



Information  
Technology

# **SERVICE CATALOG**

Version 2.0

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## INTRODUCTION

If you are new to Oklahoma State University, let us welcome you to the many services Information Technology provides. This Service Catalog has been put together to provide basic overviews of the services available through IT. If you have questions, please feel free to contact the IT Helpdesk.

You can also find the Service Catalog at <http://it.okstate.edu/services/>.

### IT Helpdesk Contact Information:

**Phone:** 405-744-HELP (4357) or 1-877-951-4836 (toll free)

**If calling from Oklahoma City (VoIP):** 405-945-9191

**If calling from Okmulgee (VoIP):** 918-293-5463

**E-mail:** Helpdesk@okstate.edu

**Address:** 113 Math Sciences, Stillwater, OK 74078

**Web site:** <http://help.okstate.edu/>

### IT Helpdesk Hours of Operation:

**Weekday hours for Fall/Spring Semesters:** Monday-Friday, 7:00 a.m.-1:00 a.m.

**Weekday hours for Summer Semester:** Monday-Friday, 7:00 a.m.-10:00 p.m.

**Weekend hours for all semesters:** Saturday, 10:00 a.m.-5:00 p.m.; Sunday, 2:00 p.m.-11:00 p.m.

## COMMUNICATIONS / NETWORK SERVICES

**Phone Directory Database:** The IT Department maintains the university's centralized Phone Directory service (the OSU Online Directory). Information on the OSU Online Directory ([www.directory.okstate.edu](http://www.directory.okstate.edu)) is business information only and is provided to the public for that purpose. The university does recognize, however, some situations that an employee may have reason for the information to be removed from the directory and made unavailable to the public. These employees should provide the Chief Human Resource Officer in 106 Whitehurst a written request with reasons why this business information should not be available. The Chief Human Resource Officer will review the request and make a determination whether to allow the information to be removed.

**Mobile/PDA Services:** The IT Department provides the university with the following mobile/PDA services.

*Mobility:* Mobility is a service that enables a campus extension to be linked to any phone (cellular, home, etc.) while Campus features become available on that instrument. This functionality coupled with the ability to ring two phones simultaneously and schedule when and where the number rings opens up a powerful array of opportunities for increased productivity. For more information, call 744-7174 or visit <http://www.telecomm.okstate.edu/>.

*Cell Phone Services:* OSU agreements with AT&T Wireless and Sprint, which allows faculty, staff and students to receive discounts on wireless service with both companies. For more information, call 744-7174 or visit <http://www.telecomm.okstate.edu/>.

*PDAs/Smart Phones:* A Mobile Device is a Smart Phone, PDA, and/or Modem that uses a data plan from a wireless carrier. Examples of wireless carriers are AT&T, Sprint, T-Mobile, etc. IT has infrastructure in place to support ActiveSync to any Windows Mobile device or Blackberry.

*Cowboy Minutes:* Cowboy Minutes allows for calls made to/from campus extensions or calls made while on campus from a cellular phone to be eligible for a separate pool of minutes/usage. The price for 500 minutes is \$9.99/month and 1,000 minutes is \$19.99/month. Mobile-to-Mobile, Nights and Weekends or other special feature packages will be used until depleted based on the order of your current services plan. Then Cowboy Minutes and finally your anytime minutes will be used. For more information, contact Telecommunications at (405) 744-7174 or visit [https://www.wireless.att.com/b2b/office\\_reach](https://www.wireless.att.com/b2b/office_reach) to sign up for this feature.

**Landline Phone Services:** The IT Department provides the university with the following landline phone services.

*Voice Mail Services:* The IT Department provides the university's centralized voice mail services to faculty, staff and students with any of the phone service packages. With the voice mail option, receive messages from callers if you are away or on the other line. For more information, faculty and staff can call 744-7174 or e-mail [telecomm@okstate.edu](mailto:telecomm@okstate.edu). Students may visit <http://telecomm.okstate.edu/signup>.

