Who We Are

CTS provides secure information management and technology services to the North Dakota University System, linking academic and business services within the NDUS community, and by connecting users to the information and educational resources they need to accomplish their goals.

What We're About

Mission: To deliver technology-based resources, services, and solutions to NDUS students, faculty, staff, institutions, System Office, and North Dakota residents.

Goals: Support North Dakota University System infrastructure needs; Improve North Dakota University System information technology-enabled business processes and services while providing and managing resources to align with NDUS strategic goals; Improve and enhance North Dakota University System student learning and users' focus; Improve and enhance North Dakota University System collaborative efforts.

Who We Serve

49,337
students

2,008
faculty

8,124
staff

What We Do

Academic Services and Training (AST) provides leadership in the use of current and emerging technologies to enhance teaching and learning across the North Dakota University System. The link provides a list of services offered by AST.

- Academic Technologies Services

Administrative Services includes three functional areas: a general administrative services team, a financial services team, and the IT planning, procurement, and project management team (P3/M). The link provides users with key information for the P3/M community.

- Administrative Services

Enterprise Services is responsible for design, development, implementation, maintenance, and administration of enterprise-class information technology solutions while providing IT leadership, vision, and planning for the University System. The links provide key information for the user group community.

- Document Imaging
  - Document Imaging Steering Committee
- Blackboard
  - Blackboard Operational Governance

Information Security provides security systems, services, incident response, and is comprised of Security Operations, Security Engineering, and Application Security. The Application Security team works with Campus Access Control Officers at each university who have been given the responsibility to ensure that access to information in the PeopleSoft systems (Campus Solutions, Financials, and HCM) and ancillary systems is appropriately controlled and managed.

- Application Security

Infrastructure & Operations (I/O) delivers a robust, reliable, and relevant technology foundation for the University System. I/O includes Data Center, Database Administration, Endpoint Services, Identity & Access Management, Network Services and System Administration.

- Servers & Storage Services
- Internet & Network Services

PeopleSoft Pillars

The PeopleSoft Executive Steering Committee advises the NDUS PeopleSoft staff and the customers they serve. The committee reviews and makes recommendations on initiatives, priorities, policies/procedures based on alignment with resources. The links provides key information for the PeopleSoft user group community.

- PeopleSoft Executive Steering Committee

Campus Connection is the Student Information System used by all 11 institutions within the North Dakota University System. This platform is considered the system of record.

- Campus Connection

Financials is the system of record for the North Dakota University System business operations. The system supports all 11 institutions with day-to-day operational data and functionality for every aspect of the system's budget.

- Financials

Human Capital Management serves as a global foundation for HR data. The system supports all 11 institutions with day-to-day operational data and functionality for nearly every aspect of the system's 7000+ employees.

- Human Capital Management (HCM)

Services

TeamDynamix
Used to submit requests, issues, outages, etc. to CTS.

- https://ndus.teamdynamix.com/TDClient/1962/CTS/Home/

Free Microsoft Training
CTS offers monthly and upon request training.

- https://cts.ndus.edu/services/training/microsoft-training/

Single Sign On Portal

- https://portal.ndus.edu

Tools

CTS Self Service & Knowledgebase
Support for core services provided by CTS.

- https://ndus.rightanswers.com/portal/ss/

LiquidFiles
A tool used to securely send and receive files.

- https://sendfiles.ndus.edu/

Campus Connection Busy Times Calendar
Collaborative tool used by CTS and campuses to coordinate Campus Connection scheduled outages to prevent conflicts..

- https://tiny.ndus.edu/busytimes

Status
Provides status on NDUS Services.

- https://status.ndus.edu/