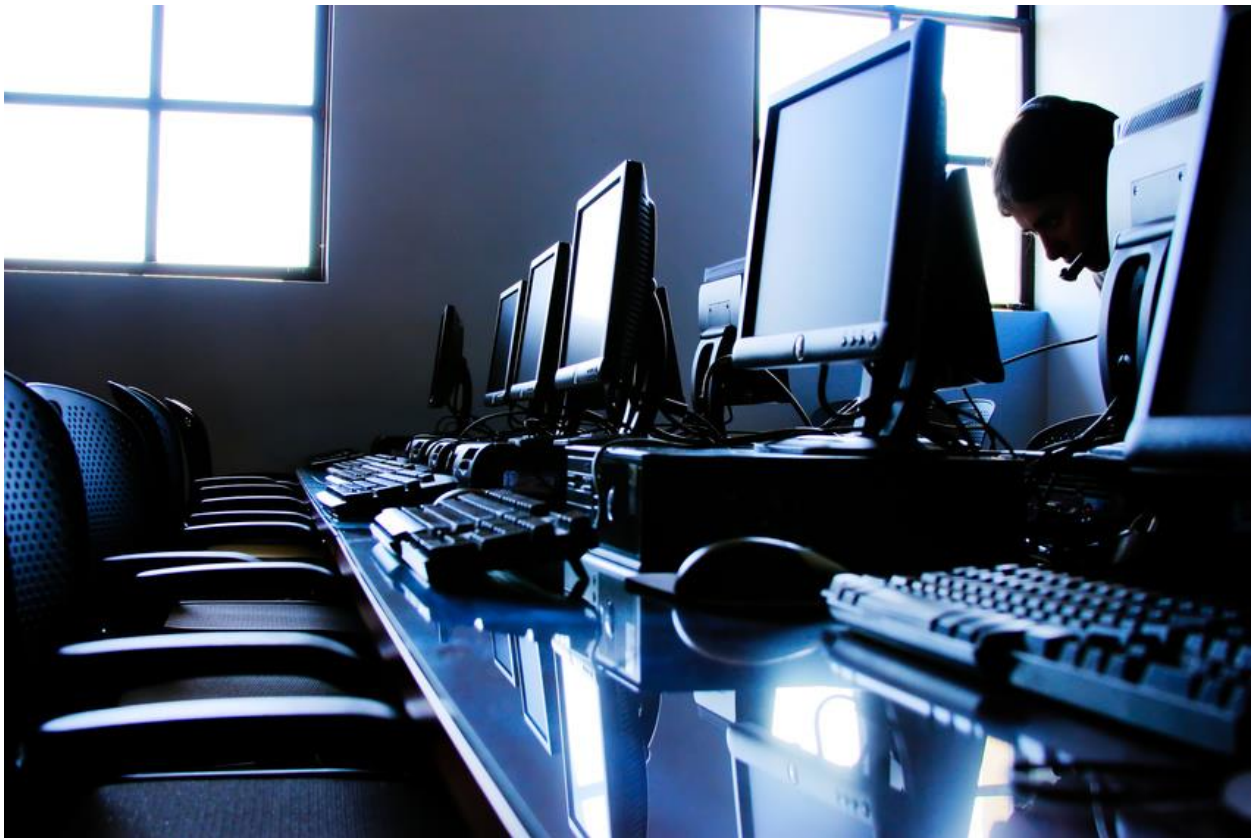


# EIT SERVICES CATALOG

This document lists the services provided by the Enterprise Information Technology department to the Rose-Hulman community. Services not listed are not officially supported, but will receive a courtesy attempt at resolution. *All changes to this catalog must be approved by the IT Governance committee.*



Version 1.1 August 18, 2014

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# HARDWARE SERVICES

## WHO IS ELIGIBLE?

All campus customers with institute-issued computing devices, including laptops, desktops, tablets, and printers.

## HOW DO I REQUEST IT?

Contact the Service Desk to schedule your computing device for service.

## DESCRIPTION OF SERVICE

EIT provides a certified, full service repair facility for institute-issued computing devices. This includes [laptops](#), [desktops](#), [tablets](#), and [printers](#). EIT also provides initial configuration support for members of the campus community who choose to “[Bring Your Own Device](#)”

We also provide faculty and student [software images](#) with a standard suite of currently licensed software for laptops and desktops.

Note that EIT will provide ‘best effort’ service for non-EIT unsupported devices.

## CONTACT THE SERVICE DESK

You can reach your Service Desk in a variety of ways

Use our [web interface](#)

**Call** us at (812) 877- 8989

**E-mail** us at

[ServiceDesk@rose-hulman.edu](mailto:ServiceDesk@rose-hulman.edu)

**Walk in** to the lower level of Crapo hall. No appointment required!

# SOFTWARE IMAGES

## WHO IS ELIGIBLE?

All faculty, staff, and students with institute-issued computing devices, including laptops and desktops.

## HOW DO I REQUEST IT?

Contact the Service Desk to schedule your computing device for service.

## DESCRIPTION OF SERVICE

The software provided on machines serviced by EIT varies by user type (i.e. student, faculty, or staff) and is subject to change each year. [This is the current list of software included in each image.](#)

## CONTACT THE SERVICE DESK

You can reach your Service Desk in a variety of ways

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**Call** us at (812) 877- 8989

**E-mail** us at

[ServiceDesk@rose-hulman.edu](mailto:ServiceDesk@rose-hulman.edu)

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# LAPTOP SERVICES

## WHO IS ELIGIBLE?

All campus customers with institute-issued computing devices

## HOW DO I REQUEST IT?

Contact the Service Desk to schedule your computing device for service.