**Network Services:** The IT Department provides the university with the following Network services.

*Off-Campus Access Services:* The IT Department maintains the university's centralized off-campus access services (Virtual Private Network, or VPN). The Virtual Private Network is used to create a secure connection between two computers or Networks using the Internet. The protection of the campus necessitates blocking certain types of applications at the University firewall, therefore the VPN service enables use of the applications and services blocked by the university firewall from anywhere in the United States. It is accessible to all faculty and staff via the Software Distribution Center, <https://app.it.okstate.edu/sdc/login.php>.

*On-Campus Access Services:* The IT Department provides the university with centralized on-campus access services. In addition to five state-of-the-art computer labs with Internet access provided by IT, the campus has more than 35,000 10/100 Megabits per second (Mbps) network drops and is expanding its WIFI

coverage all the time. Both the wired and wireless networks provide fast connectivity to university services and the Internet.

*Residential Life Server Registration Services:* The IT Department maintains the university's centralized Residential Life Server Registration services. People in OSU Residential Life housing will be assigned a private IP address for any personal computer attached to the OSU network. This makes Residential Life systems invisible to the outside world, without interfering with usage of Internet resources. These private IP addresses will address several network security issues including: prevention of "accidental" copyright violations; limitation of University liability, including protection of students, protection of Residential Life systems from outside attacks and prevention of Residential Life systems acting as a "server" to the Internet without registration. The only time a computer on the Residential Life system needs to be "registered" is when the user wants the computer to be accessible to all Internet users. Individuals who go to the effort to register their system as a server and acknowledge their responsibilities will be held to the letter of OSU Appropriate Use Policies. For assistance, please contact the IT Helpdesk at (405) 744-HELP or [Helpdesk@okstate.edu](mailto:Helpdesk@okstate.edu).

*Wireless Services:* The IT Department provides the university's centralized Wireless service (WIFI) funded by the University Technology Services Fee. There are a growing number of locations where you can access the Internet through wireless 802.11b/g connection. Any WIFI-certified NIC should be able to connect. The network identifier is: OSUWIRELESS. A detailed WIFI map is located at: <http://www.it.okstate.edu/students/wireless>.

*IP Assignment Services:* The IT Department provides the university's centralized IP Assignment services (BootP). BootP is available as a means of reserving a specific hostname and IP address for use by a particular system. It eliminates the dangers associated with manually entering or hard coding IP information and makes moves or changes easier.

*Network Jack Installation/Repair Services:* The IT Department provides the university's centralized Network Jack Installations and Repair service. To submit an installation/repair request, call the Helpdesk at (405)744-HELP or send an e-mail to [helpdesk@okstate.edu](mailto:helpdesk@okstate.edu). All requests must include the following: Contact name, phone number, e-mail address, type of request, building name and Jack number(s), and each Jack must be listed individually.

**Emergency Communication Services:** The IT Department provides the university's centralized emergency Communication service. Individuals must provide a phone number and text message destination for emergency broadcasts. This system will be utilized during events that pose an eminent danger to the lives and safety of the OSU community. Please login to [okey.okstate.edu](http://okey.okstate.edu) to update your emergency contact information. For assistance, please contact the IT Helpdesk at (405) 744-HELP or [Helpdesk@okstate.edu](mailto:Helpdesk@okstate.edu).

## COMPUTER LABS

**Computer Lab Services:** The IT Department provides the university's centralized computer lab services. The IT Department computer labs provide students, faculty and staff physical computer access at multiple campus locations. The IT labs offer standard suites of software such as Microsoft Office, specialized applications such as AutoCAD and SAS, and Internet access through Internet Explorer. They also offer accessibility software such as Dragon Dictates and Zoomtext. The following is a list of lab locations and hours of operation (for Fall and Spring semesters):

*Classroom Building 4th Floor:* Monday-Friday, 8 a.m.-9 p.m. (available for classroom reserve)

*Bennett Hall B19:* 24 hours, seven days a week

*Kerr-Drummond Mezzanine:* 24 hours, seven days a week

*Student Union 065:* Monday-Friday, 8 a.m.-10 p.m.; Saturday & Sunday, Noon-5 p.m.

