A first-class information technology environment for a dynamic, renowned University

Northwestern University Information Technology creates integrated services that reliably and securely connect members of the University community to central resources, applications, and data to enhance efficiencies, improve reporting, and empower users with self-service options.

Best Practices:
- Collaboration between central IT and the academic and administrative business of the University
- Centrally accessible shared systems
- Self-service access
- Mobile technology
- Virtualization efficiency
- Unified support services
- Strategic sourcing
- Reliable, robust, and redundant

24x7 access to the right information, quickly and efficiently
Core Business Systems
Centrally managed systems to support the business, academics, and administration of the University*

Business Intelligence: Development of integrated reporting and analytical solutions to support University business operations
www.it.northwestern.edu/business-intelligence/

Student Enterprise System (SES): Systems that integrate and manage admissions, registration, student finance, and financial aid processes
http://ses.northwestern.edu

Human Resources Information System (HRIS): Systems that integrate and manage human resources management, benefits, and payroll processes
https://nuhr.northwestern.edu

NU Portal: Web site that provides centralized, customizable, role-based access to University systems
https://nuportal.northwestern.edu

Collaboration Services: Provision of central, online communication tools, including e-mail, calendaring, and document sharing management to all eligible faculty and staff
www.it.northwestern.edu/accounts/

Alumni Information Management System (AIMS): Comprehensive online solution for alumni and donor relationship management, including tools for outreach, engagement, and cultivation
www.it.northwestern.edu/univ-relations/

Financial Management System (NUFinancials): Unified system for self-service access and management of University accounting, facilities management, and research grants
www.it.northwestern.edu/finance/

Course Management System (CMS): Course management software enabling instructors to create and manage, and students to access and participate in, Web-based learning materials and activities
www.it.northwestern.edu/education/

Service Management System (IT Service Manager): Integrated technology management system, including incident, problem, change, and configuration management, for an improved and enhanced IT customer experience

Collaborative Programs & Services
Integrative, value-added services for the overall effectiveness of the University IT environment*

Consulting & Project Office: Coordination and facilitation of information technology projects for campus units including vendor contract negotiation and execution
www.it.northwestern.edu/about/departments/itms/cpo/

Disaster Recovery / Business Continuity Program (DR/BCP): Development, implementation, maintenance, and testing of the central IT DR/BCP, education and awareness training, with active participation in providing University emergency planning, assessment, notification, and management services
www.it.northwestern.edu/about/departments/issc/

Information Security & Compliance: University-wide services of policy development, incident response, vulnerability assessment, security awareness and education, reporting, investigation, and implementation of security measures for regulatory compliance
www.it.northwestern.edu/security/

University-Licensed Software: Development and administration of licensed software agreements that leverage academic and volume discounts for high-demand software that benefit the academic and business needs of the University
www.it.northwestern.edu/about/departments/itms/

Web Content Management System (WCMS): Common and intuitive Web platform for schools, departments, and other University groups to create and manage online content
www.northwestern.edu/univ-relations/webcomm/wcms/

Green Technology
Maximum energy efficiency and minimum environmental impact

Infrastructure
Interconnected system of computers, data applications, and other support structures for the daily security and integrated management of many Northwestern systems and services*

Data Centers: Secure co-location facilities with uninterrupted power supplies (battery and generator), redundant cooling, and network connectivity in which critical server hardware for systems, storage, networking, and applications are housed
www.it.northwestern.edu/data-centers/

Data Network: Wired and wireless network services that connect individuals and units to local network resources, the Internet, and high-speed research networks
www.it.northwestern.edu/connected/

Voice Services: VoIP (Voice over Internet Protocol), voicemail, audio conferencing, and automatic call distribution services
www.it.northwestern.edu/voice/

Database Management: Relational database management with a focus on maximizing efficiency and optimal operation of systems
www.it.northwestern.edu/about/departments/itms/

Identity Management Services (NU Validate): Electronic verification process to authenticate a person’s identity and provide credentials for accessing systems and services for an integrated self-service environment
www.it.northwestern.edu/auth-svcs/nuvalidate/

Quality Assurance: Develop and conduct performance and functional testing of software applications to ensure that systems are responsive and reliable
www.it.northwestern.edu/about/departments/itms/qa/

Service Monitoring: Continuous monitoring of various services and applications supported by NUIT and the utilization of an online dashboard to communicate current status and maintenance schedules
www.it.northwestern.edu/servicestatus/

*Additional systems and services are available; visit www.it.northwestern.edu for more information.