## DESCRIPTION OF SERVICE

EIT provides a certified, full service repair facility for institute-issued laptops. Most repairs can be done in less than one day; for repairs that require more time, loaner laptops are available for supported laptops.

## CONTACT THE SERVICE DESK

You can reach your Service Desk in a variety of ways

Use our [web interface](#)

**Call** us at (812) 877- 8989

**E-mail** us at

[ServiceDesk@rose-hulman.edu](mailto:ServiceDesk@rose-hulman.edu)

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# DESKTOP SERVICES

## WHO IS ELIGIBLE?

All campus customers with institute-issued desktop computing devices.

## HOW DO I REQUEST IT?

Contact the Service Desk to schedule your computing device for service.

## DESCRIPTION OF SERVICE

EIT provides a certified, full service repair facility for institute-issued desktops. Most repairs can be done in less than one day.

## CONTACT THE SERVICE DESK

You can reach your Service Desk in a variety of ways

Use our [web interface](#)

**Call** us at (812) 877- 8989

**E-mail** us at

[ServiceDesk@rose-hulman.edu](mailto:ServiceDesk@rose-hulman.edu)

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# TABLET SERVICES

## WHO IS ELIGIBLE?

All campus customers with institute-issued tablet computers.

## HOW DO I REQUEST IT?

Contact the Service Desk to schedule your tablet for service, or bring it to the Service Desk for immediate attention.

## DESCRIPTION OF SERVICE

EIT provides support for institute-issued tablets. Software and minor hardware repairs can be done in less than one day; for repairs that require more time, loaner tablets may be available for supported devices.

## CONTACT THE SERVICE DESK

You can reach your Service Desk in a variety of ways

Use our [web interface](#)

**Call** us at (812) 877- 8989

**E-mail** us at

[ServiceDesk@rose-hulman.edu](mailto:ServiceDesk@rose-hulman.edu)

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# PRINTER SERVICES

## WHO IS ELIGIBLE?

All members of the campus community can access our campus printers.

## HOW DO I REQUEST IT?

Most of the actions to define and access printers are self-service. Instructions on adding network printers, location, and how to set up duplex printing [can be found here](#).

If you need additional assistance, contract the Service Desk.

## DESCRIPTION OF SERVICE

EIT maintains an extensive network of printers on campus.

There are two types of print services offered by EIT: [Administration of print queues](#), which is supported by our Systems Administration team, and [printer maintenance](#), which is supported by our Client Services team. If you have submitted a document to a printer and it fails to print, it might be a problem with either the physical printer itself, or a problem with the print queue. Contact the Service Desk and describe the problem you are experiencing and they will determine the appropriate group to resolve the issue.

## CONTACT THE SERVICE DESK

You can reach your Service Desk in a variety of ways

Use our [web interface](#)

**Call** us at (812) 877- 8989

**E-mail** us at

[ServiceDesk@rose-hulman.edu](mailto:ServiceDesk@rose-hulman.edu)

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# PRINTER MAINTENANCE

## WHO IS ELIGIBLE?

All members of the campus community can access our public printers.

## HOW DO I REQUEST IT?

Contact the Service Desk

## DESCRIPTION OF SERVICE

EIT maintains an extensive network of printers on campus. A list of these printers can be found here: <http://web.rose-hulman.edu/eit/Services/Pages/Printers.aspx>

If a printer is out of paper or toner, contact the Service Desk. For residence hall printers contact the R.A.

If the printer is displaying an error code, contact the Service Desk for assistance.

PAPER AND TONER FOR OFFICE PRINTERS ARE THE RESPONSIBILITY OF THE INDIVIDUAL OR THEIR DEPARTMENT.

## CONTACT THE SERVICE DESK

You can reach your Service Desk in a variety of ways

Use our [web interface](#)

**Call** us at (812) 877- 8989

**E-mail** us at

[ServiceDesk@rose-hulman.edu](mailto:ServiceDesk@rose-hulman.edu)

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# PRINT QUEUE ADMINISTRATION

## WHO IS ELIGIBLE?

All members of the campus community.

## HOW DO I REQUEST IT?

If you need assistance with our printers, please contact the Service Desk.

## DESCRIPTION OF SERVICE

Print queues are the logical routing of documents to the correct printer.

### CONTACT THE SERVICE DESK

You can reach your Service Desk in a variety of ways

Use our [web interface](#)

**Call** us at (812) 877- 8989

**E-mail** us at

[ServiceDesk@rose-hulman.edu](mailto:ServiceDesk@rose-hulman.edu)

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# “BRING YOUR OWN DEVICE” (BYOD) INITIAL CONFIGURATION

## WHO IS ELIGIBLE?

All members of the campus community.

## HOW DO I REQUEST IT?

Please bring your personal mobile device to the Service Desk for assistance

## DESCRIPTION OF SERVICE

Service Desk personnel will assist users with configuring their non-RHIT mobile devices to work on RHIT’s network. This includes registering the device and connecting to the RHIT-1X network, configuring email, and other routine tasks.

### CONTACT THE SERVICE DESK

You can reach your Service Desk in a variety of ways

Use our [web interface](#)

**Call** us at (812) 877- 8989

**E-mail** us at

[ServiceDesk@rose-hulman.edu](mailto:ServiceDesk@rose-hulman.edu)

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# DIGITAL SIGNAGE

## WHO IS ELIGIBLE?

All participating departments and organizations.