*Math Sciences 108: 24 hours, seven days a week*

For assistance, please contact the IT Helpdesk at (405) 744-HELP or [Helpdesk@okstate.edu](mailto:Helpdesk@okstate.edu).

**Virtual Lab Services:** The IT Department maintains four virtual computer labs. These virtual computer labs ensure that the software available in IT computer labs is also available via the Internet. You can log into these virtual labs from any computer with an Internet connection using your O-Key username and password. You are also able to use the Remote Printing functions outlined below. For detailed instructions on how to log into the virtual labs using Windows, Mac, or Linux operating systems please visit <http://it.okstate.edu/itprojects/vlabs/index.php>. For assistance, please contact the IT Helpdesk at (405) 744-HELP or [Helpdesk@okstate.edu](mailto:Helpdesk@okstate.edu).

## COURSE MANAGEMENT SYSTEM

**Online Course Delivery Services:** The IT Department maintains the university's centralized Online Course Delivery System (Desire2Learn (D2L)). D2L provides a method for consistent online course delivery. D2L can be found at <https://oc.okstate.edu/>. This site provides for online course delivery and support for more than five different campuses within Oklahoma and out-of-state. You will find useful information about course content availability, how you access the online classroom, what happens if your password expires and other helpful topics. Instructors can find help by going to the Institute for Teaching and Learning Excellence Web site at <http://itle.okstate.edu/cms/> or by calling (405) 744-1000.

## E-MAIL

**IT Service Allocation:** The IT Department maintains the university's centralized service allocation system via service accounts. Service accounts can be used for many different purposes and are set up from your O-Key Profile. You will want to select the appropriate type of service account for your purpose. The different types of accounts are listed below with a brief description of each:

*Mail Enabled:* A mail enabled service account is in Active Directory and has an Exchange mailbox. This type of account could be used for a departmental e-mail or to receive e-mails that originate on a Webpage.

*Application:* An application service account is in Active Directory. It does NOT have an Exchange mailbox. It is used when you need an application to have access to something else, like LDAP. Please allow a couple of additional days for processing on this type of account because Service Account personnel must submit the account to Service Administration for approval prior to creating the account.

*Kiosk:* A kiosk service account is in Active Directory. Use this type when you manage public workstations and would like to have them under one service account.

*Reserved:* A reserved service account is used to reserve a certain user ID.

*Resource:* A resource service account is in Active Directory and has an Exchange mailbox. Examples: calendar, room, vehicle.

*Guest:* A guest service account is in Active Directory and is given an Exchange mailbox. It is a re-usable mailbox for people who come to campus for a short period of time. This service account has wireless access and can be used in conjunction with lab or wireless access during a meeting or conference.

*Wireless Mac:* An account that enables devices with limited or no browsers to connect to the OSU wireless network. This account should only be used for devices that are unable to authenticate to the standard wireless network. Exceptions must be submitted to the CIO Office.

After you decide what type of account you need, please have the ITC or support person in your area submit a service account request through O-Key. IT personnel will create the account and notify you when it is ready to be activated.

**Individual E-Mail Account Services:** The IT Department maintains the university’s centralized mail system (Microsoft Outlook). In addition to e-mail, the Microsoft Outlook product provides services including, but not limited to, calendaring, resource scheduling and contact management. You may receive mail in your Exchange mailbox or select the option to have e-mail forwarded to your personal account. Faculty and staff are allowed 500MB mailbox space and students are allowed 250MB mailbox space. E-mail can be accessed by Outlook Client, Outlook Web Access ([www.mail.okstate.edu](http://www.mail.okstate.edu)), Entourage and IMAP.

You can connect to your e-mail account through OSU’s Outlook Web Access (OWA) site (<http://mail.okstate.edu>), and/or through the Outlook application on your desktop. If you wish to install Outlook on your desktop, the instructions for doing so will be different whether you are on campus or off campus. Please review our E-Mail Resource Center for additional information. For assistance, please contact the IT Helpdesk at (405) 744-HELP or [Helpdesk@okstate.edu](mailto:Helpdesk@okstate.edu).

