The Service Catalog defines and categorizes the Information Technology services provided to the Oklahoma State University community. A general description is provided for each service along with other helpful information such as availability, key features, and related links.

To request a service, contact the OSU-IT Helpdesk:

- 113 Math Sciences
- (405) 744-HELP (4357)
- helpdesk@okstate.edu
# TABLE OF CONTENTS

**ADMINISTRATIVE TECHNOLOGY SERVICES** ................................................................. 1  
  Document Imaging ................................................................................................. 1  
  Enterprise Systems .............................................................................................. 1  
  ePrint .................................................................................................................... 1  
  ID Card Services .................................................................................................. 1  
  Security Certificates ............................................................................................ 2  
  TimePro ............................................................................................................... 2  

**COMMUNICATION SERVICES** .................................................................................. 2  
  Broadcast Mailing System .................................................................................. 2  
  Emergency Notifications ..................................................................................... 2  
  IT Announcements .............................................................................................. 3  
  OSU Online Directory ......................................................................................... 3  

**COMPUTER LAB SERVICES** .................................................................................. 3  
  Computer Labs ..................................................................................................... 3  
  Virtual Computer Labs ....................................................................................... 4  
  Remote Printing .................................................................................................... 4  

**DATA STORAGE SERVICES** .................................................................................. 4  
  Data Restoration ................................................................................................. 4  
  Group Online File Storage ................................................................................. 4  
  Individual Online File Storage ........................................................................... 5  

**E-MAIL SERVICES** ................................................................................................ 5  
  Student E-mail Services (OSU-Stillwater/Tulsa Only) ........................................... 5  
  Faculty/Staff E-mail Services .............................................................................. 6  

**HOSTED SERVICES** ............................................................................................... 7  
  Application Hosting ............................................................................................ 7  
  Enterprise Backup Services ................................................................................ 8  
  Website Content Management ........................................................................... 8
IDENTITY AND ACCESS MANAGEMENT SERVICES ........................................... 8
  Identity Activation ......................................................................................... 8
  Service Partnerships .................................................................................... 8
  Authentication Services ................................................................................ 9
  Service Allocation ......................................................................................... 9
  Service Accounts .......................................................................................... 9
  Global Accounts ............................................................................................
  ID Card Creation ........................................................................................... 10
INSTRUCTIONAL TECHNOLOGY SERVICES ................................................... 10
  Clickers .......................................................................................................... 10
  Desire2Learn ................................................................................................... 10
  External Teaching and Learning Tools ............................................................ 11
  Real Audio ...................................................................................................... 11
  Respondus LockDown Browser ...................................................................... 11
  TurnItIn .......................................................................................................... 12
NETWORK SERVICES .......................................................................................... 12
  Connectivity .................................................................................................... 12
  Internet Access ............................................................................................... 13
  Internet Protocol Assignment ........................................................................ 14
  Microsoft Lync ............................................................................................... 14
  Remote Access ............................................................................................... 14
SECURITY SERVICES .......................................................................................... 15
  Antivirus Protection Services .......................................................................... 15
  Data Recovery ................................................................................................ 15
SUPPORT SERVICES ........................................................................................... 16
  4-HELP Knowledge Resource ...................................................................... 16
  Desk-Side Support ........................................................................................... 16
  iSupport .......................................................................................................... 16
  IT Helpdesk .................................................................................................... 16
  Software Distribution ..................................................................................... 17
TELECOMMUNICATION SERVICES ................................................................. 17
  Local Services ................................................................................................. 17
  Advanced Services ........................................................................................ 18
ADMINISTRATIVE TECHNOLOGY SERVICES

Information Technology maintains several administrative technology application services. These services include document imaging, enterprise systems, ePrint, ID card services, security certificates, and time and attendance tracking (TimePro).

Document Imaging

Document imaging is a process through which a document is recorded electronically and then indexed and stored as a digital image of its original form. Once digitized, it can be routed, archived, and/or retrieved using an installed application or a basic web browser. This service replaces manual filing. Document imaging reduces file space, eliminates errors and misfiling, and improves productivity.

Document work-flow management is also a component within the system. In conjunction with document storage and retrieval, documents are automatically routed throughout the department to the electronic inboxes of the appropriate individuals. This automatic routing process follows the path a document normally takes until it has completed its working cycle. At the end of the working cycle, the document is either discarded or archived electronically.

