Category
Category: Communications
Services
Service: Email
Solutions
IMAP/Cyrus
service components
PO Servers
mail hubs
webmail.mit.edu
spam screening
products
Outlook 2007
Outlook 2003
Eudora
Outlook Express
Apple Mail
Evolution
Thunderbird
iOS Mail
Blackberry (BIS)
Public Contact: helpdesk@mit.edu
Solution Owner: Mark Silis
Financial Owner: Mark Silis
Business Owner: EVP
Exchange
service components
mail routing
Component Operator
Escalation Path
PO Servers
owa.mit.edu
spam screening
Blackberry Enterprise Server (BES)
products
Outlook 2011
Product Coordinator
Product Vendor
Escalation Path
Distribution Process
Distribution Operator
Media
License
License Operator
Expiration Date
Terms & Conditions
License Key
License Type
Audence
Platform Requirements
Outlook 2007
Outlook 2010
Entourage Web Services
AppleMail OS 10.5
AppleMail OS 10.6
Evolution
iPhone Mail
Android Mail
Public Contact: helpdesk@mit.edu
Solution Owner: Mark Silis
Financial Owner: MMark Silis
Business Owner: EVP
Service: Instant Messaging
Jabber
service components
jabber.mit.edu
conference.mit.edu
products
adium
iChat
Gaim/Pidgin
Public Contact: helpdesk@mit.edu
Solution Owner: Mark Silis
Business Owner: ???
Financial Owner: Mark Silis
Zephyr
service components
zephyr servers
products
ZWGC
Barnowl
Public Contact: ocl@mit.edu
Solution Owner: Mark Silis
Business Owner: ???
Financial Owner: Mark Silis
Service: Calendaring
Exchange
Tech Time
Service: Data Communications
Wired
Wireless
Service:Remote Access
VPN
Tether
VoIP
service components
VoIP servers
Sylantro.mit.edu
voip.mit.edu
personal SIP accounts
products
Polycom handsets
VoIP soft phone application
Public Contact: 3help@it.edu
Solution Owner: Mark Silis
Business Owner: EVP
Financial Owner: ark Silis
Service: Voice
5ESS
service components
5E switch
ICE9 Inventory & Billing system
products
ISDN phones
analog phones
emergency (blue) phones
Public Contact: 3help@mit.edu
Solution Owner: Mark Silis
Business Owner: EVP
Financial Owner: mark Silis
ACD
Calling Cards
Service: Voicemail
Octel
Iperia
Unity
Service: Conferencing
WebEx
Conference Bridges
Cisco Telepresence