analysis, Comparative Analysis)

ITS staff would like more ways to get the larger IT community involved in projects. A discussion forum provides a place for experts from both inside and outside of ITS to share knowledge about current projects or other current topics. (Advisory Group, Comparative Analysis)

NOTE: These wireframes do not represent visual design or layout, but are planning documents to identify navigation, content areas/types, and features that must be present on each page.

6.2.0 Project Overview

LOGOS & BRANDING

STUDENTS ▶ FACULTY ▶ STAFF ▶ VISITORS ▶ DEPARTMENTS ▶ IT COMMUNITY ▶

QUICK LOGIN Webmail

ABOUT ITS SERVICES & SOLUTIONS SOFTWARE & HARDWARE IDs & ACCOUNTS **GET INVOLVED** HELP & SUPPORT

Contact | Site Index | Staff Intranet
Current Service Alerts (0)

Windows Vista Project

SEARCH

Overview ▶

Project News ▶

Discussion Forum ▶

Custom Navigation Link ▶

Get Involved ▶

Project Team Login ▶

All Projects ▶

Project Overview

Donec ornare ultricies purus. Nulla facilisi. Aenean facilisis lectus sed massa faucibus tempor. Lorem ipsum dolor sit amet, consectetur adipiscing elit.

Lorem ipsum dolor sit amet, consectetur adipiscing elit. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Lorem ipsum dolor sit amet, consectetur adipiscing elit.

Latest Project News

Title of News Item
posted on 1/18/07 by J. Smith
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Lorem ipsum dolor sit amet, consectetur adipiscing elit. [More...](#)
[Comments \(4\)](#)

Title of News Item
posted on 1/18/07 by J. Smith
Lorem ipsum dolor sit amet, consectetur adipiscing elit. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Lorem ipsum dolor sit amet, consectetur adipiscing elit. [More...](#)
[Comments \(4\)](#)

[All Project News ▶](#)

Latest Forum Posts

1/18/07 [Title of Discussion Forum Post](#)

1/18/07 [Title of Discussion Forum Post](#)

1/18/07 [Title of Discussion Forum Post](#)

[Vista Discussion Forum ▶](#)

RELATED RESOURCES

[Link to Vista Resource](#)

[External Link to Vista Resource](#)

TRAINING OPPORTUNITIES

[Training Opportunity](#)

[Training Opportunity](#)

[Training Opportunity](#)

[Subscribe RSS ▶](#)

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Project sub-sites require flexibility in content and navigation. (Content Analysis)

Project leaders strongly desire some way of pulling in content from SharePoint. At minimum, a link to a SharePoint site could be present. (Advisory Committee)

Project leaders need a way to easily and quickly publish the latest news about a project. Here, project news is handled in a blog-like format. This would also allow external users to post comments, if the project team would like this kind of input. (Advisory Committee)

Related projects, services, news and/or events should be linked from each project site. (Content Analysis)

Many ITS customers prefer to get news through RSS feeds. (Focus Groups)

7.0.0 Help & Support

LOGOS & BRANDING

[Contact](#) | [Site Index](#) | [Staff Intranet](#)
Current Service Alerts (0)

[STUDENTS](#) ▶ [FACULTY](#) ▶ [STAFF](#) ▶ [VISITORS](#) ▶ [DEPARTMENTS](#) ▶ [IT COMMUNITY](#) ▶

QUICK LOGIN GO

[ABOUT ITS](#)

[SERVICES & SOLUTIONS](#)

[SOFTWARE & HARDWARE](#)

[IDS & ACCOUNTS](#)

[GET INVOLVED](#)

[HELP & SUPPORT](#)

SEARCH

Help & Support

GET HELP WITH...

