



# **SERVICE CATALOG**

Version 1.0

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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.

### **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](mailto:helpdesk@okstate.edu)

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

### **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.

# OSU/IT Service Catalog

## COMMUNICATIONS

**Campus Telephone Service:** IT Telecommunications provides a wide array of communications technologies, including campus telephone services, OSU-sponsored cell phone services and voice over Internet protocol. For more information, call 744-7174 or visit <http://www.telecomm.okstate.edu/>.

**Mobility:** Mobility is a service which 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 Service:** OSU agreements with Cingular 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/>.

**Voice Mail:** The OSU Telecommunications department offers 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>.

**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.

**Reverse 911:** IT has worked with CodeRed to provide an emergency notification system for all faculty, staff, and students. 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

**Campus Computer Labs:** IT provides computing lab facilities in various locations around campus. Your valid OSU ID is needed when entering and exiting the labs, as card-key access is in place at the main entrance. Once you've swiped your ID and entered the lab simply log on to a computer using your O-Key Login Information. 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. In addition, some of these labs are partially funded by a college or department and may offer specialty software for their students. 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 Computer Labs:** OSU now has three virtual computer labs. The IT Department created the virtual labs so that you can receive the same computer lab services online as you receive in campus computer labs. 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 Classroom (OC):** Oklahoma State University's Online Classroom, found at <https://oc.okstate.edu/>, is a web site that hosts our course management system, Desire2Learn. This site provides for online course delivery and support for more than five different campuses within Oklahoma and out-of-state. This site provides students a basic orientation for getting into and using the Online Classroom, the site that houses the Desire2Learn courseware. This site should make navigating the Online Classroom as easy as it is convenient. 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 use this site to see what issues affect students using the Online Classroom. Instructors also 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

**General O-Key Account Information:** 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>). This O-Key account is your "key" to all of the services Information Technology provides. By activating your account, you can set up your e-mail address, create an e-mail account to the OSU provided Exchange/Outlook services, 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.

**Service Accounts:** Service Accounts can be used for many different purposes. Service Accounts 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.

If you are unsure what type of account to use please contact your Information Technology Contact(ITC), computer support person or the helpdesk. They will assist you or direct you to the correct party. After you decide what type of account you need, please have the ITC or support person submit a service account request through OKEY. IT personnel will create the account and notify you when it is ready to be activated.

**E-Mail:** Microsoft Outlook is the e-mail system being used at Oklahoma State University. Even more than an e-mail tool, its connection to Microsoft Exchange provides you with additional functions such as 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 the following methods:

- Outlook Client
- Outlook Web Access
- Entourage
- 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).

**Listserv:** Oklahoma State University's Listserv Services provide faculty, staff, and students a way to send the same e-mail message to a large group of people in a manner which minimizes the impact on OSU's e-mail system. E-mail lists on the OSU campus include general e-mail lists, authorized student organization e-mail lists and announcement (one-way) e-mail lists. To request a list or to work with an existing list, visit <http://listserv.okstate.edu/>.

**Mass E-mail:** Mass mailings are messages that are sent to large groups of users either inside or outside the University. 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:

1. Contact OSU Communication Services (X6260) to have broadcast e-mails approved for distribution to the campus or OSU system.
2. 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.

3. E-mail the Communication Services approval, text for the e-mail, and the completed information sheet (below) to [ron.king@okstate.edu](mailto:ron.king@okstate.edu). We will prepare an "Approval Copy" of the e-mail for your review. E-mail any changes or approval to [ron.king@okstate.edu](mailto:ron.king@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:ron.king@okstate.edu">ron.king@okstate.edu</a>

**SpamBlocker:** By activating your O-Key account and having an O-Key address, any mail that is addressed to "@okstate.edu" will have the anti-spam protection from the spam-filtering ProofPoint servers. 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

**Home Drives and Group Drives:** OSU provides students and employees with 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 My Site, <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

**CS Gold:** CS Gold is a system that enables a variety of services via the campus ID card. Faculty, staff, and students can use their ID for many services, including:

- Bursar accounts
- ATMs
- Secure door access
- Campus bus system

- Colvin Recreation Center
- Buckbadge
- Meal Plans

**ID Card Production:** ID 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).

**O-Key:** O-Key (Orange Key) is an information account management system that contains your information as a student or employee at OSU. By logging into O-Key, you can access information such as your username, password, e-mail address, contact information, etc. From the O-Key system, you have the option of using the university-supported e-mail system (Microsoft Outlook/Exchange) or forwarding your OSU e-mail to another account of your choice. You can also edit emergency contact information for the Reverse 911 system and see your O-Key Account username and password used for the Online Classroom. Please visit <http://it.okstate.edu/services/okey/>. For assistance, please contact the IT HelpDesk at (405) 744-HELP or [helpdesk@okstate.edu](mailto:helpdesk@okstate.edu).

**TimePro:** TimePro works in conjunction with CS Gold as a time and attendance system. Employees can enter time (clock in/out) via a web browser or a card swipe. Once the supervisor has approved the pay period, all time automatically flows into HRS without requiring any data entry from the department.

**Online Directory:** The 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 business purposes. However, the university does recognize 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.

## IT NEWS AND EVENTS

**IT Announcements:** IT provides a list of news concerning all OSU campuses that can be found at the IT web site. Items, including news, scheduled downtimes, virus alerts, and 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.

**OSU Events Calendar:** The OSU Events Calendar is a listing 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.

## NETWORK ACCESS AND SERVICES

**Off-Campus Internet VPN Access:** A 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 Internet Access:** 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:** All persons 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.

**Wireless Network:** There are a growing number of locations where you can access the Internet through wireless 802.11b/g connection. Any WI-FI-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>. This service is funded by the University Technology Services Fee.

