



Information Technology

IT Service Catalog

This Service Catalog describes

services provided by

OSU Information Technology

For more information, contact the

OSU-IT Helpdesk

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ADMINISTRATIVE TECHNOLOGY

Banner

The Banner Enterprise Resource Planning (ERP) brings together most of the University's administrative resources into one system. The user interface for each person is tailored to them depending upon the roles they have in the University. Links to common useful pages are also provided, such as to the Online Classroom, the Parking and Transit office, email, advisement system (Star System), and others.

The administrative systems under the Banner umbrella include student information systems, financial aid, and human resources. With only one place to sign in, students can register for classes, review academic records, and engage with financial aid. Employees can get their employment information, manage time sheets and leave requests. Formerly, each system was on a separate website and required a separate sign in.

Individuals affiliated with the campuses of OSU-Stillwater, OSU-Tulsa, OSU Center for Health Services, OSU-Institute of Technology, OSU-Oklahoma City will sign in at my.okstate.edu. The sign-in pages for the other campuses are my.connorsstate.edu, my.langston.edu, my.neo.edu, and my.opsu.edu

Document Imaging

Document imaging is a technology that records, stores, and indexes documents electronically. This technology facilitates the routing, archiving, and retrieving of electronic documents.

ePrint

The ePrint service produces electronic versions of paper documents used throughout administrative systems for records, reports, and billing.

ID Card Services

Some Identification (ID) card services are made possible through CS Gold®, an application that handles ID card transactions associated with the Bursar, meal plans, and authorized door access. ID cards are also used for to enter the Colvin Recreation Center, library checkouts, and to get free off-campus bus transportation.

Security Certificates

OSU uses InCommon security certificates. InCommon is a federated organization serving many higher education institutions in the US.

SSL (Secure Sockets Layer) certificates are small registered encrypted files that ensure that all data passed between the web server and browsers remain private.

Individuals setting up servers on campus may contact Information Technology to acquire a security certificate for their server.

Time and Attendance Tracking Services

TimePro[®] is an application used for time and attendance tracking. It provides desktop or card-swipe entry of attendance information that goes to Human Resources after review by a supervisor.

COMMUNICATION SERVICES

Broadcast Email Distribution

Broadcast email distribution is a service for administrative staff and faculty and student researchers to distribute email messages to large groups of people. Before the message is sent out, approval of the message comes from either the Institutional Review Board (for research) or OSU Communications for other messages. The Institutional Research and Information Management (IRIM) office assists with providing lists of email addresses of the target groups. The sender provides that list to the Communications Specialist in Information Technology and coordinates a time for sending the message via Listserv.

Emergency Notifications

Campus Emergency Alert System: The Campus Emergency Alert System sends notifications via text and/or voice message to inform recipients of weather issues and campus threats. Individuals set up their emergency alert preferences in their O-Key account.

AlertUs: Alertus is a system distributed desktop application on OSU-owned computers to provide emergency alerts.

IT Announcements

IT Announcements informs the public about the availability of IT services. An unscheduled outage announcement is posted when an IT service becomes unavailable. Scheduled downtime announcements are posted to alert the public about maintenance periods that occur seven or more days in the future. IT News posts provide news regarding end-of-life service support or change of service, and IT events. The Virus Alerts include information about email phishing campaigns, viruses, or ransomware attacks.

The IT Announcements website is located at <http://it.okstate.edu>. Individuals can sign up for receiving emails when announcements are posted.

OSU Online Directory

The OSU Online Directory is an online phone directory, located at <http://directory.okstate.edu>. This directory lists the business contact information of faculty and staff. OSU student information is posted only if the student has agreed to that option through their O-Key account.

COMPUTER LABS

Computer Labs

The IT computer labs are equipped with desktop computers, printers, scanners, standard suites of software (e.g., Microsoft Office), accessibility software and accommodations, and specialized software (e.g., SAS). The labs primarily are for student use, but instructors can reserve selected labs for classroom use. There is no charge for printing.