## HOW DO I REQUEST IT?

If you need assistance with digital signage please contact the Service Desk.

## DESCRIPTION OF SERVICE

Digital Signage is the term applied to the display devices and their controllers that provide various forms of information to the campus community. EIT's role is to grant and manage access and permissions to these devices via Active Directory groups. Acquisition of the hardware to be deployed is the responsibility of the department requesting a new digital sign.

### CONTACT THE SERVICE DESK

You can reach your Service Desk in a variety of ways

Use our [web interface](#)

**Call** us at (812) 877- 8989

**E-mail** us at

[ServiceDesk@rose-hulman.edu](mailto:ServiceDesk@rose-hulman.edu)

**Walk in** to the lower level of Crapo hall. No appointment required!

# NETWORK SERVICES

## WHO IS ELIGIBLE?

All members of the campus community.

## HOW DO I REQUEST IT?

If you need an account to access Rose-Hulman's network services, contact either HR (for faculty and staff) or the Office of the Registrar (for students) to request your account. Contact the Service Desk for problems with your network services.

## DESCRIPTION OF SERVICE

EIT manages a variety of network services, including [network accounts](#), [file services](#), [database services](#), and [web services](#).

### CONTACT THE SERVICE DESK

You can reach your Service Desk in a variety of ways

Use our [web interface](#)

**Call** us at (812) 877- 8989

**E-mail** us at

[ServiceDesk@rose-hulman.edu](mailto:ServiceDesk@rose-hulman.edu)

**Walk in** to the lower level of Crapo hall. No appointment required!

# NETWORK ACCOUNT

## WHO IS ELIGIBLE?

All members of the campus community.

## HOW DO I REQUEST IT?

If you need an account to access Rose-Hulman's network services, contact either HR (for faculty and staff) or the Office of the Registrar (for students) to request your account.

## DESCRIPTION OF SERVICE

EIT will provision, deprovision, and/or maintain network accounts as requested by HR and the Office of the Registrar. Active Directory groups that provide various access privileges and make up specified Outlook mailing lists are created automatically from data maintained by HR and the Office of the Registrar.

## CONTACT THE SERVICE DESK

You can reach your Service Desk in a variety of ways

Use our [web interface](#)

**Call** us at (812) 877- 8989

**E-mail** us at

[ServiceDesk@rose-hulman.edu](mailto:ServiceDesk@rose-hulman.edu)

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# FILE SERVICES

## WHO IS ELIGIBLE?

All campus customers have access to our network file shares.

## HOW DO I REQUEST IT?

Some files shares are managed by departments and access must be requested from them. Otherwise, contact the Service Desk to request access to network file shares, or to request an adjustment to your quotas.

## DESCRIPTION OF SERVICE

There are two different file systems provided by EIT: Microsoft's [Distributed File System](#) is our recommended file service, and we maintain the legacy [Andrew File System](#) for individuals and departments with identified need.

## Contact your Service Desk

Use our [web interface](#)

**Call** us a 8989

**E-mail** us at

ServiceDesk@rose-  
hulman.edu

**Walk in** to our Service  
Desk in the lower level  
of Crapo Hall.

# DISTRIBUTED FILE SYSTEM

## WHO IS ELIGIBLE?

All members of the campus community can access DFS

## HOW DO I REQUEST IT?

Faculty, staff and students are provisioned with 1 GB of storage space on DFS. Requests for an increase in file storage may be made through the Service Desk. More information, including instructions on how to access DFS, backups, and how to set file permissions is available from the Service Desk.

## DESCRIPTION OF SERVICE

DFS is the institute's recommended network storage service. File space for campus users and academic departments is provided on DFS. In addition, the institute's software repository is located on DFS.

### What's on DFS

The Rose-Hulman DFS system layout is summarized below. This layout is not exhaustive, but does include the most accessed sections.

#### `\\rose-hulman.edu\dfs\`

- **AcademicAffairs\** Academic departments and class folders
- **Software\** Campus software
- **Administration\** Administrative departments
- **Users\** Personal file space sorted by user name
  - **Shared\** This folder has DFS permissions set so that any authenticated user can access it.

## CONTACT YOUR SERVICE DESK

You can reach our Service Desk in a variety of ways:

Use our [web interface](#)

Call us a 8989

Walk in. We are in the basement of Crapo Hall.

# ANDREW FILE SYSTEM

## WHO IS ELIGIBLE?

All members of the campus community can access AFS

## HOW DO I REQUEST IT?

Faculty, staff and students have a default allocation of 100MB of storage space allocated on AFS. Requests for an increase in file storage should be sent to the Service Desk. For detailed instructions for accessing AFS, see [AFS - Accessing](#).

## DESCRIPTION OF SERVICE

AFS is primarily a legacy file system at Rose-Hulman; its main use is as storage for academic content. The Rose-Hulman AFS cell layout is summarized below. This layout is not exhaustive, but does include the most accessed sections.

- **class\** - Academic departments
- **groups\** - Non-Academic departments
  - **StudentGroups\** - Student organizations
- **users\** - User home directories
  - **faculty\** - Faculty home directories
  - **graduate\** - Graduate student home directories
  - **groups\** - Student organizations
  - **special\** - Special users home directories
  - **stuXXXX\** - Student home directories (where XXXX is the entry year,ex: stu2004)

### AFS Home Directory Layout

- **~\Private** This folder has AFS permissions set so that only you can access it.
- **~\Public** This folder has AFS permissions set so that any authenticated user can access it.
- **~\Public\HTML** This folder is where website files go for your personal website. It maps to the location <http://www.rose-hulman.edu/~username>.
- **~\OldFiles** This folder contains a nightly backup of your home directory, and is read-only. Files in this folder cannot be deleted by the user.

