



Information Technology

INFORMATION TECHNOLOGY IDMS SERVICE ALLOCATION

For the OSU A&M System

Last Updated: 3/5/2019

The following document details the primary IT and Non-IT services allocated to the various types of individuals associated with the OSU System and A&M Institutions (when applicable). Each section will describe what type of community member is being discussed, when the services are allocated, when the services expire, and then a detailed list of the primary services allocated.

Please contact the OSU Stillwater Information Technology Help Desk at 405-744-HELP (4357) or email helpdesk@okstate.edu should you have any questions or comments.

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Applied Students:

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Definition:	A student that has applied to one of the Oklahoma A&M institutions.
Services Allocated	The institution has processed the application.
Services De-allocated	If a student has applied and does not become admitted, they lose all access 45 days after the beginning of the next major semester of the term they applied for (Spring/Fall).

Applicable Institutions:

STW	CVHS	TUL	CHS	NOC Gateway	OKC	OKM	LU - Tulsa	LU Only	CSC	OPSU	NEO
✓	✓	✓	✓		✓	✓			✓	✓	✓

IT Provided Services: An activated IDMS account must be used to access these services

	Access	Notes
Network Services – Wireless		
Network Services – Wired	✓	
Emergency Communication Services	✓	Emergency Comm data will be entered as part of the process of activating their IDMS account for password reset purposes. This data will not be used for Campus Alerts until they are a Future or Current student , or Current employee .
Computer Lab Services		
Virtual Computer Lab Access		
Microsoft Office 365 (Cowboy Mail)	✓	ALL: Office 365 Education for Students License
Google (Orange Mail)	✓	STW/CVHS/TUL/OKM/OKC
Email for Life		
Online Course Delivery Services		
File/Print Services		
ID Card Production Services		
Identity Management System	✓	
Software Distribution Services		
General Technical Support Services	✓	

Technical Notes:

Applied students are not yet admitted or enrolled. The OSU Graduate College and Langston University does not allow their applicants to activate an IDMS account until they become admitted.

Email specific notes:

*CHS and CSC allow their applicants to have external forwarding and Office365.

*OPSU and NEO applicants have one choice of Office365.

*STW/CVHS/TUL/OKM/OKC applicants can choose either Office365 or Google to receive their email. They will receive both mailboxes. The mailbox they did not choose will have a forward set.

*Other types of affiliations may effect what is displayed on the email destination page.

Admitted Students:[TOC](#)

Definition:	A student that has been admitted by one of the Oklahoma A&M institutions.
Services Allocated	The institution has admitted the applicant.
Services De-allocated	If the student does not enroll in courses, the admitted student will lose all access 45 days after the beginning of the next major term (Fall /Spring) for which they were admitted.

Applicable Institutions:

STW	CVHS	TUL	CHS	NOC Gateway	OKC	OKM	LU - Tulsa	LU Only	CSC	OPSU	NEO
✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓

IT Provided Services: An activated IDMS account must be used to access these services

	Access	Notes
Network Services – Wireless		
Network Services – Wired	✓	
Emergency Communication Services	✓	Emergency Comm data will be entered as part of the process of activating their IDMS account for password reset purposes. This data will not be used for Campus Alerts until they are a Future or Current student , or Current employee .
Computer Lab Services		
Virtual Computer Lab Access		
Microsoft Office 365 (Cowboy Mail)	✓	ALL: Office 365 Education for Students License
Google (Orange Mail)	✓	STW/CVHS/TUL/OKM/OKC
Email for Life		
Online Course Delivery Services		
File/Print Services		
ID Card Production Services		
Identity Management System	✓	
Software Distribution Services		
General Technical Support Services	✓	

Technical Notes:

Email specific notes:

*CHS and CSC allow their admitted students to have external forwarding and Office365.

*OPSU / LU / LU-Tulsa / NEO admitted students have one choice of Office365.

*STW/CVHS/TUL/OKM/OKC admitted can choose either Office365 or Google to receive their email. They will receive both mailboxes. The mailbox they did not choose will have a forward set.