The lab locations and hours are posted at <https://it.sp.okstate.edu/technologysupport/deskside/public/labs.htm>.

Virtual Labs

The Virtual Labs is an online version of the physical computer labs. This service is available to students. For access, students install the VMware Horizon client from <https://desktop.okstate.edu> and then use the desktop icon that will open the Virtual Labs site.

Remote Printing

Remote printing provides a way to print documents to non-local print stations. Once a user downloads a driver from print.okstate.edu for a particular print station, they can send print requests to the print station and retrieve the printout after logging into the print station computer within six hours. Locations of the print stations are listed below:

- Family Resource Center (computer lab)
- Griffith Community Center (front desk)
- Kamm-Peterson-Friend (front desk)
- Stout Hall (front desk)
- Student Union – second floor
- All IT computer lab locations

DATA STORAGE

Data Restoration

Help with retrieving files stored on IT servers is available to the OSU community. OSU IT retains files for a finite timeframe designated by federal and state regulations and OSU policy. The storage servers are backed up on a regular basis to protect against data loss associated with computer hardware failure.

Group Online File Storage

Group online file storage is the storage of shared files within, between, or among departments. Access to these drives is determined and controlled by departments. Common storage designations are these:

- G: drive – used by departmental personnel to share information
- I: drive – used between or among departments or sub-departments.
- J: drive – used for temporary storage of shared information with all departments on campus.

Individual Online File Storage

Employees get one terabyte (TB) of file storage area in One Drive, a feature of Microsoft 365 – a web-based productivity application delivered through the cloud. Signing into cowboymail.okstate.edu website is one way to access One Drive. The large storage area is an excellent place to back up files from computers and devices.

Employees also get 500 MB of personal network drive space which can be accessed from the employee's office computer or through [Virtual Private Network](#) (VPN) from off campus.

Students have online file storage through both of their email accounts – Cowboy Mail (Microsoft 365) and Orange Mail (Google Mail). While only using one or the other application for the primary email delivery system, students get one terabyte (TB) of file storage area in Microsoft's One Drive. In Orange Mail, students get unlimited Google App doc storage and one GB of storage for non-Google documents.

EMAIL

Employee Email

The email delivery system for employees is Microsoft 365 that handles email delivery as well as provides a suite of cloud-based productivity applications. Email is delivered through a desktop client such as Outlook or Entourage, on mobile devices, or through the Internet by going through cowboymail.okstate.edu.

In addition to email delivery, Microsoft 365 also hosts online applications such as SharePoint Online for collaborative work, and an online version of the Microsoft Office suite. These applications can be used while on the go, at home, or in the office. This setup allows users to move from one device or computer to another without using flash drives to transfer documents.

Student Email

Students can choose to use either Cowboy Mail (Microsoft 365) or Orange Mail (Gmail) for their primary email delivery system while retaining access to the features of both systems, such as creating and editing documents online, file storage, and document sharing. Cowboy Mail is located at <http://cowboymail.okstate.edu> and the Orange Mail site is <http://orangemail.okstate.edu>. Students retain their "@okstate.edu" email address and email account after they graduate.

Each student gets an @okstate.edu address upon activating their O-Key account. The University sends all official business emails to the @okstate.edu email address.

Spam Filtering

Spam filtering serves an important role for keeping “@okstate.edu” accounts free of spam. The ProofPoint spam filtering system is in place to give additional spam filtering in addition to those in Cowboy Mail and Orange Mail.

HOSTED SERVICES

Application Hosting

Information Technology assists departments with hosting applications. Departments can have applications put on IT servers, get help with hosting on departmental servers, or get set up with a virtual environment for hosting applications. See [Virtualization](#).

Enterprise Backup

Enterprise backup protects IT server data with daily backups through the use of Commvault. Having backup files is essential for recovery of critical data in the event of a disaster.