## CONTACT THE SERVICE DESK

You can reach your Service Desk in a variety of ways

Use our [web interface](#)

Call us at (812) 877- 8989

E-mail us at

[ServiceDesk@rose-hulman.edu](mailto:ServiceDesk@rose-hulman.edu)

Walk in to the lower level of Crapo hall. No appointment required!

# DATABASE SERVICES

## WHO IS ELIGIBLE?

All members of the campus community.

## HOW DO I REQUEST IT?

If you need assistance with our databases, please contact the Service Desk.

## DESCRIPTION OF SERVICE

EIT provides two types of databases for our community. A Microsoft SQL Server cluster, and MySQL. MySQL is the primary database service for use by individuals, clubs, and departments.

### CONTACT THE SERVICE DESK

You can reach your Service Desk in a variety of ways

Use our [web interface](#)

**Call** us at (812) 877- 8989

**E-mail** us at

[ServiceDesk@rose-hulman.edu](mailto:ServiceDesk@rose-hulman.edu)

**Walk in** to the lower level of Crapo hall. No appointment required!

# WEB SERVICES

## WHO IS ELIGIBLE?

All members of the campus community.

## HOW DO I REQUEST IT?

If you need assistance with our web services, please contact the Service Desk.

## DESCRIPTION OF SERVICE

EIT supports the web services infrastructure, not the web services themselves. This includes the servers and operating system maintenance for [Apache Web Services](#), [SharePoint](#), and [Umbraco](#). Our customer-facing services are limited to provisioning, deprovisioning, and maintaining such services.

EIT does not support content for web pages.

## CONTACT THE SERVICE DESK

You can reach your Service Desk in a variety of ways

Use our [web interface](#)

**Call** us at (812) 877- 8989

**E-mail** us at

[ServiceDesk@rose-hulman.edu](mailto:ServiceDesk@rose-hulman.edu)

**Walk in** to the lower level of Crapo hall. No appointment required!

# APACHE WEB SERVICES

## WHO IS ELIGIBLE?

All members of the campus community.

## HOW DO I REQUEST IT?

If you need assistance with Apache web pages, please contact the Service Desk.

## DESCRIPTION OF SERVICE

EIT maintains the ability to support Apache web pages, although this is not our recommended solution for hosting web applications and pages. EIT will provision, deprovision, and maintain access to Apache web servers for members of the campus community.

### CONTACT THE SERVICE DESK

You can reach your Service Desk in a variety of ways

Use our [web interface](#)

**Call** us at (812) 877- 8989

**E-mail** us at

[ServiceDesk@rose-hulman.edu](mailto:ServiceDesk@rose-hulman.edu)

**Walk in** to the lower level of Crapo hall. No appointment required!

# SHAREPOINT

## WHO IS ELIGIBLE?

All members of the campus community can access SharePoint.

## HOW DO I REQUEST IT?

Contact the Service Desk for SharePoint account access requests.

## DESCRIPTION OF SERVICE

EIT will provision, deprovision, and maintain access to SharePoint services. SharePoint is a web-based collaboration platform from Microsoft. It allows campus groups to share documents and host specialized web applications such as blogs and wikis. SharePoint is not a replacement for group and department webpages but is a tool to aid in collaboration. EIT maintains three SharePoint sites for the campus.

[myrhit.rose-hulman.edu](http://myrhit.rose-hulman.edu)

Every campus user has a homepage (a My Site, in SharePoint verbiage) located at [myrhit.rose-hulman.edu/mysite](http://myrhit.rose-hulman.edu/mysite). My Sites can be set up for anonymous external access but not for externally-authenticated users.

[local.rose-hulman.edu](http://local.rose-hulman.edu)

The campus calendar is hosted in this environment. Additionally, most campus departments have pages located at [local.rose-hulman.edu](http://local.rose-hulman.edu). The local server is only accessible by Rose-Hulman users.

[web.rose-hulman.edu](http://web.rose-hulman.edu) and [web-ext.rose-hulman.edu](http://web-ext.rose-hulman.edu)

Externally-available SharePoint sites are hosted on these servers. web-ext allows external authorization providers; web does not. Both can be configured for anonymous external access.

## CONTACT THE SERVICE DESK

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Use our [web interface](#)

**Call** us at (812) 877- 8989

**E-mail** us at

[ServiceDesk@rose-hulman.edu](mailto:ServiceDesk@rose-hulman.edu)

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# UMBRACO

## WHO IS ELIGIBLE?

Only designated content editors can utilize Umbraco-hosted web services.

## HOW DO I REQUEST IT?

If you need assistance with Umbraco, please contact your content editor or our campus web managers.

## DESCRIPTION OF SERVICE

Umbraco is a content management system used to host Rose-Hulman's primary web pages. EIT provides the infrastructure that supports this service; Campus web managers manage the actual content. EIT will provision, deprovision, and maintain accounts in the Umbraco system.

### CONTACT THE SERVICE DESK

You can reach your Service Desk in a variety of ways

Use our [web interface](#)

**Call** us at (812) 877- 8989

**E-mail** us at

[ServiceDesk@rose-hulman.edu](mailto:ServiceDesk@rose-hulman.edu)

**Walk in** to the lower level of Crapo hall. No appointment required!



# COMMUNICATIONS AND COLLABORATION SERVICES

## WHO IS ELIGIBLE?

All members of the campus community.