**Broadcast Mailing Services:** The IT Department maintains the university’s centralized broadcast mailing system (Listserv). Listserv Service provides a method for the same e-mail message to be distributed to a select group. The use of broadcast e-mail to communicate with Oklahoma State University students, faculty, and staff will be limited to official notices of university-wide interest or impact. These include, but are not limited to, messages from the Office of the President, Provost and other members of the OSU-Stillwater Cabinet. Broadcast e-mail may also be used to communicate with the campus community in times of crisis, campus-wide emergencies and other situations dealing with public safety. Announcements that do not meet the preceding criteria, but are of interest to the campus community, may be distributed through a variety of other methods, including OSU Headlines, the university calendar, departmental newsletters and campus mailings and advertising. Nothing in this policy shall preclude OSU faculty, students, and staff from developing, using, and maintaining their own e-mail lists for legitimate communication needs. Mass mailings in the form of junk mail for non-university business reasons are prohibited. The following is the current Mass E-Mail Procedure:

Contact OSU Communication Services (X6260) to have broadcast e-mails approved for distribution to the campus or OSU system.

When approved, contact Institutional Research and Information management (X4244) to request the list of e-mail addresses for distribution. IRIM will want to know if you want to mail to faculty, staff and/or students, which campus (Stillwater and/or Tulsa), etc. to get a tailored list for your needs.

E-mail the Communication Services approval, text for the e-mail, and the completed information sheet (below) to [kristin.henderson@okstate.edu](mailto:kristin.henderson@okstate.edu). We will prepare an “Approval Copy” of the e-mail for your review. E-mail any changes or approval to [kristin.henderson@okstate.edu](mailto:kristin.henderson@okstate.edu). Once you have given final approval to send and we have the e-mail list, we will send the broadcast e-mail.

The e-mail is to appear to come from:	
The reply-to address to be used:	
The text in the subject line:	
The exact distribution list(s):	
Text for e-mail:	
Individuals receiving test message and their e-mail address:	
Final approval/authorization to mail:	

Date to distribute mail:	
Message sent confirmation to:	<a href="mailto:kristin.henderson@okstate.edu">kristin.henderson@okstate.edu</a>

**E-mail Spam Filtering Services:** The IT Department maintains the university's centralized e-mail spam filtering system (ProofPoint). ProofPoint offers various spam filtering options that can be set by the customer based on their needs. Four levels of filtering options are available to OSU e-mail account holders: No Spam Filtering, Filter Adult Spam Only, Filter All Spam and Tag and Deliver Spam. For more information, visit <http://spamblockerhelp.okstate.edu/>.

## FILE / PRINT

**Individual and Group Online File Storage Services:** The IT Department maintains the university's centralized individual (H: Drive) and group (G: Drive) online file storage. Online file storage ensures an easily accessible method for file storage and sharing that is not confined to a specific computer. Students and employees have 500 MB of network storage space on a home (H:) drive for personal use. Students can access their H: drive from any IT lab, as well as from computers in the library and the Student Union. Employee and student home drives are accessible off campus using MySite, <http://mysite.okstate.edu/mysite>. Employees also have access to a group (G:) drive, an I: drive and a J: drive used by their work groups. Group drives are used to share information within a certain department. Group Drives are not created automatically when a person activates his or her O-Key Account. To gain access to Group Drives, a new user should contact the IT Helpdesk. An I: drive is used to share information with other departments or sub-departments, while a J: drive is used to share information with all departments on campus and is intended for temporary storage only because the files on this drive are periodically deleted. For assistance, please contact the IT Helpdesk at (405) 744-HELP or [Helpdesk@okstate.edu](mailto:Helpdesk@okstate.edu).