Website Content Management

In partnership with OSU Communications, IT provides website content management software, such as Drupal or Omni, for all departments to use. OSU Communications and Information Technology develop templates that provide a consistent style and functionality for all OSU websites.

IDENTITY AND ACCESS MANAGEMENT

Authentication Services

Active Directory: Active Directory authenticates and authorizes users and computers through assigning and enforcing security policies. In particular, it is used for wireless authentication, workstation management, group management, and group policy management.

Active Directory Federated Services (ADFS): This service links Information Technology’s Active Directory to Microsoft cloud services: Office 365, Exchange, Sharepoint, Skype, and OneDrive.

InCommon Federated Services: InCommon Federated Services is a federation of institutions, government agencies, and sponsored businesses that provides the means for using member credentials to authenticate to services provided by the federation. This service allows OSU students, faculty, and staff to use their O-Key credentials at several US education and research communities.

Lightweight Directory Access Protocol (LDAP): LDAP provides a lookup function for authenticating applications and supporting email spam filtering.

Shibboleth: Shibboleth is an authentication system that allows for the use of O-Key credentials to access systems run by federations of institutions or organizations.

Universal Authentication Service (UAS):

Universal Authentication Service (UAS) is a web authentication service that uses Active Directory or OpenLDAP for verifying identity for access to the sites where it is used.

Global Groups

Global Groups are identity groups used for managing access to services.

ID Cards

Each person with a formal affiliation with OSU is assigned an ID card. ID cards provide service access such as on-campus purchases, library checkouts, free off-campus bus transportation, specific events, controlled-access doors where authorized, and the Colvin Recreation Center.

Orange Key (O-Key) Account Services

Each person who has a formal association with any institution within the OSU/A&M Board of Regents has an O-Key account. To determine access to services, O-Key uses identity attributes and university roles collected from student and human resource administrative systems. Other uses of O-Key include the setup of email and emergency contacts and alerts, as well passwords management for accessing IT services.

Service Accounts

A service account is a specialized identity account. Service accounts have a primary owner and a secondary owner for maintaining its password and active status.

Types of Service Accounts:

- **Mail-enabled:** A mail-enabled service account is an identity account that only has email functionality. Mail-enabled service accounts are used by organizations. Example: helpdesk@okstate.edu represents the OSU IT Helpdesk and is the address people can use to contact the OSU-IT Helpdesk.
- **Application:** An application service account is a functional account and is not linked to an individual. Departments use them for application development.
- **LDAP-Only:** The LDAP-Only is an application service account for devices or applications authenticate only to LDAP. (See [OpenLDAP](#).)
- **Kiosk:** A kiosk service account is used for public workstation management.
- **Reserved:** A reserved service account acts as a filter to keep specific user names from being options from which usernames are created.
- **Resource:** A resource service account is an identity account for a particular resource, such as for equipment, rooms, or vehicles. Resource service accounts have an email function so that the resource can be scheduled using Office 365, such as for a meeting.

- **Long-Term Visitor:** A long-term visitor service account is an identity account for those who do not have a formal affiliation with the University but have need to get certain services, such as vendors or specialized online program students.
- **Wireless Mac:** This account type enables devices with limited or no browsers to connect to the OSU wireless network. It is only used for devices that are unable to authenticate to the standard wireless network.

Service Allocation

Service allocation is a system for managing access to IT services based upon the role or roles an individual has in Banner. The service allocations are managed through the Orange Key (O-Key) Identity Management System.

INSTRUCTIONAL TECHNOLOGY

Clickers

Clickers or smart phones with the clicker application are the devices used as part of the audience response system. Students, as an audience, use the devices to respond electronically to questions presented by instructors and see how their own answers compare with those of their classmates.

Online Classroom

The Online Classroom hosts OSU's learning management system, *Brightspace by D2L*, a cloud supported version of Desire2Learn (D2L). Classes starting in August of 2016 and after access the Online Classroom by going to my.okstate.edu. Instructors and students with an "I" (incomplete) grade can enter courses that occurred prior to August 1, 2016 by going to oc.okstate.edu.