**IP Assignment:** 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 hardcoding IP information, and makes moves or changes easier. When properly configured, a booting system will send a request to obtain the TCP/IP information it should use. Included in this request is hardware address and location of the sending system. The BootP/DHCP server searches for an IP address reserved for the sender's address. If a match is not found or the system is not in its home network, the server responds with a DHCP lease, which is automatically renewed every 48 hours. If a match is found (BootP entry), the server responds with the IP address reserved for the sender's system.

**Network Jack Installation/Repair:** A Jack Activation Request is a request to turn on (activate) a jack that has not been used and is not currently active/enabled. A Jack Repair Request is a request to check and repair a jack that had previously been working but currently appears to have a problem. To submit a request/repair call the Helpdesk at (405)744-HELP, or send an e-mail to 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.

## 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:** Oklahoma State University provides anti-virus for current students, faculty, and staff. The University maintains an agreement with Network Associates for distribution and usage of McAfee® VirusScan® software. The software is available for Microsoft Windows-based and Apple Macintosh operating systems. Please visit the IT Software Distribution site at <https://app.it.okstate.edu/sdc/login.php>.

**Data Recovery:** 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:** 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:** 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 Assessments:** 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. One may simply fill out the vulnerability assessment form, ([http://security.okstate.edu/dfiles/Vulnerability\\_Assessment.pdf](http://security.okstate.edu/dfiles/Vulnerability_Assessment.pdf)), address it to the IT Information Security Office, and place it in campus mail. ***Please do not include any sensitive information in the form unless delivered personally.***

## SERVER BASED SERVICES

**SQL Services:** IT provides web servers 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:** IT has an Enterprise Backup System that provides tape backups in the event of a disaster or a major problem. Many IT Services use this system for disaster protection. These services are also available to other areas that have servers. Costs will be associated with adding servers to this service. For assistance, please contact the IT HelpDesk at (405) 744-HELP or [helpdesk@okstate.edu](mailto:helpdesk@okstate.edu).

## SOFTWARE

**Software Distribution/Licensing:** Microsoft Campus Agreement – OSU has entered into agreements with various vendors to give students, faculty, and staff access to the latest versions of selected software titles. Students, faculty, and staff may log in and place orders at: <https://app.it.okstate.edu/sdc/login.php>

Software Site Licensing – OSU has entered into agreements with vendors to provide campus-wide licenses to various software titles. In most cases, these are available for use on university-owned machines by students, faculty, and staff. Some titles include work-at-home rights for faculty and staff. There is a list of site license titles available through IT Software Distribution at <http://help.okstate.edu/software/titles.html>. Some titles are available for student use through the Virtual Labs at <http://it.okstate.edu/itprojects/vlabs/index.php>.

Microsoft and Adobe Titles – For Microsoft and Adobe software titles for which no site license is in place, faculty and staff can place orders for University use through IT Software Distribution at volume licensing prices. Faculty and staff may access pricing information and order forms at <http://help.okstate.edu/software/index.html>.

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

## SUPPORT SERVICES

**HelpDesk:** The OSU-Stillwater IT Helpdesk provides a wide variety of services to all students, faculty and staff of OSU, including, but not limited to, Windows XP, Windows 2000 and limited support for Macintosh. Appointments for computer diagnostics and repair are scheduled daily and must be approved by an Onsite Support Technician prior to customer's arrival. The HelpDesk is located in 113 Math Sciences and is open Monday-Friday 7 a.m.-1 a.m. during the Fall and Spring semesters, Monday-Friday 7 a.m.-10 p.m. during the Summer semester and Saturday 10 a.m.-5 p.m. and Sunday 2 p.m.-11 p.m. during all semesters. The HelpDesk can be contacted by phone at (405) 744-HELP (4357) or by e-mail at [helpdesk@okstate.edu](mailto:helpdesk@okstate.edu).

**Desk-Side Support:** Deskside Support is provided when and if it is determined by the IT HelpDesk that onsite support is needed. The Deskside Support group complement services provided by the HelpDesk, which can include

but are not limited to facilitating machine purchases through vendors and physical hardware inspection. This service supports the OSU-Stillwater campus as well as provides consultation to all other Oklahoma A&M institutions. For help, please continue to contact the IT HelpDesk at (405) 744-HELP (4357) or [helpdesk@okstate.edu](mailto:helpdesk@okstate.edu) to determine if Deskside Support is needed.

**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:

- For 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
- For 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

**Training Opportunities:** There are numerous faculty and staff training and development opportunities provided by IT and scheduled through Human Resources. 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

**SharePoint:** SharePoint is an online collaboration environment that evolved out of FrontPage. It has document libraries, calendaring, lists, and tasks available as well as the capability of building workflows. SharePoint can hold detailed surveys and forms and can be accessed anywhere with an Internet connection, which allows access from anywhere in the world. SharePoint allows the use of your O-Key credentials and can integrate into Microsoft Outlook and the rest of the Microsoft Office Suite. In addition, SharePoint has a friendly, easy-to-use interface and is easy to set granular permissions. For assistance, please contact the IT HelpDesk at (405) 744-HELP or [helpdesk@okstate.edu](mailto:helpdesk@okstate.edu).

**ASP/.NET:** Information Technology has Microsoft IIS servers to host applications using HTML, ASP or the .NET framework. The service is load balanced for failover and redundancy to provide a robust web environment. This web environment provides the ability to link to the Microsoft SQL services also provided by IT. For assistance, please contact the IT HelpDesk at (405) 744-HELP or [helpdesk@okstate.edu](mailto:helpdesk@okstate.edu).

**PHP Services:** A 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).