Enterprise Systems

IT maintains the infrastructure for the enterprise Student Information System, Human Resource System, Financial Resources System, Commonline, and the Loan Management System for all the OSU campuses and the A&M institutions. For each of these systems, IT provides software development support, Web services support, and production support.

ePrint

IT provides services to host documents which were formerly printed and distributed. Many of these documents are initiated from the university’s administrative systems. A secure authorization model is set up for your documents.

ID Card Services

IT provides the university with a centralized ID card service (CS Gold). CS Gold is a system that enables a variety of services to be accessed via the campus ID card. These services include, but are not limited to, bursar account charges, secure door access, the campus bus system, Colvin Recreation Center, and meal plans.
Security Certificates

OSU purchased an enterprise-level contract through Internet2/InCommon for Secure Certificates. OSU offers SSL (Secure Socket Layer), EV SSL (Greenbar), and SANS SSL (Multi-domain) certificates through Comodo, InCommon Certificate Provider. Certificate requests can be submitted via the 4-HELP SmartForm located at sslrequest.okstate.edu.

TimePro

IT 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 the Human Resource System (HRS) once the supervisor has approved the pay period.

COMMUNICATION SERVICES

The communication services provided by Information Technology include broadcast mailings, emergency notifications, IT Announcements, and the OSU Online Directory.

Broadcast Mailing System

IT maintains the university’s centralized broadcast mailing system. This system is a listserv service that provides a method for the same e-mail message to be distributed to a select group. Based on university policy, the use of broadcast e-mail to communicate with OSU students, faculty, and staff is limited to the following:

- Official notices of university-wide interest or impact (e.g., messages from the Office of the President, Provost, and other members of the OSU-Stillwater Cabinet)
- Official notices 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 other methods: OSU Headlines, the university calendar, departmental newsletters, and campus mailings and advertising. OSU policy does not preclude students, faculty, and staff from using their own e-mail lists for legitimate communication needs. However, mass mailings in the form of junk mail for non-university business reasons are prohibited.

Emergency Notifications

IT has worked in conjunction with the Emergency Operating Center to develop a mechanism for alerting the campus of weather issues and campus threats. The emergency notifications system is activated during an event that poses an eminent danger to the lives and safety of the OSU community. In a situation deemed an emergency, OSU officials
will deploy voice and/or mobile text message to members of the OSU community with information regarding the event and how they should proceed.

For students, faculty, and staff to receive emergency notifications, they will need to provide a phone number for voice message notifications and/or a text destination for text message notifications. Please log into your O-Key account at okey.okstate.edu to update your emergency contact information.

**IT Announcements**

IT provides the university’s centralized location for announcements concerning IT services on all OSU campuses. IT Announcements include news, scheduled downtimes, virus alerts, outages, and service interruptions. These announcements are posted in a timely manner and are frequently updated. IT Announcements can be viewed online at app.it.okstate.edu/itannounce.

**OSU Online Directory**

The OSU Online Directory is a web-based application providing contact information for OSU students, faculty, and staff. The directory acts as an online phonebook and is accessed directly from the web at directory.okstate.edu. Information in the online directory is business information only and is provided to the public for that purpose.

**COMPUTER LAB SERVICES**

Information Technology provides computer lab services for students, faculty, and staff on the OSU-Stillwater campus. These services include computer access at four campus locations, remote access through a virtual computer lab system, and remote printing.

**Computer Labs**

The IT computer labs provide desktops, printers, and scanners at four locations across the OSU-Stillwater campus. The computer labs offer standard suites of software (e.g., Microsoft Office), specialized software (e.g., AutoCAD and SAS), and accessibility software (e.g., Dragon Dictates and Zoomtext).

The locations and hours (for fall and spring semesters) are as follows:

- **Classroom Building 4th Floor:** Monday-Friday from 8 a.m. to 9 p.m. (Also available for classroom reserve)
- **Bennett Hall B19:** 24 hours, seven days a week
- **Kerr-Drummond Mezzanine:** 24 hours, seven days a week
- **Math Sciences 108:** 24 hours, seven days a week (Also available for classroom reserve)
Virtual Computer Labs

IT maintains four virtual computer labs. These virtual computer labs ensure that the software available in the 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 credentials. From the virtual labs, you can also use the remote printing functions discussed in the next section.