Instructors use *Brightspace by D2L* to post course content materials, discussion boards, grades, quizzes/exams; get usage tracking data, and receive assignments. Students use *Brightspace by D2L* to participate in the online portions of their courses.

Community sites can be set up in *Brightspace by D2L* to provide online space for academic-related activities, such as advising, interest groups, and for departmental matters. Links to community sites are listed on the first page of users' accounts when they enter the Online Classroom.

Respondus LockDown Browser

The Respondus LockDown Browser (RLB) is a secure online testing environment. Instructors can choose to use this add-on feature designed to reduce cheating during test taking. Tests set up with RLB stop test takers from browsing the Internet or use any other program on the computer while the test is active.

Turnitin

Turnitin is a software technology giving instructors a way to detect plagiarism. This software examines assignments submitted by students by comparing each document with billions of Internet pages to detect plagiarism. Instructors receive an originality report for each document submitted to Turnitin.

NETWORK SERVICES

Connectivity

Wired: The OSU wired network extensively covers the Stillwater campus as can be seen by looking for the orange network jacks in the walls of classrooms, offices, residential and public areas. 100/1000 Mbps capable and GigE capabilities are available to users in more than 75 percent of the campus. Users can connect using an Ethernet cable.

Wireless: Wireless connectivity covers most areas of campus and Residential Life. Access is available through the four wireless local area networks (LAN). OSUSTAFF is designated for all OSU employees. OSUSTUDENT is for students. OSU departmental sponsored guests use OSUGUEST. OSUREGISTERED is for devices that do not have keyboard input capability. The map of wireless messages is located at <http://wireless.okstate.edu/>.

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 10 Gigabit Ethernet links to the Internet, Internet 2, and National LambdaRail (NLR).

Internet Protocol Assignment

BootP/DHCP: The DHCP (Dynamic Host Configuration Protocol) 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 (Domain Name System) is a naming system for computers, services, and resources connected to the Internet or a private network.

NATReg: Network Address Translation Registration (NATReg) is a method of connecting a private IP address to a public IP address. Having a private IP address for a computer or device keeps it "hidden" from the public. In some instances, it is important to a user or server administrator to have a public presence on the Internet, in which case getting a NAT registration is required.

Microsoft Skype

Microsoft Skype is an instant messaging application that integrates with other Microsoft products. For example, Skype coordinates with Calendar to show a contact's busy status through the Skype interface.

Remote Access

TS Gateway: Authorized users can to 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.

Remote Access: The remote access service is available to authorized users after they download and install the Cisco AnyConnect Secure Mobility client software. After an off-campus computer is set up this way, users have a secure encrypted connection to authorized on-campus resources.

Site-to-Site Virtual Private Network (VPN): Site-to-site VPN connections for the OSU Stillwater campus and all nine other colleges and campuses provide secure data transfer between and among campuses.

SECURITY

The IT Security Office's mission is to protect OSU systems from abuse, intrusion, and misuse. The security stance at OSU, like most universities, is a balance between maintaining the openness of the academic environment and keeping all systems secure and protected. Protecting the computing environment is accomplished through intrusion prevention, monitoring technology, active response, and security awareness training.

SUPPORT SERVICES

4-HELP Knowledge Resource

The 4-HELP Knowledge Resource website is a library of support documentation for the Information Technology computing and technology services. It can be found at 4help.okstate.edu. SmartForms, a linked feature on that page, provides users a way to request many IT services.

Deskside Support

Information Technology Deskside Support is a technical support group that assists students and employees with computer/technology issues. "Walk-in" customers receive face-to-face assistance to resolve numerous issues during regular business hours. The Deskside Support team provides on-location help to departments that lack their own IT staff. See the service list at <https://it.sp.okstate.edu/technologysupport/deskside/public/index.htm>.