*Other types of affiliations may effect what is displayed on the email destination page.

Future Students:

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Definition:	An admitted student who enrolls in course for a future term.
Services Allocated	When the admitted student enrolls in a course.
Services De-allocated	A future student will lose all access 45 days after the official start date of the semester for which they are enrolled if they withdraw or drop all their courses.

Applicable Institutions:

STW	CVHS	TUL	CHS	NOC Gateway	OKC	OKM	LU - Tulsa	LU Only	CSC	OPSU	NEO
✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

IT Provided Services: An activated IDMS account must be used to access these services

	Access	Notes
Network Services – Wireless	✓	A&M (LU, CSC, OPSU, and NEO) students are not provisioned access to this service on the STW campus.
Network Services – Wired	✓	
Emergency Communication Services	✓	Emergency Comm data will be entered as part of the process of activating their IDMS account for password reset purposes. This data will not be used for Campus Alerts until they are a Future or Current student , or Current employee . The following campuses allow their future students to receive campus alerts: STW/TUL/CVHS/CHS/NOC/OKC/OKM/OPSU
Computer Lab Services		
Virtual Computer Lab Access		
Microsoft Office 365 (Cowboy Mail)	✓	ALL: Office 365 Education for Students License
Google (Orange Mail)	✓	STW/CVHS/TUL/NOC/OKM/OKC
Email for Life		
Online Course Delivery Services	✓	
File/Print Services	✓	
ID Card Production Services	✓	STW/CVHS/TUL/NOC for the STW campus 14 days prior to the start of the term of enrollment. Other campuses may provision differently.
Identity Management System	✓	
Software Distribution Services	✓	
General Technical Support Services	✓	

Technical Notes:

Stillwater campus wireless access is provisioned with the ALL_STUDENTS global group.

Email specific notes:

*CHS and CSC allow their future students to have external forwarding and Office365.

*OPSU / NEO / LU / LU-Tulsa future students have one choice of Office365.

*STW/CVHS/TUL/OKM/OKC/NOC future students can choose either Office365 or Google to receive their email. They will receive both mailboxes. The mailbox they did not choose will have a forward set.

*Other types of affiliations may effect what is displayed on the email destination page.

Current Students:

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Definition:	A student who is enrolled in courses during the current term.
Services Allocated	The first day of the semester.
Services De-allocated	If they do not enroll again in another term, they will lose all access 45 days after the official start date of the next major semester (Fall / Spring). Most services are not de-allocated during the Summer semester.

Applicable Institutions:

STW	CVHS	TUL	CHS	NOC Gateway	OKC	OKM	LU - Tulsa	LU Only	CSC	OPSU	NEO
✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

IT Provided Services: An activated IDMS account must be used to access these services

	Access	Notes
Network Services – Wireless	✓	A&M (LU, CSC, OPSU, and NEO) students are not provisioned access to this service on the STW campus.
Network Services – Wired	✓	
Emergency Communication Services	✓	Emergency Comm data will be entered as part of the process of activating their IDMS account for password reset purposes. This data will not be used for Campus Alerts until they are a Future or Current student , or Current employee . The following campuses allow their current students to receive campus alerts: STW/TUL/CVHS/CHS/NOC/OKC/OKM/OPSU/CSC
Computer Lab Services	✓	
Virtual Computer Lab Access	✓	
Microsoft Office 365 (Cowboy Mail)	✓	ALL: Office 365 Education for Students License
Google (Orange Mail)	✓	STW/CVHS/TUL/NOC/OKC/OKM
Email for Life		
Online Course Delivery Services	✓	
File/Print Services	✓	
ID Card Production Services	✓	STW/CVHS/TUL/NOC only for the STW campus. Other campuses may provision differently.
Identity Management System	✓	
Software Distribution Services	✓	
General Technical Support Services	✓	

Technical Notes:

<p>Stillwater campus wireless access is provisioned with the ALL_STUDENTS global group.</p> <p>Email specific notes:</p> <ul style="list-style-type: none"> *CHS and CSC allow their current students to have external forwarding and Office365. *OPSU / NEO / LU / LU-Tulsa current students have one choice of Office365. *STW/CVHS/TUL/OKM/OKC/NOC current students can choose either Office365 or Google to receive their email. They will receive both mailboxes. The mailbox they did not choose will have a forward set. *Other types of affiliations may effect what is displayed on the email destination page.
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Definition:	Enrolled students who do not enroll again in the next major semester.
Services Allocated	IDMS account is kept active to give the student the opportunity to enroll again.
Services De-allocated	This role expires in one year. This role is given within 30 days of the current student role expiring.

Applicable Institutions:

STW	CVHS	TUL	CHS	NOC Gateway	OKC	OKM	LU - Tulsa	LU Only	CSC	OPSU	NEO
✓	✓	✓			✓						

IT Provided Services: An activated IDMS account must be used to access these services

	Access	Notes
Network Services – Wireless		
Network Services – Wired	✓	
Emergency Communication Services	✓	Emergency Comm data will be entered as part of the process of activating their IDMS account for password reset purposes. This data will not be used for Campus Alerts until they are a Future or Current student , or Current employee .
Computer Lab Services		
Virtual Computer Lab Access		
Microsoft Office 365 (Cowboy Mail)	✓	ALL: Office 365 Education for Students License
Google (Orange Mail)	✓	STW/CVHS/TUL/OKC
Email for Life		
Online Course Delivery Services		
File/Print Services	✓	
ID Card Production Services		
Identity Management System	✓	
Software Distribution Services		
General Technical Support Services	✓	

Technical Notes:

Email specific notes:
 *STW/CVHS/TUL/OKC extension of services students can choose either Office365 or Google to receive their email. They will receive both mailboxes. The mailbox they did not choose will have a forward set.
 *Other types of affiliations may effect what is displayed on the email destination page.

Pending Graduated Students:

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Definition:	A student who has submitted their graduation application.
Services Allocated	Keeps the account active until the degree is awarded.
Services De-allocated	This role expires 90 days after the ending date of the semester in which they are scheduled to graduate. This role was created in order to give the Office of the Registrar more time to award the degree before the "current student" role expired.

Applicable Institutions:

STW	CVHS	TUL	CHS	NOC Gateway	OKC	OKM	LU - Tulsa	LU Only	CSC	OPSU	NEO
✓	✓	✓	✓		✓	✓				✓	

IT Provided Services: An activated IDMS account must be used to access these services

	Access	Notes
Network Services – Wireless		
Network Services – Wired	✓	
Emergency Communication Services	✓	Emergency Comm data will be entered as part of the process of activating their IDMS account for password reset purposes. This data will not be used for Campus Alerts until they are a Future or Current student , or Current employee .
Computer Lab Services		
Virtual Computer Lab Access		
Microsoft Office 365 (Cowboy Mail)	✓	ALL: Office 365 Education for Students License
Google (Orange Mail)	✓	STW/CVHS/TUL/NOC/OKC/OKM
Email for Life		
Online Course Delivery Services		
File/Print Services	✓	
ID Card Production Services		
Identity Management System	✓	
Software Distribution Services		
General Technical Support Services	✓	

Technical Notes:

<p>Email specific notes:</p> <ul style="list-style-type: none"> *CHS allows their pending graduated students to have external forwarding and Office365. *OPSU pending graduated students have one choice of Office365. *STW/CVHS/TUL/OKM/OKC pending graduated students can choose either Office365 or Google to receive their email. They will receive both mailboxes. The mailbox they did not choose will have a forward set. *Other types of affiliations may effect what is displayed on the email destination page.

Graduated Students:

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Definition:	A student who has officially graduated from the following institutions.
Services Allocated	Once the Office of the Registrar enters a degree in Banner student.
Services De-allocated	CSC and OPSU allow their graduates one year of services. The other applicable institutions allow their graduates alumni for life.