Remote Printing

Remote printing offers a way for you to print documents by sending your print job to a remote printing server. You can download the Residential Life 8.1 print driver at print.okstate.edu. There is no additional charge for remote printing, and you have six hours to pick up your print job from any of the five locations:

- **Stout Hall** (front desk)
- **Griffith Community Center** (front desk)
- **Family Resource Center** (computer lab)
- **Village A** (front desk)
- **Kamm-Peterson-Friend** (front desk)

DATA STORAGE SERVICES

Information Technology provides data restoration and storage services. Options for data storage include online file storage services for either group or individual drives.

Data Restoration

IT backs up all supported services on a nightly basis. These files are kept for finite timeframe based on federal and state regulations and OSU policy. If a file is accidentally deleted, IT will work with you to get a copy of the file restored. At this time, IT is unable to obtain mailbox items for Cowboy Mail and Orange Mail for students.

Group Online File Storage

**G: drive:** The group (G:) drive is used to share information within a certain department. Group drives are not created automatically when activating your O-Key account. To gain access to group drives, you will need to contact the IT Helpdesk.

**I: drive:** The I: drive is used to share information with other departments or sub-departments.
**J: drive:** The J: drive is used to share information with all departments on campus. This drive is intended as temporary storage only because the files on the J: drive are periodically deleted.

**Individual Online File Storage**

**H: drive:** 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 the IT computer labs and the library.

**OneDrive with Cowboy Mail:** With Cowboy Mail, Stillwater/Tulsa students have 25 GB of disk storage available on their OneDrive.

**Google Docs with Orange Mail:** With Orange Mail, Stillwater/Tulsa students have an unlimited amount of storage for Google App documents and 1 GB of storage for non-Google App documents.

**E-MAIL SERVICES**

Information Technology provides all OSU students, faculty, and staff with an @okstate.edu e-mail account when they arrive on campus or begin employment. The e-mail service through which individuals access their e-mail depends on their stated role in the university. That is, students access their e-mail via Cowboy Mail or Orange Mail, and faculty and staff members access their e-mail through the OSU Exchange server.

**Student E-mail Services (OSU-Stillwater/Tulsa Only)**

**Cowboy Mail:** Cowboy Mail is one of two e-mail services for OSU students and is hosted by Microsoft. Cowboy Mail allows students to maintain their @okstate.edu e-mail account after graduation. Cowboy Mail can be accessed using the following methods:

- Students can log into a secure web interface using their O-Key credentials at cowboymail.okstate.edu. This option is available through all major browsers such as Internet Explorer, Chrome, Firefox, and Safari.
- Students can configure Microsoft Outlook to work with Cowboy Mail.
- Students can configure mobile devices, such as the four major mobile phone operating systems, to work with Cowboy Mail.
- For students using an IMAP-compatible client, an authenticated SMTP server is available.

**Orange Mail:** Orange Mail is a second e-mail service for OSU students and is hosted by Google. Orange Mail allows students to maintain their @okstate.edu e-mail account after graduation. Orange Mail can be accessed using the following methods:
• Students can log into a secure web interface using their O-Key credentials at orangemail.okstate.edu. This option is available through all major browsers such as Internet Explorer, Chrome, Firefox, and Safari.

• Students can configure Microsoft Outlook to work with Orange Mail.

• Students can configure mobile devices, such as the four major mobile phone operating systems, to work with Orange Mail.

• For students using an IMAP-compatible client, an authenticated SMTP server is available.

Data Storage: Data storage is available to students with both Cowboy Mail and Orange Mail:

• With Cowboy Mail, students are provided 50 GB of mailbox storage and 25 GB of online file storage via OneDrive.

• With Orange Mail, students are provided 30 GB of mailbox storage and an unlimited amount of online storage space for Google app documents. (Please note that only 1 GB of space is allowed for non-Google app documents.)

E-mail Forwarding: E-mail forwarding is available to students through their Cowboy Mail and Orange Mail accounts. This service allows students to forward their OSU e-mail to another e-mail account that they already use. The forwarding rule can be set in the Cowboy Mail or Orange Mail account settings.

Spam Filtering: Students use the default spam filtering tools provided by Cowboy Mail or Orange Mail.

Faculty/Staff E-mail Services

Exchange Mail: Microsoft Exchange is the e-mail and calendaring system provided to OSU faculty and staff members. Accounts are created when faculty and staff members activate their O-Key accounts. Exchange mail can be accessed using one of the following methods:

• Employees can log into a secure web interface using their O-Key credentials at mail.okstate.edu. This option is available through all major browsers such as Internet Explorer, Chrome, Firefox, and Safari.