## HOW DO I REQUEST IT?

If you need assistance with this, please contact the Service Desk.

## DESCRIPTION OF SERVICE

EIT provides a robust suite of communications and collaboration services, including [email](#), [telephony](#), and [unified communications](#).

### CONTACT THE SERVICE DESK

You can reach your Service Desk in a variety of ways

Use our [web interface](#)

**Call** us at (812) 877- 8989

**E-mail** us at

[ServiceDesk@rose-hulman.edu](mailto:ServiceDesk@rose-hulman.edu)

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# UNIFIED COMMUNICATIONS

## WHO IS ELIGIBLE?

All members of the campus community.

## HOW DO I REQUEST IT?

Contact the Service Desk.

## DESCRIPTION OF SERVICE

EIT provides Microsoft Exchange and Lync as our Unified Communication solution. Exchange provides email, voicemail and calendar functionality. Lync provides the following functionality:

[Instant Messaging](#)

[Video conferencing](#)

[Desktop sharing](#)

[Soft Phone](#)

## CONTACT THE SERVICE DESK

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**Call** us at (812) 877- 8989

**E-mail** us at

[ServiceDesk@rose-hulman.edu](mailto:ServiceDesk@rose-hulman.edu)

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# EMAIL SERVICES

## WHO IS ELIGIBLE?

All members of the campus community.

## HOW DO I REQUEST IT?

If you need assistance with email, please contact the Service Desk.

## DESCRIPTION OF SERVICE

Rose-Hulman utilizes Microsoft Exchange to provide email and voicemail services. Access to these services is available through a variety of clients. Spam protection is provided by a Barracuda Spam Firewall. The Barracuda Spam Firewall allows individuals to manage their own spam filters.

### CONTACT THE SERVICE DESK

You can reach your Service Desk in a variety of ways

Use our [web interface](#)

**Call** us at (812) 877- 8989

**E-mail** us at

[ServiceDesk@rose-hulman.edu](mailto:ServiceDesk@rose-hulman.edu)

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# TELEPHONY SERVICES

## WHO IS ELIGIBLE?

All employees have access to desk telephony devices; students are provided with Lync phone service.

## HOW DO I REQUEST IT?

If you need assistance with your telephony service, contact the Service Desk.

## DESCRIPTION OF SERVICE

Employee offices and workspaces are generally provided with desktop telephones; Employees and students are provided with Microsoft Lync for telephone services. Rose-Hulman voicemail service is provided through Exchange Unified Messaging, and voicemail messages are delivered to your email inbox. To learn more about using voicemail, contact the Service Desk.

Rose-Hulman has the following telephone number ranges:

812-877-8000 thru 8999 Main Campus

812-872-6000 thru 6999 Main Campus

812-244-4000 thru 4399 South Campus

Any Rose-Hulman telephone will appear on caller-ID as originating from (812) 877-1511.

EIT also supports [911 emergency call services](#), [Teleconferencing](#) and [long-distance dialing services](#).

## CONTACT THE SERVICE DESK

You can reach your Service Desk in a variety of ways

Use our [web interface](#)

**Call** us at (812) 877- 8989

**E-mail** us at

[ServiceDesk@rose-hulman.edu](mailto:ServiceDesk@rose-hulman.edu)

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# 911 EMERGENCY CALLS

## WHO IS ELIGIBLE?

All members of the campus community can dial 911 from regular desk and wall-mounted telephones

## HOW DO I REQUEST IT?

Dial 911.

## DESCRIPTION OF SERVICE

All campus telephones are enabled for making location-aware 911 emergency calls. First responders will be aware of the physical location that the call was placed from.

The Lync client, regardless of platform, **cannot** make 911 calls.

## CONTACT THE SERVICE DESK

You can reach your Service Desk in a variety of ways

Use our [web interface](#)

**Call** us at (812) 877- 8989

**E-mail** us at

[ServiceDesk@rose-hulman.edu](mailto:ServiceDesk@rose-hulman.edu)

**Walk in** to the lower level of Crapo hall. No appointment required!

# TELECONFERENCING

## WHO IS ELIGIBLE?

All members of the campus community.

## HOW DO I REQUEST IT?

Teleconferencing is available through the Lync client. Contact the Service Desk for assistance or requesting a speakerphone.

## DESCRIPTION OF SERVICE

Microsoft Lync supports teleconferencing, including dial-in voice calls, with the option to share content (including desktop and application sharing, and a shared whiteboard). A speakerphone is available for temporary use from the EIT Service Desk. The speakerphone will function in any active network port.

### CONTACT THE SERVICE DESK

You can reach your Service Desk in a variety of ways

Use our [web interface](#)

**Call** us at (812) 877- 8989

**E-mail** us at

[ServiceDesk@rose-hulman.edu](mailto:ServiceDesk@rose-hulman.edu)

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# LONG-DISTANCE DIALING

## WHO IS ELIGIBLE?

All faculty and staff can access long-distance dialing

## HOW DO I REQUEST IT?

Contact the Service Desk

## DESCRIPTION OF SERVICE

Long distance dialing requires a PIN. PINs are issued to each employee at the time of their hiring. If you lost or forgot your PIN please contact the EIT Service Desk.

### Dialing instructions:

Domestic North American Number Plan: 1 + AC + xxx + xxxx  
(AC = area code)

International: 011 + CC + AC + xxx + xxxx (CC = country code)

You will hear a tone after dialing the number. At this point enter your long distance PIN.