Applicable Institutions:

STW	CVHS	TUL	CHS	NOC Gateway	OKC	OKM	LU - Tulsa	LU Only	CSC	OPUSU	NEO
✓	✓	✓	✓		✓	✓			✓	✓	

IT Provided Services: An activated IDMS account must be used to access these services

	Access	Notes
Network Services – Wireless		
Network Services – Wired	✓	
Emergency Communication Services	✓	Emergency Comm data will be entered as part of the process of activating their IDMS account for password reset purposes. This data will not be used for Campus Alerts until they are a Future or Current student , or Current employee .
Computer Lab Services		
Virtual Computer Lab Access		
Microsoft Live (Cowboy Mail)	✓	ALL: Exchange Online (Plan 1) for Alumni
Google (Orange Mail)	✓	STW/CVHS/TUL/NOC/OKC/OKM
Email for Life	✓	STW/CVHS/TUL/NOC/OKC/OKM
Online Course Delivery Services		
File/Print Services		
ID Card Production Services		
Identity Management System	✓	
Software Distribution Services		
General Technical Support Services	✓	

Technical Notes:

<p>Email specific notes:</p> <ul style="list-style-type: none"> *CSC allows their graduated students to have external forwarding and Office365. *CHS graduated students can choose Office365 or Google *OPUSU graduated students have one choice of Office365. *STW/CVHS/TUL/OKM/OKC graduated students can choose either Office365 or Google to receive their email. They will receive both mailboxes. The mailbox they did not choose will have a forward set. *Other types of affiliations may effect what is displayed on the email destination page.
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Incomplete Students:[TOC](#)

Definition:	A student that receives an Incomplete (“I”) status from their instructor
Services Allocated	Once the instructor sets the Incomplete status and due date in Banner student
Services De-allocated	Incomplete students with no other roles will lose access on the DUE DATE that the instructor sets in Banner student. The student is expected to have completed their coursework by this due date.

Applicable Institutions:

STW	CVHS	TUL	CHS	NOC Gateway	OKC	OKM	LU - Tulsa	LU Only	CSC	OPSU	NEO
✓	✓	✓	✓	✓		✓					

IT Provided Services: An activated IDMS account must be used to access these services

SEE [CURRENT STUDENT](#) INFORMATION

Definition:	An international scholar with a visa/I-9 that is processed through the ISS office, and is not intending to enroll in standard courses as a student, but rather perform duties such as research, teaching, educational/cultural exchange, government funded programs, visitors and their dependents/spouses. NOTE: Dependents and Spouses do not currently receive access to any services other than the ability to obtain an OSU ID badge for the purposes of obtaining a driver's license and convenience. Services are allocated via the Affiliate Request form. They are sponsored for a university department and are considered an employee of the department.
Services Allocated	When their Affiliate Request is processed by Identity Management.
Services De-allocated	Visiting Scholars will lose access the day after their end date. Services can be given for up to a year. If a renewal is necessary, the sponsoring department must submit a new Affiliation Request.

Applicable Institutions:

STW	CVHS	TUL	CHS	NOC Gateway	OKC	OKM	LU - Tulsa	LU Only	CSC	OPSU	NEO
✓	✓										

IT Provided Services: An activated IDMS account must be used to access these services

SEE [UNIVERSITY AFFILIATE](#) INFORMATION

Definition:	Any affiliate of the university who requires access to IT services but is not entered into Banner HRS as a standard employee. This currently includes, for example, visiting vendors, NOC faculty, ROTC employees, Foundation employees working with departments on campus, ISS Visiting Students and Scholars , etc. Services are allocated via the Affiliate Request form. They are sponsored for a university department and are considered an employee of the department.
Services Allocated	When their Affiliate Request is processed by Identity Management.
Services De-allocated	University Affiliates will lose access the day after the end date of their affiliation.