## IDENTITY MANAGEMENT

**ID Card Services:** The IT Department provides the university with a centralized ID Card service (CS Gold). CS Gold is a system that enables a variety of services that can be accessed via the campus ID card. These include but are not limited to Bursar account charges, ATMs, secure door access, campus bus system, Colvin Recreation Center, Buckbadge and meal plans.

**ID Card Production Services:** ID Card Services provides ID Cards for students, faculty and staff that include a photo and the individual's CWID number. ID Services is located at 432 Student Union and is open Monday-Friday 8:00 a.m.-5:00 p.m. ID cards can be used for many services (see CS Gold). For assistance, please contact ID Services at (405) 744-8434 or [id.services@okstate.edu](mailto:id.services@okstate.edu).

**Authentication Services:** The IT Department maintains the university's centralized authentication system (O-Key). One of O-Key's core functions is to provide a single secure user ID and password that can be used to access university services. After completing your student enrollment or filling out your employment paperwork, you will be eligible for an Orange Key (O-Key) account (<http://okey.okstate.edu>). By activating your account, you can set up your e-mail address, create an e-mail account to the OSU provided Exchange/Outlook services and set up your emergency and directory contact information. There is useful information on your O-Key Profile. Take a few minutes to review it or visit our O-Key Resource Center (<https://it.sharepoint.okstate.edu/TechnologySupport/ResourceCenters/default.aspx>) for a complete walk-through.

**Time and Attendance Tracking Services:** The IT Department maintains the university's centralized Time and Attendance tracking system (TimePro). TimePro provides a method for employees to enter time (clock in/out) and have that information directly input into HRS once the supervisor has approved the pay period.

**Directory Services:** The IT Department maintains the university's two centralized directory services (Open LDAP and Active Directory). One of the core functions of OpenLDAP is to support the E-Mail Spam Filtering system. In

addition to this functionality, OpenLDAP provides the ability to lookup e-mail addresses, names, departments and other user information to authenticate applications. The core functions for Active Directory are wireless authentication, workstation management, group management and group policy management.

## IT NEWS AND EVENTS

**IT Announcement Services:** The IT Department provides the university's centralized location for announcements concerning IT services on all OSU campuses. Items, including news, scheduled downtimes, virus alerts, outages and service interruptions, are posted in a timely manner and are frequently updated. Please visit [www.it.okstate.edu](http://www.it.okstate.edu) to view the IT Announcements.

**Calendar Services:** The IT Department provides the university's centralized location for a calendar of organizational and academic events happening at all OSU campuses. Searches can be made by category, such as athletics or research, or by campus to find an up-to-date list of events at OSU. Please visit <http://calendar.okstate.edu/> to view the OSU Events Calendar.

## MULTIMEDIA SERVICES

**Online Audio and Video Hosting Services:** The IT Department maintains the university's centralized Online Audio and Video hosting system (Real Audio). Real Audio enables media streaming online, which is often associated with student instruction. The media formats that are supported are Real Media, Windows Media, Flash videos, Podcast videos and QuickTime videos.

## OPERATING SYSTEMS

**Windows Vista, Windows XP, Macintosh and Other Operating Systems:** An operating system (OS) is a group of computer programs that manage the hardware and software resources of a computer. At the foundation of all system software, an operating system performs basic tasks such as controlling and allocating memory, prioritizing system requests, controlling input and output devices, facilitating networking, and managing file systems.

## SECURITY OPERATIONS

**Anti-Virus Protection Services:** The IT Department provides the university with centralized Anti-Virus Protection (McAfee). McAfee provides a method for identifying, neutralizing or eliminating malicious software. Please visit the IT Software Distribution site at <https://app.it.okstate.edu/sdc/login.php>.

**Data Recovery Services:** The IT Department provides the university with a centralized data recovery service. The IT Information Security Office provides data recovery services for faculty and staff of Oklahoma State University when extenuating circumstances exist. Utilizing different forensic software and techniques, the IT Information Security Office may be able to recover files from an assortment of media and file systems.