## CONTACT THE SERVICE DESK

You can reach your Service Desk in a variety of ways

Use our [web interface](#)

**Call** us at (812) 877- 8989

**E-mail** us at

[ServiceDesk@rose-hulman.edu](mailto:ServiceDesk@rose-hulman.edu)

**Walk in** to the lower level of Crapo hall. No appointment required!

# INSTANT MESSAGING

## WHO IS ELIGIBLE?

All members of the campus community.

## HOW DO I REQUEST IT?

Contact the Service Desk.

## DESCRIPTION OF SERVICE

Using your Lync client, you may send an Instant Message to anybody in the world with a Lync and Skype client. Internally, faculty, staff, and students can IM anybody on campus.

### CONTACT THE SERVICE DESK

You can reach your Service Desk in a variety of ways

Use our [web interface](#)

**Call** us at (812) 877- 8989

**E-mail** us at

[ServiceDesk@rose-hulman.edu](mailto:ServiceDesk@rose-hulman.edu)

**Walk in** to the lower level of Crapo hall. No appointment required!



# VIDEO CONFERNING

## WHO IS ELIGIBLE?

All members of the campus community.

## HOW DO I REQUEST IT?

Contact the Service Desk.

## DESCRIPTION OF SERVICE

Lync allows users to set up video conferences between Lync clients.

### CONTACT THE SERVICE DESK

You can reach your Service Desk in a variety of ways

Use our [web interface](#)

**Call** us at (812) 877- 8989

**E-mail** us at

[ServiceDesk@rose-hulman.edu](mailto:ServiceDesk@rose-hulman.edu)

**Walk in** to the lower level of Crapo hall. No appointment required!

# SOFT PHONE

## WHO IS ELIGIBLE?

All members of the campus community.

## HOW DO I REQUEST IT?

Contact the Service Desk.

## DESCRIPTION OF SERVICE

Lync provides a 'soft phone' functionality. Rose-Hulman students are assigned phone numbers that are only accessible through Lync. As long as the computer is connected to a network, the soft phone functions in all ways like a regular telephone.

### CONTACT THE SERVICE DESK

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# DESKTOP SHARING

## WHO IS ELIGIBLE?

All members of the campus community.

## HOW DO I REQUEST IT?

Contact the Service Desk.

## DESCRIPTION OF SERVICE

Lync allows users to share their desktop with other Lync users. This allows one person to show others what they see, for troubleshooting or information sharing purposes.

### CONTACT THE SERVICE DESK

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# MOODLE LEARNING MANAGEMENT SYSTEM (LMS)

## WHO IS ELIGIBLE?

All members of the campus community.

## HOW DO I REQUEST IT?

If you need assistance with designing a course in the LMS, contact the Learning and Technology team at 877-8556. If the LMS is unavailable, you receive an error, or if you need assistance exporting or importing a course from/to Moodle, contact the Service Desk.

## DESCRIPTION OF SERVICE

Moodle is our campus Learning Management system (LMS). Infrastructure support, such as managing the server and the Moodle software is provided by EIT; application support and pedagogical support are provided by the Learning and Technology team.

EIT will provide assistance in importing courses from Angel into Moodle. EIT will provide a “best effort” to import from other SCORM-compliant LMS systems. It may not be possible to import courses from non-SCORM-compliant systems.

## CONTACT THE SERVICE DESK

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# SOFTWARE SERVICES

## WHO IS ELIGIBLE?

All members of the campus community.

## HOW DO I REQUEST IT?

For assistance with software, contact the Service Desk.

## DESCRIPTION OF SERVICE

Rose-Hulman provides a changing mix of [academic](#), [administrative](#), and [productivity software](#). Some [software](#) defies easy categorization.

### CONTACT THE SERVICE DESK

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# ACADEMIC SOFTWARE

## WHO IS ELIGIBLE?

All faculty and students.

## HOW DO I REQUEST IT?

Academic software is provided either as part of your laptop image, or can be downloaded from DFS. For assistance, contact the Service Desk.

## DESCRIPTION OF SERVICE

Rose-Hulman provides a variety of software requested by our faculty for use in the classroom. EIT support is limited to providing assistance with installation and resolving licensing issues.

### CONTACT THE SERVICE DESK

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# PRODUCTIVITY SOFTWARE

## WHO IS ELIGIBLE?

All faculty, staff, and students.

## HOW DO I REQUEST IT?

Productivity software, like Microsoft Office, is provided as part of your laptop or desktop image. It can also be installed on other devices. For assistance, contact the Service Desk.

## DESCRIPTION OF SERVICE

Rose-Hulman provides a suite of software applications that are considered “productivity applications”, like Microsoft Word, Excel, OneNote, and PowerPoint. EIT’s assistance is limited to installation and resolving licensing issues.

## CONTACT THE SERVICE DESK

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# BANNER AND RELATED SOFTWARE

## WHO IS ELIGIBLE?

Banner is available to all campus as Banner Self Service. Other components of this suite of applications may have restricted access.

## HOW DO I REQUEST IT?

For assistance with Banner and related software, contact the Service Desk.

## DESCRIPTION OF SERVICE

Banner belongs to a class of applications known as “Enterprise Resource Planning” software. It is a complex set of thousands of software modules interacting with an integrated relational database. The Banner database is our “system of record”, holding all academic, financial, and human resource information for Rose-Hulman.