• Employees can configure Microsoft Outlook and Entourage to work with Exchange mail.

• Employees can configure mobile devices, such as the four major mobile phone operating systems, to work with Exchange mail.

• For employees using an IMAP-compatible client, an authenticated SMTP server is available.
**Data Storage:** IT provides faculty members with 2 GB of disk space and staff members with 500 Mb of disk space. Some individuals have a business need for larger mailboxes. A business case can be submitted to IT by departmental supervisors if additional storage is needed.

**E-mail Forwarding:** E-mail forwarding is available via O-Key. This service allows you to forward your OSU e-mail to another e-mail destination by configuring the settings in your O-Key account at okey.okstate.edu. Please note that if you are forwarding your e-mail from Exchange, your Exchange mailbox will be deleted along with any messages stored in it. You will need to ensure that you have saved all desired messages prior to forwarding.

**E-mail Settings:** Due to business operations, some individuals may need to delegate e-mail access. IT can assist with functions such as shared calendars, Send on Behalf, Send As, and other e-mail settings provided in the e-mail system.

**Spam Filtering:** IT maintains the university’s centralized e-mail spam filtering system via ProofPoint. ProofPoint offers five levels of spam filtering for OSU Exchange e-mail account holders:

- **Default:** Provides baseline settings to filter a majority of spam e-mail messages
- **No Spam Filtering:** No filtering takes place
- **Filter Adult Spam Only:** Filters spam messages with adult content (i.e., pornographic content) but still allows unsolicited bulk e-mail messages
- **Filter All Spam:** Filters every kind of spam
- **Tag and Deliver Spam:** Delivers all spam but tags messages as spam and provides a spam score on the message subject line

For more information about spam filtering, visit spam.okstate.edu.

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**HOSTED SERVICES**

Information Technology provides the university with several hosted services, including application hosting, enterprise backup services in case there is a disaster on campus, and content management for websites.

**Application Hosting**

IT has many avenues to host your business solution. We will work with you to host on our current infrastructure, manage your physical servers, or develop a virtual environment to host your applications.
**Enterprise Backup Services**

IT maintains the university’s centralized enterprise backup system (Commvault). CommVault enables the university to recover critical data in the event of a disaster.

**Website Content Management**

IT has partnered with OSU Marketing to establish a content management solution for OSU-branded websites using Drupal. IT will host these websites on its secure Linux web cluster.

**IDENTITY AND ACCESS MANAGEMENT SERVICES**

Information Technology provides the university with several identity and access management services under the umbrella of the OSU/A&M Identity Management System (IMS). The IMS provides identity provisioning for all institutions governed by the OSU/A&M Board of Regents. This includes OSU and its branch campuses (Orange Key) as well as Panhandle State University (Aggie Access), Connors State College (C-Key), Langston University (LionKey), and Northeastern Oklahoma A&M (Goldkey).

**Identity Activation**

Orange Key (O-Key), accessed online at [okey.okstate.edu](http://okey.okstate.edu), provides a single secure username and password that can be used to access a variety of university services. Students, faculty, and staff are eligible for an O-Key account after the application for admission is processed or employment paperwork has been completed. Similar services are provided to all A&M institutions.

The ability to activate an individual’s profile within the OSU/A&M system is based solely on that individual maintaining an active association in either the Student Information System (SIS) or the Human Resources System (HRS). These source systems supply identification and association information to the Identity Management System and assign specific roles to the individual based on the type of association. These roles provision access to appropriate systems and services.

**Service Partnerships**

IT provides individuals who have been designated by executive management to receive higher levels of access to several IT services, such as O-Key Administration, Active Directory, and Desire2Learn. These individuals, known as Information Technology Coordinators (ITCs), have the ability to designate Information Technology Specialists (ITSSs). This delegation provides a partnership between IT and the colleges/departments for service delivery.
Authentication Services

Active Directory: The core functions of Active Directory are wireless authentication, workstation management, group management, and group policy management.

InCommon Federated Services: OSU is a member of the InCommon consortium managed by Internet2. This service allows OSU students, faculty, and staff to use their O-Key credentials at several US education and research communities. This service provides more security and manageability of user IDs and passwords for end users and community members. An up-to-date list of members is provided on the InCommon website at incommon.org.

