Soporte TIC a la gestión

TIC support for management

TIC support for management includes the support of all the services provided by the IT Service as support for the university's management applications, both its own and those of third parties. Each application has a defined functional manager, who may or may not coincide with the Head of Service, and it is they (Head of Service/Functional Manager) who must channel the incidents/requests of the different systems.

We offer support for incidents, queries, data exploitation and modifications or improvements to existing applications.

To report an incident or express a query, you must create a new incident of the type "In a Management System" within the TIC Self-Service Portal (Murphy 2.0).

For the exploitation of data, modifications or improvements, you must make a new service request of the type "TIC Support to University Management" through the ICT Self-Service Portal (Murphy 2 .0).

The university management applications, the services responsible for them and their functional responsibilities are listed below.

TIC Services	Functional Manager
User assistance Data Protection and e-Government (OTRS)	Information, registration and e-government service José Luís Pedrosa
Academic Management (UXXI-AC) Applications for the management of the academic activity of university students. It includes the management of access to university degrees, postgraduate and master's degrees, the preparation of qualification reports, the procedures associated with obtaining a university degree, the university's own courses and the student's academic record.	Academic Management Service. F. Javier Liétor Fuentes
QMATIC Queue management and student appointments	Academic Management Service Enrique Jeréz

TIC Services	Functional Manager
Registration (UXXI-AC)	Academic Management Service.
Applications for online university enrolment.	F. Javier Liétor Fuentes
Scholarships (UXXI-AC)	Student Assistance and Support Service.
Applications for the management of students' grant applications.	Mª del Mar Carrasco Ortega
Doctorate (RAPI)	Education Management Service.
Applications for the management of academic procedures for university postgraduate studies and procedures associated with the completion of a doctoral thesis.	Mª Dolores Cañada Aranda
Teaching Guides (Virtual University)	Learning Management Service.
Applications for the management of the contents of the subjects taught in the different academic degrees.	Roberto Fornes de la Casa
International Mobility (UMOVE)	Student Assistance and Support Service.
Applications for the management of student mobility programmes.	Antonia Linarejos Ocaña Jódar
Teaching Organisation Plan. POD (Virtual University)	Learning Management Service.
Applications for the management of the teaching load associated with each lecturer.	Roberto Fornes de la Casa
Internships (ICARO)	Student Assistance and Support Service.
Applications for the management of internships in companies for university students.	Sergio Calero Fernández

TIC Services	Functional Manager
TIC Support to Research Management (UXXI-INV)	Research Management Service.
Applications for research management.	Mª Luisa Cañabate Guerrero
Research Resources Management (GSYA)	Central Research Support Services.
Applications for the management of Research and Animal Facility resources.	Natividad Paredes Quesada
Financial Management (UXXI-EC)	Economic Affairs Service.
Applications for economic management, economic treasury and management of all the University's income, including university fees.	Roberto J. Pastor Izquierdo
Accounting Management (UXXI-EC)	Accounting and Budgeting Service.
Applications for the management of the processes associated with the analytical accounting and budget management of the University.	S. Santiago Plaza Alarcón
Contracting and Assets (UXXI-CC)	Contracting and Patrimony Service.
Applications for the management of contracts established by the University with third parties and the management of the University's movable and immovable assets and their inventory.	Antonio J. Porcuna Contreras
Human Resources Management (UXXI-HRM)	Personnel Service.
Applications for the management of procedures related to Human Resources at the University. It includes the management and design of the Job List and the management of the remuneration of University staff, including secondments and payroll.	Sofia Cabrera López

TIC Services	Functional Manager
Attendance verification system Applications for the management of the entry and exit of university staff to and from the workplace.	Personnel Service. Jesús D. Orta Ortega
Gestión de actividades deportivas Aplicaciones para la gestión de los procesos gestionados por el Servicio de Deportes.	Physical and Sports Activities Service. Álvaro Trujillo González
GIEPROPIAS Application for the management of in-house teaching and lifelong learning.	Education Management Service. José María Ruíz Palomino
Registry (GEISER) Applications for the management of the University Registry, including input/output processes, in face-to-face and telematic mode.	Information and General Affairs Service. José L. Pedrosa Delgado
Management of Agreements Applications for the management of the agreements signed by the University.	Information and General Affairs Service. José L. Pedrosa Delgado
Management of access to buildings and premises Applications for the management of the platforms that control access to the University's buildings and car parks.	Technical Unit. Isabel María Cazalla Eliche
Warehouse management Applications for the management of university warehouses, including management of orders, incoming and outgoing material.	Technical Unit. Alfonso Cobo Castro

TIC Services	Functional Manager
Space reservation management Applications for the management of university spaces, including reservation processes.	Personnel Service. Blas Morillas Morillas
Library management Applications for the management of the processes supported by the University Library.	Library Service. Sonia Bellver Moreira
Digital Signage Applications for the management of university digital signage.	Information and General Affairs Service. Yolanda Ortega Gil
Event management Applications for event management, including congresses and other university activities.	Vice-Rector's Office for Communication and Institutional Projection. Carmen Quesada Rodríguez
Survey system Applications for the management of processes for the generation, dissemination and evaluation of surveys aimed at the university community.	Planning and Evaluation Service. Ana I. Uceda Cobas
Institutional Information System (SIIUJA) Applications for data analysis and institutional information, such as the datawarehouse.	Planning and Evaluation Service. Sara Díaz Expósito
UJA Publishing Management Applications for the management of the university's publication processes.	Information and General Affairs Service. Mª Rosalía Tudela Caballero

TIC Services	**Functional Manager**
Docentia (Virtual University)	Planning and Evaluation Service
Application for the evaluation of the teaching activity of the teaching staff.	Jacinto Fernández Lombardo
Murphy	IT Service
IT Management (Easyvista)	Adelaida Cabrero Bueno