EIT provides full support for Banner and related software, from maintaining the servers and operating systems, through administration of the database and applications, and developing [custom software](#) to meet business needs. We support [Banner Self Service](#), [Banner INB](#), [Banner Document Management](#), [Banner Workflow](#), [Argos](#), [FormFusion](#), and [Intellecheck](#). We also manage [Banner accounts](#) (which are distinct from network accounts) and control access to the various applications. Finally, we also provide custom software development services, support Banner Printing, and enact data change requests.

## CONTACT THE SERVICE DESK

You can reach your Service Desk in a variety of ways

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# BANNER SELF-SERVICE

## WHO IS ELIGIBLE?

Banner Self Service is available to all campus constituents.

## HOW DO I REQUEST IT?

For assistance with Banner Self Service, contact the Service Desk.

## DESCRIPTION OF SERVICE

Banner Self Service allows members of our campus community to view and update data about themselves, register for classes, look up campus personnel, record payroll information, take surveys, and so much more.

### CONTACT THE SERVICE DESK

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Use our [web interface](#)

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# BANNER INB

## WHO IS ELIGIBLE?

Banner INB is highly restricted, and is available only to a set of designated administrators.

## HOW DO I REQUEST IT?

For assistance with Banner and related software, your first line of support is your ACTS representative. (S)he acts as a liaison between you and EIT for issues with Banner and related software. If you cannot locate your ACTS team representative, contact the Service Desk.

## DESCRIPTION OF SERVICE

Banner INB is the administrative part of Banner, where designated administrators can view, enter, modify, or delete data in the Banner database. Access to this application is very restricted, and users are limited to only those parts of the data that is relevant to their role in the institute.

## CONTACT THE SERVICE DESK

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# BANNER DOCUMENT MANAGEMENT

## WHO IS ELIGIBLE?

The Banner Document Management suite is available only to a restricted group of Banner administrative users.

## HOW DO I REQUEST IT?

For assistance with the Banner Document Management suite, contact the Service Desk.

## DESCRIPTION OF SERVICE

Banner Document Management suite is an extension of Banner INB to include the ability to scan, index, and retrieve images of documents.

### CONTACT THE SERVICE DESK

You can reach your Service Desk in a variety of ways

Use our [web interface](#)

**Call** us at (812) 877- 8989

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# BANNER WORKFLOW

## WHO IS ELIGIBLE?

Banner Workflow access will be determined by access to the custom applications that utilize it.

## HOW DO I REQUEST IT?

For assistance Banner Workflow, contact the Service Desk.

## DESCRIPTION OF SERVICE

Banner Workflow is an application that allows complex business processes to be completed electronically. These events could include reviews, authorizations, or modifications to data. Workflows are designed by EIT in consultation with Banner users.

### CONTACT THE SERVICE DESK

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# ARGOS

## WHO IS ELIGIBLE?

Argos is restricted to a set of Banner administrative users.

## HOW DO I REQUEST IT?

For assistance Argos, contact the Service Desk.

## DESCRIPTION OF SERVICE

Argos is our institutional standard reporting tool. It allows Banner administrators the ability to create and run reports, ad-hoc queries, and data analyses.

### CONTACT THE SERVICE DESK

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Use our [web interface](#)

**Call** us at (812) 877- 8989

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# FORMFUSION

## WHO IS ELIGIBLE?

FormFusion is restricted to a limited set of Banner administrative users.

## HOW DO I REQUEST IT?

For assistance with FormFusion, contact the Service Desk.

## DESCRIPTION OF SERVICE

FormFusion is a tool to reformat output from Banner batch processes. It allows administrators the ability to change the layout, add new data elements, and add graphics to the Banner report and listings that they use during the course of their job

### CONTACT THE SERVICE DESK

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# INTELLECHECK

## WHO IS ELIGIBLE?

Intellecheck is restricted to a limited set of Banner finance users.

## HOW DO I REQUEST IT?

For assistance Intellecheck, contact the Service Desk.

## DESCRIPTION OF SERVICE

Intellecheck replaces the Banner accounts payable function. Rose-Hulman uses Intellecheck to pay vendors, and to reimburse employees for various kinds of expenses (e.g., travel expenses).

### CONTACT THE SERVICE DESK

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# CUSTOM SOFTWARE DEVELOPMENT

## WHO IS ELIGIBLE?

Any administrative user of Banner can request a software development project.

## HOW DO I REQUEST IT?

Your ACTS representative acts as the liaison between you and EIT, and is responsible for requesting and managing software development projects. If you cannot locate your ACTS team representative, contact the Service Desk.

## DESCRIPTION OF SERVICE

Rose Hulman has a distinguished history of providing high-quality software development to fill in gaps in Banner functionality. We have shared our code with a number of other Banner schools, and some code has been incorporated into Banner's baseline product.

We solve RHIT's business and academic needs by creating Banner Self Service pages, new forms/batch jobs for Banner INB, stand-alone CGI-bin web applications, or applications using Oracle's rapid-development tool Application Express.

## CONTACT THE SERVICE DESK

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# BANNER PRINTING

## WHO IS ELIGIBLE?

Any administrative user of Banner can request a special set of printer codes for use in printing from within Banner INB.

## HOW DO I REQUEST IT?

For assistance with Banner printing, contact the Service Desk.

## DESCRIPTION OF SERVICE

In order to print output of Banner INB batch jobs directly from within Banner, it is necessary to configure a printer within that system. EIT can configure a new printer, or add new printer numbers to an existing printer, to enable this type of printing of batch output files.

### CONTACT THE SERVICE DESK

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# DATA CHANGE REQUESTS

## WHO IS ELIGIBLE?

Any administrative user of Banner can request a change to Banner data that they are responsible for.