Applicable Institutions:

STW	CVHS	TUL	CHS	NOC Gateway	OKC	OKM	LU - Tulsa	LU Only	CSC	OPSU	NEO
✓	✓	✓	✓	✓ (fac/staff)	✓	✓		✓	✓	✓	✓

IT Provided Services: An activated IDMS account must be used to access these services

	Access	Notes
Network Services – Wireless	✓	
Network Services – Wired	✓	
Emergency Communication Services	✓	Emergency Comm data will be entered as part of the process of activating their IDMS account for password reset purposes. This data will not be used for Campus Alerts until they are a Future or Current student , or Current employee . A University Affiliate is considered a Current employee.
Computer Lab Services		
Virtual Computer Lab Access		
Microsoft Office 365 (Cowboy Mail)	✓	Office 365 A3 for faculty
Google (Orange Mail)		
Email for Life		
Online Course Delivery Services		
File/Print Services	✓	Departmental Group (G:\) drive Home Drive (H: drive) is not provisioned
ID Card Production Services	✓	
Identity Management System	✓	
Software Distribution Services	✓	VPN Client access only. University Affiliates are not covered under the Microsoft Campus Agreement (MCA) licensing. Departments can order individual software titles via IT Software Distribution.
General Technical Support Services	✓	

Technical Notes:

Stillwater campus wireless is provisioned with the all_employees global group.
STW / CVHS / TUL / CHS/ NOC / OKC / OKM / LU / CSC / OPSU / NEO can choose from external forwarding or Office365

Non-Standard Student (NSS) Affiliates:

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Definition:	Any student affiliate of the university that requires access to IT services but is not entered into Banner student as a standard student. This currently includes, for example, CVHS contract students, English Language Institute students, etc.
Services Allocated	When their NSS affiliation is processed by Identity Management.
Services De-allocated	Non-Standard Students lose access to their IT services the day after the end date.

Applicable Institutions:

STW	CVHS	TUL	CHS	NOC Gateway	OKC	OKM	LU - Tulsa	LU Only	CSC	OPUS	NEO
✓	✓										

IT Provided Services: An activated IDMS account must be used to access these services

	Access	Notes
Network Services – Wireless	✓	
Network Services – Wired	✓	
Emergency Communication Services	✓	Emergency Comm data will be entered as part of the process of activating their IDMS account for password reset purposes. This data will not be used for Campus Alerts until they are a Future or Current student , or Current employee . The following campuses allow their non-standard students to receive campus alerts: STW/CVHS
Computer Lab Services	✓	
Virtual Computer Lab Access	✓	
Microsoft Office 365 (Cowboy Mail)	✓	Office 365 Education for Students License
Google (Orange Mail)	✓	
Email for Life		
Online Course Delivery Services		
File/Print Services	✓	
ID Card Production Services	✓	STW/CVHS/TUL/NOC only for the STW campus.
Identity Management System	✓	
Software Distribution Services		
General Technical Support Services	✓	

Technical Notes:

None

Current Employee:

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Definition:	Any employee that maintains an active employment job assignment. A current employee is defined as staff, faculty, or temporary. For student employees, see Student Employees.
Services Allocated	When their HR job assignment is entered by the Human Resources Department.
Services De-allocated	Employees will lose access to services 30 days after the end date of their job assignment.

Applicable Institutions:

STW	CVHS	TUL	CHS	NOC Gateway	OKC	OKM	LU - Tulsa	LU Only	CSC	OPSU	NEO
✓	✓	✓	✓		✓	✓		✓	✓	✓	✓

IT Provided Services: An activated IDMS account must be used to access these services

	Access	Notes
Network Services – Wireless	✓	
Network Services – Wired	✓	
Emergency Communication Services	✓	Emergency Comm data will be entered as part of the process of activating their IDMS account for password reset purposes. This data will not be used for Campus Alerts until they are a Future or Current student , or Current employee .
Computer Lab Services	✓	Access to the IT Labs is restricted to faculty only.
Virtual Computer Lab Access		
Microsoft Live (Cowboy Mail)	✓	Office 365 A3 for faculty
Google (Orange Mail)		
Email for Life		
Online Course Delivery Services		
File/Print Services	✓	Departmental Group (G:\) drive Home Drive (H: drive) for faculty and staff. Temporary and student employees are not included.
ID Card Production Services	✓	STW/CVHS/TUL/NOC only for the STW campus. Provisioning is possible at the local institution.
Identity Management System	✓	
Software Distribution Services	✓	
General Technical Support Services	✓	

