What are Desktop Services?

The UCS can provide a fully managed desktop computer service. The components of this service are:

- managed desktops
- applications software management and deployment
- managed printing and print management software
- centralised filestore
- personal and group web space
- contract hardware repair for Institutions

Institutions can select one or more of these components, thus freeing their IT staff to focus on the specific needs of their local users.

These UCS managed services make extensive use of centralised application, print and filestore servers, reducing infrastructure costs to user Institutions.

Features

- Managed Cluster Service – Fully managed computer rooms within your institution, with extensive software support
- DS-Apps – access from an individual's computer to applications hosted on a central server, eliminating the overhead of individual installation and patching
- DS-Print – print management solutions, including management of charging, for printing from personal systems as well as those in managed clusters
- DS-Filestore – centralised filestore accessible from anywhere within the University, and also worldwide using a secure remote access protocol
- DS-Web – personal and group web space
- DS-Repair - annual repair contracts with Institutions for desktop machines

http://www.ucs.cam.ac.uk/desktop-services
Managing Desktop Services

The Managed Cluster Service serves over 20,000 active users every year. It provides a secure Windows, Macintosh and Linux environment within a public room or classroom in your Institution, with a full suite of software installed and managed by the UCS. The institution provides the room and the hardware; we do the rest.

DS-Apps can provide savings both in computer power and IT staff effort, as software applications are run from central infrastructure rather than on individual machines.

DS-Print permits the control of printing (over 6 million printed pages per year) from individual as well as managed-cluster computers, with secure online payment collected by the UCS and redistributed to Institutions on a quarterly basis.

DS-Filestore provides fully backed-up central file storage, currently hosting over 30 million files, securely accessible from anywhere in the world. Together with DS-Web for publishing web pages, it saves Institutions the cost and effort of providing for these needs individually.

Charging

The Managed Cluster Service, DS-Apps and DS-Print are charged services. The prices, available on application, depend on the number of desktop computers, applications or printers being supported.

Basic quotas within DS-Filestore and DS-Web are provided free.

Further Information

Email: dsg-manager@ucs.cam.ac.uk
Web: www.ucs.cam.ac.uk/desktop-services
University search: desktop services

Managed services for institutions

Calendar – Google calendar with Raven authentication and calendars of University dates
Desktop – central filestore, managed print, application delivery, personal and group web pages
Directory – web- and email-based online directory with delegated management of content
Email – spam and virus filtering, managed mail domains, institutional mailing lists
Hosting – networked rackspace in a secure environment with redundant power, cooling, fire suppression
Consultancy and support – reviews and strategic advice, recruitment, induction and appraisal of staff, institution support service
Network – end-to-end network connectivity: IPv4, IPv6 or raw fibre, installation services, wireless, DNS
Search – institutional control of quicklinks and filtered searches, for web and directory searching
Telephony – VoIP telephony with institutional call-logging and billing access
Training Facilities – training booking system for any course provider, bookable facilities, customised training courses
Video – recording, encoding, storing and streaming institutional video content
Videoconferencing – fully equipped central facility, equipment hire, consultancy on institutional facilities
Web – hosted web servers, Wikis and content management system

General contact for managed services: UCS Institution Liaison office
Phone: 34720/48477
Email: institution-liaison@ucs.cam.ac.uk
Web: http://www.ucs.cam.ac.uk/linkpages/managed

Daily printing usage at managed printing site