OpenLDAP: One of the core functions of OpenLDAP is to support the e-mail spam filtering system. OpenLDAP also provides the ability to look up e-mail addresses, names, departments, and other user information to authenticate applications.

Service Allocation

Access to IT services is based solely on the association an individual maintains with OSU via the Student Information System (SIS) or Human Resources System (HRS). Specific services are provisioned based on the role(s) an individual has been assigned in the Identity Management System (e.g., O-Key, Goldkey, and LionKey). A comprehensive list of roles is outlined in the O-Key Help documentation.

Service Accounts

Service accounts are used for many different purposes and are set up via O-Key. The different types of accounts are listed below. Once an account type is identified, the ITC or support person in your department will complete a service account request via the O-Key Administration account request form.

- **Mail-Enabled:** This type of account has an Exchange mailbox and can be used for e-mails that originate from a web page (e.g., webmaster and helpdesk).
- **Application:** An application service account is used when processes exist that should not be linked to a specific individual, like file transfer or LDAP. It does not have an Exchange mailbox.
- **LDAP-Only:** LDAP-Only is a type of application service account that is used for devices or applications that only need to authenticate against LDAP.
- **Kiosk:** A kiosk service account is used to manage public workstations.
- **Reserved:** This account type is used to reserve a certain username/userid (e.g., webmaster and listserv).
- **Resource:** A resource service account has an Exchange mailbox and is used to manage resources (e.g., equipment, rooms, and vehicles).
- **Long-Term Visitor:** A long-term visitor service account has an Exchange mailbox and wireless access. It is designed for individuals who do not have a formal affiliation with the university such as vendors. This account type is also used to provision special access to Desire2Learn. A license fee of $7 is tied to accounts used for this purpose and is billed to the sponsoring department.

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

**Global Groups**

Global Groups assist with managing resources such as access to home departments or e-mail distribution lists. Departmental ITC or support staff request Global Groups via O-Key.

**ID Card Creation**

ID cards are created for students, faculty, and staff who maintain a formal affiliation with the university. The ID card includes a photo and the individual’s CWID number. ID Card Production for the Stillwater campus is located at 113 Math Sciences and is open Monday through Friday from 8:00 a.m. to 5:00 p.m. ID cards are used for many services, including bursar account charges, secure door access, campus bus system, Colvin Recreation Center, and meal plans.

**INSTRUCTIONAL TECHNOLOGY SERVICES**

Information Technology provides the underlying instructional technology services for seven campuses within the OSU/A&M system. These technologies include clickers, Desire2Learn, external teaching and learning tools, Real Audio, Respondus LockDown Browser, and TurnItIn.

**Clickers**

Turning Technologies is the audience response system (clickers) supported by IT. An audience response system is a technology for creating interactivity between a presenter and an audience. In a specially equipped classroom, instructors can engage students in active learning by getting immediate responses to questions presented via a clicker or a smart phone with the ResponseWare software installed in it.

**Desire2Learn**

Desire2Learn (D2L) is OSU’s Online Classroom. It is a learning management system for online-assisted instruction or delivery of fully-online courses. D2L provides course structures for instructors to post instructional materials and quizzes, receive assignments,
manage grades, get usage tracking data, use the chat feature, and set up online discussions. For students, D2L centralizes links to all their current courses.

The D2L application is fully integrated with OSU’s Student Information System (SIS) and Orange Key (O-Key) identification management system. This integration of systems manages and automates enrollment and access for standard courses.

Listed below are the seven campuses within the OSU/A&M system that use these services and Internet location where the main page can be found.

- OSU-Stillwater, OSU-Tulsa, OSU-Oklahoma City, OSU-Institute of Technology, and the OSU Center for Health Sciences: oc.okstate.edu
- Langston University: lion.lunet.edu
- Northeastern Oklahoma A&M: lms.neo.edu

In addition to the standard course offerings, D2L also hosts community sites and Outreach/Distance Learning courses. Enrollment for these offerings is attained through alternate non-automated means.

- **Community Sites:** The purpose of community sites is to provide an online area where departments can coordinate and communicate with students about non-course functions. Links to associated community sites are located in users’ D2L accounts.

- **Outreach/Distance Learning:** D2L serves as a resource for many OSU Outreach Extension programs. These programs include credit and non-credit courses.

**External Teaching and Learning Tools**

External teaching and learning tools encompass any material provided by textbook vendors to augment the learning environment for students and faculty. Many of the links to external teaching and learning tools are provided within D2L. Once connected, the technical support for these vendor-supplied resources is provided by the textbook publisher.

