



## Welcome To ITS!

### - WHO WE ARE AND WHAT WE DO -

Information Technology Services (ITS) provides leadership, establishes technology standards, and delivers services in support of teaching, research, and University business operations.

ITS consists of two units:

- Media and Technology Services
- University Computing Systems

Below is a summary of the facilities and services provided by each.

#### **Media and Technology Services (MTS):**

MTS provides customer-facing support and end-user services to students, faculty and staff for major administrative and academic computing systems and applications. It should be the first point of contact for most faculty. From assisting callers and dispatching technicians to working with faculty on instructional technology issues, MTS provides the University community with an extensive array of support, media, and communication services. In addition to the assistance provided through the Help Desk, MTS

supports the high-speed campus network, intercampus connectivity, Internet, modem pool, and telephones, including voicemail.

The University's data network topology is a redundant three-layer design comprised of a core, distribution, and edge layer providing gigabit connections to the buildings and 100 megabit connections to the end points. The network accommodates voice and video traffic in addition to data.

MTS has implemented a wireless network throughout the University. It includes over 800 wireless access points connected to the University's high-speed data network.

MTS also participates in the design of physical and virtual learning spaces across the enterprise and manages and maintains classroom media, online learning facilities (satellite and IP-based), and the Instructional Technology Center for faculty to develop high-end classroom content.

In addition, MTS provides licensed software distribution for both proprietary and open source packages, and manages and maintains PC and

Mac laboratories on the Kingston and Providence campuses. These facilities provide access to the Internet, productivity software, and academic applications.

#### **University Computing Systems (UCS):**

UCS supports the University's major computing systems and provides services intrinsic to running a comprehensive and robust university network.

The computer machine room in Tyler Hall enables generator-backed, continuous operation of the 100+ commodity-type servers running both Microsoft server software and Linux. In addition, a large IBM AIX server runs administrative processing while a smaller AIX server provides for general-purpose academic use. Also available is a multiple Terabyte disk storage system and an automated library with six transports for backing up the servers and the disk storage system.

Optical Mark Reader services are available for exam grading and survey processing. Also, plotting

services are provided in support of instruction and research.

UCS offers a wide range of applications. Among them is e-Campus, the administrative system based on PeopleSoft/Oracle's Higher Education suite of administrative processing

applications. Also included are Sakai, the Collaboration and Learning Environment (CLE) software, the TrueOutcomes electronic portfolio student assessment package, email, Web services, and campus-wide research software.

Most applications are accessible with commonly-used Web browsers.

UCS also designs and maintains campus-wide trouble and response systems, in collaboration with the Help Desk, to keep all academic and administrative systems running.

## - SERVICES OVERVIEW -

### **Office Port Activation**

Network&Telephone:  
874-7071

### **e-Campus: [www.uri.edu/ecampus](http://www.uri.edu/ecampus)**

- Online Faculty Center
- Documentation, Instructions
- Help, Reminders, News

### **Sakai Collaboration and Learning Environment (CLE)**

A set of software tools to help instructors, researchers and students collaborate online in support of instruction, research or general project collaboration.

### **Help Desk:**

- Call: 874-HELP (4357)
- Walk-in: URI Library, LL19
- Technology: [www.uri.edu/helpdesk](http://www.uri.edu/helpdesk)
- PeopleSoft: [www.uri.edu/ecampus](http://www.uri.edu/ecampus)

*For links to additional services - including those below, go to:*

**[www.uri.edu/its](http://www.uri.edu/its)**

### **Email, Internet, & Phones:**

- Logon to e-Campus
- User ID to access email, dialup, update your directory listing, check your class roster
- Service application forms: password change, Web accounts, exam grading
- Getting started with email: address, personalized address, password, password change, WebMail
- Campus Directory: people search and directory update
- Dialup instructions to connect to the Internet

### **Desktop Computing:**

- Site-licensed software
- Virus protection for office and home computers
- Shareware downloads

### **Learning Computing Skills:**

- Short Courses
- Video tapes and CDs
- "How-To" handouts
- On-line solutions: ITS Website, FAQ

### **Teaching & Research Tools:**

- Class roster instructions
- Computer labs: location, software, hardware, hours, reservations
- Classroom equipment: reserving a projector, microphone, laptop, etc.
- Mobile computing: laptop loan for conferences, seminars, research, etc.
- URI/Providence campus resources
- Sakai
- TrueOutcomes
- Web Publishing: URI Web templates, publishing syllabus and related documents
- Mailing list, newsgroups: sponsoring a mailing list or newsgroup to communicate with your class
- Virtual courses: linking to your Web course
- OMR: exam grading automatically
- Multimedia
- Video production
- Foreign language support
- Videoconferencing
- Statistical resources and databases: SAS, SPSS, CRSP, COMPUSTAT
- Centralized computing