

Application Provisioning Services

IRC-IT offers several application services to [Service Users](#). The specific details for have been negotiated with the [Service Customer](#) and will result in the formulation of a specific application service with a negotiated [SLA](#) listed below. IRC-IT is managing the running application and ensures, that the negotiated [KPI](#) targets are met.

Application Services for Jacobs University Community

- [Messaging Services](#)
- [Teamwork Service](#)
- [Remote Login Shell Service](#)

Application Services for Jacobs University Employees (Faculty, Staff, Admin)

- [Unified Messaging Service](#)
- [Web-based Telephone Management Service](#)

Application Services for Faculty

- [Faculty Web Service](#)
- [License Manager Service](#)

Application Services for Admin Department

Resource Development

- [Alumni Email Server Service](#) (via Alumni Office)

IRC-IR

- [ILL Ticket System Service](#)
- [Thin Client Terminal Service](#)

Facility Management

- [Facility Management Ticket System Service](#)

Business Administration

- [Accounting Ticket System Service](#)
- [Purchasing Ticket System Service](#)