**Real Audio**

Real Audio is the online audio and video hosting system supported by IT. Individual departments manage their specific files and folders. The supported media formats are Real Media, Windows Media, Flash videos, podcast videos, and QuickTime videos.

**Respondus LockDown Browser**

Secure online testing via the Respondus LockDown Browser is available to instructors to use as an option to minimize cheating during quizzes and exams. While using the
Respondus Lockdown Browser, test takers are blocked from accessing other browsers, Internet sites, messaging programs, e-mail, or the computer’s hard drive.

**TurnItIn**

Turnitin is a software technology that gives instructors a way to detect plagiarism and use advanced grading tools. The Turnitin servers compare documents with billions of Internet pages to detect plagiarism. The software provides instructors with an originality report for each document. Turnitin also provides tools for providing feedback to students. QuickMark Sets are standard or custom tags for commenting on writing styles by dragging the marks onto the electronic documents. Another useful component of this software is it allows instructors the ability to leave both text and voice feedback.

**NETWORK SERVICES**

Information Technology provides several network services that help you connect to OSU resources. These services include wired and wireless connectivity, Internet access, Internet Protocol (IP) assignment, Microsoft Lync, and remote access.

**Connectivity**

**Cellular–Data:** IT offers cellular service via AT&T for departmental or personal use. This service can be for voice only, data only, or both. In addition, cellular phones can be purchased at a special OSU discounted rate. Split billing is available for those plans that include data service. Requests should be presented to IT Telecommunications through the departmental key advisor. Visit telecomm.okstate.edu/employee for more information.

**Wired:** You can access the OSU wired network by connecting your computer using an Ethernet cable to one of the orange jacks located in an area for which you have the right to use. All network jacks are 10/100 Mbps capable. Please note that the use of routers, switches, and wireless access points that do not belong to OSU-IT are not allowed on the network without prior IT authorization. The use of unauthorized items can result in disciplinary action.

**Wireless:** OSU students, faculty, and staff can connect to the OSU wireless network from almost any section of the main OSU-Stillwater campus. Any device with a/b/g/n Wi-Fi capabilities can connect to the network. OSU has four broadcasting SSIDs on campus: OSUSTAFF, OSUSTUDENT, OSUREGISTERED, and OSUGUEST, each discussed below. Please note that if you are both an OSU staff member and a student, you will have access to the first two networks listed.

1. **OSUSTAFF**
   a. This wireless network is for OSU faculty/staff and service accounts.
   b. This wireless network is one of the latest secure OSU WLANs and uses an encrypted signal. This service uses cached credentials for
authentication. Connecting devices must be WPA2 Enterprise compatible.

2. OSUSTUDENT
   a. This wireless network is for OSU students.
   b. This wireless network is one of the latest secure OSU WLANs and uses an encrypted signal. This service uses cached credentials for authentication. Connecting devices must be WPA2 Enterprise compatible.

3. OSUREGISTERED
   a. This option uses a MAC address authentication method. This service is for devices that do not have keyboard input capability to authenticate or WPA2 Enterprise compatibility required for network access.
   b. Faculty members should provide their devices’ wireless MAC address and a valid reason for the request to their department’s ITC. After registration is finished, the device can automatically connect to the wireless network without any additional authentication.
   c. Students should contact the IT Helpdesk with a valid reason why they would need to use this option.

4. OSUGUEST
   a. The OSUGUEST wireless network is a pilot program to provide wireless access for OSU departmental sponsored guests.
   b. OSU departmental sponsors who are currently participating in this pilot program generate temporary credentials for their guests. The guests then connect to the OSUGUEST network and log in using a web browser with the provided credentials.
   c. The OSUGUEST wireless network is not encrypted, so any sensitive information that is transmitted over this network needs to be protected with additional encryption.

Internet Access

OneNet: OneNet is Oklahoma’s telecommunications and information network for education and government. OneNet is a division of the Oklahoma State Regents for Higher Education and is operated in cooperation with the Oklahoma Office of State Finance. They currently provide OSU with redundant Gigabit Ethernet links to the Internet, Internet 2, and NLR.

Site-to-Site VPN: There are encrypted tunnels set up between the main OSU campus in Stillwater and all of the associated colleges. All communications are encrypted over the tunnel. Also refer to the entry for VPN.
Internet Protocol Assignment

**BootP/DHCP**: The DHCP service provides automatic IP address assignment to computers and other network attached systems. The BootP service extends DHCP to provide a fixed IP address to certain critical network systems.