**Forensic Analysis Services:** The IT Department provides the university with a centralized data recovery service. The IT Information Security Office may provide forensic analysis services for OSU departments when extenuating circumstances exist. The University maintains an agreement with vendors for the use of professional computer forensics software. Forensic analysis services may aid in the completion of a pending investigation for OSU departments. At the request of the Department Head, IT will perform an in depth analysis of an employee's computer.

**Research/Risk Assessment Services:** The IT Department provides the university with a centralized research and risk assessment service. The IT Information Security Office conducts research relating to protecting University IT assets. Research provides a fundamental way to discover risk and to prevent risk to University IT assets. Risk Management involves three steps. First is identifying risk, second is assessing the risk, and lastly taking preventive measures to reduce the risk. The following document was developed by the Nation Institute of Standards and Technology to assist organizations in exercising risk management. The document was developed in 2002 to provide governmental entities with guidance on understanding, identifying, and mitigating risks to an organization.

**Vulnerability Assessment Services:** The IT Department provides the university's centralized Vulnerability Assessment service. The IT Information Security Office uses both automated and manual tools to aid in the process of identifying vulnerabilities in OSU systems. Presently, this service is available to any faculty or staff member who desires to identify vulnerable areas in his or her computing environment.

## SERVER BASED SERVICES

**Web Server Services:** The IT Department provides the university's centralized Web Server services (SQL Services) that allow people to use and receive support for .net applications, PHP applications, Linux and HTML applications. It has two-node Microsoft SQL server clusters as well as mySQL database cluster. These database servers are available for use to house applications either purchased or developed by areas. For assistance, please contact the IT Helpdesk at (405) 744-HELP or [Helpdesk@okstate.edu](mailto:Helpdesk@okstate.edu).

**Enterprise Backup Services:** The IT Department maintains the university's centralized Enterprise Backup System (Commvault). CommVault enables the university to recover critical data in the event of a disaster. For assistance, please contact the IT Helpdesk at (405) 744-HELP or [Helpdesk@okstate.edu](mailto:Helpdesk@okstate.edu).

**Virtual Server Farm:** The IT Department maintains a VMWare server farm to host virtual servers. This service allows for a less expensive method for servers than purchasing a new physical server. A virtual server can be managed like a physical one with less overhead and expense. The servers are clustered for high availability and reliability.

**Compliance Environment:** The IT Department maintains the only PCI compliant server infrastructure on the OSU Stillwater campus. An area which requires a PCI compliant application to be hosted should contact Information Technology to assist with the installation of the server application.

**Storage:** The IT Department maintains three separate storage area networks to support the enterprise services. Additional storage for departmental use may be purchased at an annual rate.

**SCT:** The IT Department maintains the infrastructure for the enterprise Student Information System, Human Resource System, Financial Resources System, SEVIS, Commonline and the Loan Management System for all the OSU campuses and the A&M institutions. IT provides software development support, web services support, and production support for these services.

## SOFTWARE

**Software Distribution Services:** The IT Department maintains the university's centralized software distribution environment (Software Distribution Center (SDC)). The IT Department has entered into various software licensing agreements that provide students, faculty and staff access to the latest versions of selected software titles. The list of software titles is available at <http://app.it.okstate.edu/sdc/login.php>. For assistance, please contact the IT Helpdesk at (405) 744-HELP or [Helpdesk@okstate.edu](mailto:Helpdesk@okstate.edu).

## SUPPORT SERVICES

**General Technical Support Services:** The IT Department provides the university's centralized technical support services (IT Helpdesk). The IT Helpdesk provides a wide variety of services to all students, faculty and staff at OSU, including, but not limited to, Windows XP, Windows 2000 and also Macintosh.

**Desk-Side Support Services:** The IT Department provides centralized Desk-Side Support Services. The core of these services involves direct customer support at the customer's computer. is provided when and if it is determined by the IT Helpdesk that onsite support is needed. The Desk-Side Support group complements services provided by

the Helpdesk, which can include but are not limited to facilitating machine purchases through vendors and physical hardware inspection.