▶ Blackboard	▶ Webspaces	▶ Name of Service
▶ UTEID	▶ Name of Service	▶ Name of Service
▶ E-mail	▶ Name of Service	▶ Name of Service

[Complete List](#) ▶

SERVICES STATUS

12/15/06 [Title of a current service alert](#) ▶

12/14/06 [Title of a current service alert](#) ▶

[Services Status](#) ▶

TOP SUPPORT ISSUES

[Isit lut adionse quismod dui aut ad et am, volor adiating et iriuscin henit](#)

[Consenis delisi te consent in henisim dipisissed mod del incincipit la commy nonsed](#)

[Do corero consequam nosto od tat dolore minit wisim ex exer incidunt dign](#)

[At ullandre velit wis nit do odolorem dolorero cor iilis ex et ecte et am zzzrit alit nostion](#)

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[Nulluptatue dit ad tat utem iuscil dolesequi blandre rillaorerit ipit ero dui.](#)

[All Support Issues](#) ▶

ITS HELP DESK

Hours

Isit lut adionse quismod dui
volor adiating et iriuscin henit

Contact

Phone: (512) 475-9400

[Email](#)

[Chat](#)

[Walk-In](#)

CONSULTING & PROFESSIONAL SERVICES

[Onsite Support](#)

[Another Consulting Service](#)

[Another Consulting Service](#)

[Another Consulting Service](#)

[Another Consulting Service](#)

[All Consulting Services](#) ▶

Self-Schedule an Appointment

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Direct links to Support pages for the most popular services should be featured. (Comparative Analysis, Focus Groups)

A knowledge base should be used to manage and publish support issues. In the early implementation of the redesign, a small database may be used as an interim method of managing the most important support issues identified by ITS staff. (Comparative Analysis, Content Analysis)

Links to Consulting Services that may be associated with "Help and Support" should be cross-linked on this page for customers who select this page instead of Services & Solutions. (Card Sorts, Focus Groups, Advisory Group)

8.0.0 Students

[Contact](#) | [Site Index](#) | [Staff Intranet](#)
Current Service Alerts (0)

LOGOS & BRANDING

STUDENTS ▾ FACULTY ▾ STAFF ▾ VISITORS ▾ DEPARTMENTS ▾ IT COMMUNITY ▾

QUICK LOGIN Webmail ▾ GO

ABOUT ITS SERVICES & SOLUTIONS SOFTWARE & HARDWARE IDs & ACCOUNTS GET INVOLVED HELP & SUPPORT

SEARCH

Students

Spotlighted Content

IMAGE **Title of spotlighted content** ▶
Feu feu feuis dolobor sim velestiscil ullupta. Dunt inibh ea commolore doloborper aliquate exero eummy nulla feuis.

IMAGE **Title of spotlighted content** ▶
Feu feu feuis dolobor sim velestiscil ullupta. Dunt inibh ea commolore doloborper aliquate exero eummy nulla feuis. Feu feu feuis dolobor sim velestiscil ullupta.

SERVICES FOR STUDENTS

EMAIL SERVICES

Donec ornare ultricies purus. Nulla facilisi. Aenean facilisis lectus sed massa faucibus tempor. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Vestibulum suscipit mi

Personal Email Account Options [Help Me Choose](#) ▶

UMBS - Very brief description, includes Webmail	More Info ▶	Sign Up Now ▶
Departmental Email - Very brief description	More Info ▶	Sign Up Now ▶

INTERNET & NETWORKING

Donec ornare ultricies purus. Nulla facilisi. Aenean facilisis lectus sed massa faucibus tempor. Lorem ipsum dolor sit amet, consectetur adipiscing elit. Vestibulum suscipit mi vel

Internet Connection Options [Help Me Choose](#) ▶

Wired Public Network - Very brief description	More Info ▶	Sign Up Now ▶
Wireless Public Network - Very brief description	More Info ▶	Sign Up Now ▶
Resnet - Very brief description	More Info ▶	Sign Up Now ▶

TOP PICKS

[Manage your EID](#) ▶

[Protect Your Computer with BevoWare](#) ▶

[Computer Repair Services](#) ▶

[Security Awareness](#) ▶

TOP SUPPORT ISSUES

[Title of a Support Issue](#) ▶

[Title of a Support Issue](#) ▶

[Title of a Support Issue](#) ▶

[Title of a Support Issue](#) ▶

RESOURCES

[Title of a Policy](#) ▶

[Title of a Policy](#) ▶

[Title of a Policy](#) ▶

[Title of a Policy](#) ▶

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The Services for Audiences page responds to the "Things I Use" model of categorization expressed by customers. (Card Sorts)

Audience-specific spotlights should highlight timely news, projects, or services of interest to a particular audience. (Focus Groups)

Since we are separating technical and non-technical audiences on this type of page, we have the ability use different terminology and explanatory language as appropriate. (Advisory Group)

The Top Picks section on this page would be tailored for the specific audience being addressed.