**DNS**: The DNS service provides a translation between Internet IP addresses and easier-to-use domain names.

**NATReg**: This service allows residents of OSU Residential Life and Married Student Housing the ability to register their computers and gaming systems for a publicly accessible IP address. There are two ways to register:

- Devices with web browser capabilities can self-register online at the following address: natreg.okstate.edu/NatReg
- Devices without web browser capabilities can be manually registered by completing an online SmartForm available at the following address: https://it.sp.okstate.edu/itservices/4help/classic/form.aspx?spid=000017

After the registration has been completed, the system will assign the registered device a fixed public IP address. For assistance, contact the IT Helpdesk.

**Microsoft Lync**

Microsoft Lync is an enterprise-ready unified communications platform. The Microsoft Lync interface allows users the following capabilities:

- Immediate messaging (IM)
- Tracking of personal or professional contacts’ availability
- Creating or joining an audio, video, or web conference

Microsoft Lync is designed to fully integrate with Microsoft Office. The Microsoft Lync desktop client is available for Windows and Macintosh. Mobile versions are available for Windows Phone, iPhone/iPad, and Android devices. Client network access is automatic for students. Faculty and staff should contact the IT Helpdesk to request access.

**Remote Access**

**TS Gateway**: This service allows authorized users to remotely access their OSU network joined computer from any Internet-connected Windows-based device. A secure, encrypted connection is established using Remote Desktop Protocol (RDP) along with HTTPS protocol. There are two ways to access this service:

- Open an Internet Explorer web browser and go to tsgateway.okstate.edu.
- Manually configure a remote desktop connection to allow access without the use of a web browser. For assistance, contact the IT Helpdesk.
Virtual Private Network: OSU uses the Cisco AnyConnect Secure Mobility client to provide authorized remote users with a secure, encrypted connection to OSU’s internal network resources. It works with Linux, Macintosh, and Windows operating systems. To use this service, visit osuvpn.okstate.edu. The Cisco VPN client is also available from authorized app stores for some mobile devices’ operating systems such as iOS and Android.

SECURITY SERVICES

Information Technology provides a wide array of security services to OSU students, faculty, and staff to help protect their computers and information. The services include antivirus protection services as well as data recovery, analysis, and assessment services.

Antivirus Protection Services

Microsoft Security Essentials (MSE) is an Antivirus/Anti-Malware software application designed for Microsoft Windows based operating systems. This software solution should be used on all university-owned Windows-based desktop and laptops computers that are never joined to or are intermittently removed from the OSU network/domain. In addition, IT highly recommends MSE for all privately-owned Windows-based desktop and laptops computers. It can be downloaded at microsoft.com/security_essentials.

Microsoft Forefront Client Security (FCS) is an Antivirus/Anti-Malware software application. It is designed for Microsoft Windows based operating systems. This software solution should be used on all university-owned Windows-based desktop and laptops computers that are joined to and never removed from the OSU network/domain. It can be configured in a fully-managed or semi-managed environment. You can acquire the FCS application through your department’s IT coordinator.

Microsoft Endpoint Protection is the new version of Forefront Client Security. At this time, Endpoint is used in certain departments. Each department ITC has the option to move to the new product when it is convenient for the department. Microsoft System Configuration Manager is used to deploy the software to the workstation.

Data Recovery

The IT Information Security Office provides data recovery services for OSU faculty and staff 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.
SUPPORT SERVICES

The support services provided by Information Technology include the 4-HELP Knowledge Resource website, desk-side support, iSupport, the IT Helpdesk, and software distribution.

4-HELP Knowledge Resource

The 4-HELP Knowledge Resource website provides step-by-step instructions and other support documentation to help you use computing and technology resources at OSU. The 4-HELP knowledge entries can include links to other resources or walkthroughs with images, videos, and files. You can access the 4-HELP site at 4help.okstate.edu.

The 4-HELP website also incorporates the following features to assist students, faculty, and staff with OSU-IT resources:

- **Guides** are a collection of related knowledge entries across separate services.
- **Tools** are software applications provided by OSU-IT to retrieve information (e.g., Microsoft Windows System Information tool) or assist with common support tasks (e.g., Spyware and Malware Removal tool). These tools are normally used to assist those working with OSU-IT technicians; however, they are available to the public.
- **SmartForms** are used to report issues to the OSU-IT Helpdesk across a broad range of topics. SmartForms allow OSU-IT to collect necessary information upfront from the time they are submitted, resulting in more efficient processing of incident tickets.