**Computer Recommendations:** Students, faculty, and staff should check with an individual academic department to learn about specific computing recommendations for the degree program in which they are enrolled. When buying a new computer, IT recommends systems using Windows XP or Apple OS X as good choices. The minimum recommendations set by the OSU IT Department are as follows:

*Notebooks:* IT recommends 1.8GHz, 2MB Cache CPU, 1 GB RAM, 256MB Video Card, 120GB SATA Hard Drive, 8X CD/DVD Burner, Premium Lithium Ion Battery (example: 85 WHr 9-cell), Wireless Network Card b/g (54Mbps), Genuine Windows Vista Home, No Productivity software pre-installed and 1 Year In-Home Service, Parts + Labor Warranty

*Desktops:* IT recommends 3GHz, 2MB Cache CPU, 2GB RAM, 256MB Video Card, 19 inch LCD Monitor, 160GB Serial ATA Hard Drive, 16x CD/DVD Burner, Optical USB Mouse, 3.5 in Floppy Drive, 56K PCI Data Modem, Genuine Windows Vista Home, No Productivity software pre-installed and 1 Year In-Home Service, Parts + Labor Warranty.

## TRAINING

**Computer Training Services:** The IT Department provides the university's centralized location for Computer Training services. The IT training center offers training opportunities through instructor-led classes, CD Rom, video checkout and online tutorials. Available courses include but are not limited to: Microsoft Excel, Desire 2 Learn, PowerPoint, Microsoft Word, Microsoft Outlook, Publisher and Security Awareness. For information on training opportunities, visit the Human Resources Web site, [http://www.okstate.edu/osu\\_per/](http://www.okstate.edu/osu_per/), or e-mail questions to [osu-hr@okstate.edu](mailto:osu-hr@okstate.edu).

## WEB SERVICES

**Online Collaboration Services:** The IT Department maintains the university's centralized Online Collaboration System (SharePoint). SharePoint enables groups or individuals to create and configure Web sites that meet their specific group collaboration needs. SharePoint has document libraries, calendaring, lists and tasks available as well as the capability of building workflows. SharePoint allows the use of your O-Key credentials and can integrate into Microsoft Outlook and the rest of the Microsoft Office Suite. For assistance, please contact the IT Helpdesk at (405) 744-HELP or [Helpdesk@okstate.edu](mailto:Helpdesk@okstate.edu).

**Web Development Environment Services:** The IT Department maintains the university's centralized Web Development Environments. The Web Development Environment consists of two distinct parts of a Microsoft Web Development Environment (ASP/.Net) and a Linux Development Environment (PHP). The ASP/.Net service is load balanced for failover and redundancy to provide a robust Web environment.

**Web Hosting Services:** The IT Department maintains the university's centralized Web site Hosting Environments. The Web site Hosting Environment supports both Microsoft and Linux based Web sites. The Linux Web cluster is available to house Web pages using the current OSU provided Joomla framework, regular HTML pages and applications linking to Oracle or mySQL services. The services are load balanced across the servers to insure availability and reliability. For assistance, please contact the IT Helpdesk at (405) 744-HELP or [Helpdesk@okstate.edu](mailto:Helpdesk@okstate.edu).

**MySite:** MySite is a personal site that allows users to have a central location to store documents, content, links and contacts that can be accessed from anywhere. MySite has both a public view and a private view, and you can determine the permissions on various pieces of information within your site to select whether just a few people or everyone in your organization can view each item.

You can use MySite to keep track of links, keep track of colleagues, set up a document workflow, share documents and save to SharePoint sites, create Meeting Workspace sites and publish Web sites as sub sites.

MySite is similar to having a personal Microsoft Windows SharePoint 3.0 site—you can create document libraries and picture libraries, calendar, surveys, tasks and other SharePoint lists that can be shared with other people or only views by you. For questions about MySite, contact the IT Helpdesk at (405) 744-HELP or [Helpdesk@okstate.edu](mailto:Helpdesk@okstate.edu).