Technical Notes:

<p>Stillwater campus wireless is provisioned with the all_employees global group.</p> <p>STW / CVHS / TUL / CHS/ NOC / OKC / OKM / CSC / NEO can choose from external forwarding or Office365</p> <p>LU and OPSU only have Office365</p>
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Definition:	A faculty or staff member that meets the official retiree requirements as set by HRS. If official retirement status is approved, a retirement HRS assignment is processed from the sponsoring department through HRS.
Services Allocated	When their Human Resources retiree assignment is entered.
Services De-allocated	Officially Retired employees retain access to their IT services indefinitely.

Applicable Institutions:

STW	CVHS	TUL	CHS	NOC Gateway	OKC	OKM	LU - Tulsa	LU Only	CSC	OPSU	NEO
✓	✓	✓	✓		✓	✓			✓	✓	✓

IT Provided Services: An activated IDMS account must be used to access these services

	Access	Notes
Network Services – Wireless		
Network Services – Wired	✓	
Emergency Communication Services	✓	Emergency Comm data will be entered as part of the process of activating their IDMS account for password reset purposes. This data will not be used for Campus Alerts until they are a Future or Current student , or Current employee . Retirees are included for Campus Alerts for the following campuses: STW / TULSA / CVHS / OKC / OKM / CHS / OPSU
Computer Lab Services		
Virtual Computer Lab Access		
Microsoft Live (Cowboy Mail)		ALL: Office 365 A1 Plus for faculty
Google (Orange Mail)		
Email for Life		
Online Course Delivery Services		
File/Print Services	✓	Departmental group drive access is removed.
ID Card Production Services	✓	
Identity Management System	✓	
Software Distribution Services		
General Technical Support Services	✓	

Technical Notes:

STW / CVHS / TUL / CHS/ NOC / OKC / OKM / CSC / NEO can choose from external forwarding or Office365
LU and OPSU only have Office365

Student Employees:

Definition:	A student who is also a part time employee.
Services Allocated	When their Human Resources assignment is entered.
Services De-allocated	Employees will lose access to services 30 days after the end date of their job assignment.

Applicable Institutions:

STW	CVHS	TUL	CHS	NOC Gateway	OKC	OKM	LU - Tulsa	LU Only	CSC	OPSU	NEO
✓	✓	✓	✓		✓	✓			✓	✓	✓

IT Provided Services: An activated IDMS account must be used to access these services

	Access	Notes
Network Services – Wireless	✓	If enrolled, will receive thru the all students global group
Network Services – Wired	✓	
Emergency Communication Services	✓	Emergency Comm data will be entered as part of the process of activating their IDMS account for password reset purposes. This data will not be used for Campus Alerts until they are a Future or Current student , or Current employee . Student Employees are included for Campus Alerts for the following campuses: STW / TULSA / CVHS / OKC / OKM / CHS / OPSU
Computer Lab Services		
Virtual Computer Lab Access		
Microsoft Live (Cowboy Mail)		ALL: Office 365 Education for Students License
Google (Orange Mail)		
Email for Life		
Online Course Delivery Services		
File/Print Services	✓	
ID Card Production Services	✓	
Identity Management System	✓	
Software Distribution Services		
General Technical Support Services	✓	

Technical Notes:

Student employees receive student type services.

Email specific notes:

- *CHS and CSC allow their current students to have external forwarding and Office365.
- *OPSU / NEO / LU / LU-Tulsa current students have one choice of Office365.
- *STW/CVHS/TUL/OKM/OKC/NOC current students can choose either Office365 or Google to receive their email. They will receive both mailboxes. The mailbox they did not choose will have a forward set.
- *Other types of affiliations may effect what is displayed on the email destination page.