Desk-Side Support

IT provides centralized desk-side support services. The core of these services involves direct customer support at the customer’s computer, which is provided if it is determined by the IT Helpdesk that onsite support is needed. The desk-side support group complements services provided by the IT Helpdesk, which includes, but is not limited to, facilitating machine purchases through vendors and inspecting physical hardware.

iSupport

IT provides the university’s centralized web-based management software application that allows support organizations to coordinate, manage, and track support activities.

IT Helpdesk

IT provides the university’s centralized technical support services (IT Helpdesk). The IT Helpdesk is located at 113 Math Sciences and provides computing and technology support to all students, faculty, and staff at OSU, including support for both Windows and Macintosh systems.
Software Distribution

IT maintains the online Software Distribution Center (SDC) at app.it.okstate.edu/sdc. IT has entered into various software licensing agreements to allow students, faculty, and staff to download latest versions of selected software titles. There are additional Microsoft and Adobe titles available for OSU departments to order for institutional use.

There are also various site license titles available, primarily to faculty and staff for institutional use, but also for student use via the campus labs, virtual labs, and in some cases for student home use.

TELECOMMUNICATION SERVICES

Information Technology provides an array of telecommunication services for students, faculty, and staff. The local services include landlines, cellular service, conference calls, and voice mail. Advanced services include automatic call distributor, Cisco Jabber, electronic faxing, and mobility. For more information about telecommunication services, visit telecomm.okstate.edu.

Local Services

**Landline:** IT offers landline service to departments and residential life residents. Two types of lines can be provided: analog or digital. IT has several models of phones to choose from with additional hardware that can be added based on specific needs (e.g., panels, headsets, cords). A variety of software features can be selected to efficiently use the landline.

**Cellular:** IT offers cellular service via AT&T for departmental or personal use. This service can be for voice only, data only, or both. In addition, cellular phones can be purchased at a special OSU discounted rate. Split billing is available for those plans that include data service.

**Conference Calls:** IT offers conference call services for both departmental and personal use. Conference calls will be billed through their telecom account number and can be for single or recurring use. Requests for conference calls should be made through departmental key advisors and include the start date and time, the duration, and the participants of the call.

**Voice Mail:** The voice mail service has many features, including receive/save messages, personalized greetings, a personalized password for each user, and the ability to retrieve messages from on- or off-campus telephones.
Advanced Services

**Automatic Call Distributor:** Automatic Call Distributor (ACD) is a service that enables you to efficiently handle a large volume of incoming calls by distributing those calls to your office staff in a predetermined pattern.

**Cisco Jabber:** Cisco Jabber is a service for Windows and Mac users that integrates with already installed VoIP phones, allowing users to instant message, click to dial, and show phone presence information for faculty and staff with on-campus extensions.

**Electronic Faxing:** IT maintains the university’s electronic faxing solution. This solution makes it easy to send, receive, store, forward, and print faxes as electronic documents from a computer. To acquire access to this system, consult your departmental key advisor.

**Mobility:** Mobility is a service that provides telecommunications customers the choice of answering their calls from their landline, desk, cell, or alternate phone while only giving out one phone number. A call placed to an OSU extension can ring on a non-OSU device. Other features include parallel ringing, call shedding, and scheduling.

VIRTUALIZATION SERVICES

Information Technology provides a server farm to host virtual servers.

**Virtual Server Farm**

IT 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.

WEB SERVICES

Information Technology maintains several web services for students, faculty, and staff. These services include database services, SharePoint (an online collaboration system), universal authentication services, and web development services.

**Database Services**

IT has three enterprise-level database solutions: MS SQL 2008, MySQL, and Oracle. These services are highly redundant and secure. They are backed up on a nightly basis with offsite backups. IT will work with you to develop the best solution for your business need.
SharePoint

IT maintains the university’s centralized online collaboration system – SharePoint. SharePoint enables groups or individuals to create and configure websites that meet their specific group’s 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.

Universal Authentication Service

Universal Authentication Service (UAS) is a web service that performs authentication against Active Directory or OpenLDAP. The web service can be utilized by an application where a UAS Service Account has been established through Software Services.

Web Development Environment Services

IT 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).