Helpdesk

The IT Helpdesk resolves computer issues for students, faculty, and staff of OSU. The Helpdesk maintains the 4help.okstate.edu knowledge resource for finding answers to common issues online. Individuals can call 405-744-HELP (4357) for phone support during hours posted at help.okstate.edu. Questions can be sent to helpdesk@okstate.edu.

iSupport

iSupport is a web-based incident management software tool that the OSU-IT Helpdesk uses to record and organize all the information for customer's contact incident through the creation and categorization of each ticket. Customers are notified of the creation and closing of incident tickets. The detailed work histories in tickets enable customers to easily check the status of each incident.

Software Distribution

Most individuals in OSU community can go the Software Distribution Center at sdc.okstate.edu for software that is licensed for them according to their roles with the University. The software is made available through contracts negotiated with major software companies.

Software for departments is acquired by going to [OK Corral](#) and ordering through that system.

TELECOMMUNICATION

Local Services

Landline: Analog or digital landline service is available to departments and residential life residents. A variety of telephone models are available to choose from, such as headsets, panels, and other hardware.

Cellular: Cellular phone services are available for departmental or staff. Departments can sign up for voice only, data only, or both. Billing for those plans that include data service can be split.

Discounted cell phones can be purchased by individuals through the OSU Cell Phone Contracts with AT&T, Sprint, and Verizon. See <http://it.okstate.edu> for details.

Conference Calls: Conference call services are available for both departmental and personal use.

Voice Mail: The features of the voice mail service include receiving and saving messages, personalized greetings, a personalized passwords for multiple uses, and message access from on- or off-campus telephones.

Advanced Services

Automatic Call Distributor: Automatic Call Distributor (ACD) is a service available to facilitate the handling of a large volume of incoming calls. Incoming calls can be distributed to multiple office staff personnel in a predetermined pattern.

Cisco Jabber: Cisco Jabber facilitates collaboration by integrating multiple devices for both Windows and Mac users. Individuals using Jabber can access presence, instant messaging (IM), voice, video, voice messaging, desktop sharing, and conferencing.

Electronic Faxing: Electronic faxing is a fax method that simplifies sending, receiving, storing, forwarding, and printing fax messages from a computer instead of a standalone device. To acquire access to this system, consult your departmental Key Advisor.

NOTE: *Key Advisors* are selected departmental staff who manage transactions and requests between the departmental area and IT Telecommunications

Mobility: The Mobility service gives users the option to answer calls to their office phone by way of their landline, desk, cell, or alternate phone. Other features include parallel ringing, call shedding, and scheduling.

VIRTUALIZATION SERVICES

Virtualization services provide a way for individuals to set up “servers” without having to buy a physical server. Many virtualized individual servers are on a few physical servers. A virtual server is less expensive to run and maintain than a physical server. Because the servers are clustered, they provide more reliability and less risk of unscheduled outages.

WEB SERVICES

Database Services

Enterprise level databases are the “back end” of numerous significant applications by the OSU/A&M system, some of which include OSU Calendar, OSU/A&M System Directory, O-Key, Aggie Access, C-Key, GoldKey, LionKey, SharePoint, and many of the sub-level “okstate” web pages. IT can provide Oracle or MS SQL database services for most vendor-supported applications.

SharePoint

SharePoint is an online collaborative work environment (CWE). Groups can use it to share documents and software tools in one online site. SharePoint tools include document libraries, calendaring, lists, task assignment, workflow creation, access control, and many other tools.

Departmental personnel can request a Sharepoint site through their ITC to request Sharepoint sites from Information Technology. The ITC is the departmental contact person in each college (“ITC”, i.e. Information Technology Coordinator).

Web Environment

The Web Environment is made up of two distinct parts: the Microsoft Web Development Environment (ASP) and a Linux Development Environment (PHP). Hosted space can be requested through OSU-IT Helpdesk.