## HOW DO I REQUEST IT?

Your ACTS representative act as the liaison between you and EIT, also acts as your Data Steward. As such, (s)he is responsible for making data change requests. If you cannot locate you ACTS team representative, contact the Service Desk.

## DESCRIPTION OF SERVICE

EIT will work with designated Data Stewards to effect changes to the data that cannot be done through the Banner Software. This often involves consulting with Ellucian's technical support staff to confirm that the proposed change has no unintended consequences.

### CONTACT THE SERVICE DESK

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# OTHER WEB SERVICES

## WHO IS ELIGIBLE?

“Other” web services encompasses a broad portfolio of specialized software. As such, most of these software applications are widely available.

## HOW DO I REQUEST IT?

For technical problems with these applications, contact the Service Desk.

## DESCRIPTION OF SERVICE

EIT provides technical infrastructure and/or data integration for a wide variety of campus applications, including:

- [WebTMA](#)
- [Terra Dotta Travel Management](#)
- [Talent Management Suite \(Cornerstone\)](#)
- [International Student and Scholar Management](#)
- [Banner Portal](#)
- [MBS Bookstore System](#)
- [Simplicity \(career services\)](#)
- [CashNet payment services](#)
- [Datacard/AssureID](#)
- [nPowerDNA \(electronic lock system\)](#)
- [iModules \(RoseSTEM\)](#)
- [Trustkeeper PCI](#)
- [Student Clearing House](#)

## CONTACT THE SERVICE DESK

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Use our [web interface](#)

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# WEBTMA

## WHO IS ELIGIBLE?

All members of the campus community.

## HOW DO I REQUEST IT?

For assistance with how to use the software, or to inquire about the status of a service request submitted via WebTMA, contact the facilities department. For reporting system problems (page not found, error messages, or a service outage), contact the Service Desk.

## DESCRIPTION OF SERVICE

EIT hosts the WebTMA application in our datacenter, and will provide support for the server, upgrade/patch the software, and manage the database.

### CONTACT THE SERVICE DESK

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Use our [web interface](#)

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# TERRA DOTTA TRAVEL MANAGEMENT

## WHO IS ELIGIBLE?

All members of the campus community.

## HOW DO I REQUEST IT?

For assistance with how to use the trip approval application, or to inquire about the status of a travel request, contact the Risk Management office. For assistance with recording international travel, contact the Global Studies office. For reporting system problems (page not found, error messages, or a service outage), contact the Service Desk.

## DESCRIPTION OF SERVICE

Terra Dotta is an externally hosted application that allows faculty, staff, or students who are travelling abroad to record their travel documents, itinerary, and contact information while abroad. EIT provides only data integration services for this application.

The trip approval application is an internally developed Banner Self-Service application that provides the mechanism for RHIT employees to request approval for travel. Such approval is mandatory for RHIT reimbursement of travel expenses. EIT provides full technical support for this application.

## CONTACT THE SERVICE DESK

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# INTERNATIONAL STUDENT AND SCHOLAR MANAGEMENT

## WHO IS ELIGIBLE?

Access to this specialized software is restricted to only select administrators in Student Affairs and Global Programs.

## HOW DO I REQUEST IT?

For assistance with ISSM, contact the Service Desk.

## DESCRIPTION OF SERVICE

ISSM is a third-party application that allows RHIT to effectively and efficiently comply with reporting requirements for international students. EIT provides full support for this application.

### CONTACT THE SERVICE DESK

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# TALENT MANAGEMENT SUITE (CORNERSTONE)

## WHO IS ELIGIBLE?

All employees.

## HOW DO I REQUEST IT?

For assistance with how to use the software, or to inquire about the functionality of this application, contact the Office of Professional and Organizational Development. For reporting system problems (page not found, error messages, or a service outage), contact the Service Desk.

## DESCRIPTION OF SERVICE

The Talent Management Suite is a third-party, externally hosted application that provides employees a place to go to for recommended training modules, see their performance reviews, etc. It allows supervisors the ability to manage employee performance data, and provides HR with the ability to hire and on-board new employees more efficiently.

EIT provides only data integration services for the Talent Management Suite.

## CONTACT THE SERVICE DESK

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# BANNER PORTAL

## WHO IS ELIGIBLE?

All employees.

## HOW DO I REQUEST IT?

Contact the Service Desk for any questions about the Banner Portal.

## DESCRIPTION OF SERVICE

The Data and Software Solutions group of EIT manages this SharePoint site. It provides administrative users a single place to go to access a variety of links to Banner services and information. It also provides a “project portal” page where all software development projects are documented and tracked through the Software Development Lifecycle.

### CONTACT THE SERVICE DESK

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# MBS BOOKSTORE SYSTEM

## WHO IS ELIGIBLE?

Access to the MBS software is restricted to the managers and employees of the Bookstore.

## HOW DO I REQUEST IT?

For assistance with MBS data issues, contact the Service Desk.

## DESCRIPTION OF SERVICE

MBS is a third-party software application that helps with point-of-sale, inventory control, and payment authorization for the Rose-Hulman bookstore. EIT provides only data integration services for this application.

### CONTACT THE SERVICE DESK

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# SYMPPLICITY

## WHO IS ELIGIBLE?

Students, potential employers, and the Office of Career Services can access Simplicity.

## HOW DO I REQUEST IT?

For functional assistance with Simplicity, contact the office of Career Services. For technical support, contact the Service Desk.

## DESCRIPTION OF SERVICE

Symplicity allows information to be shared and processed both within Rose-Hulman and between students and their potential employers.

EIT provides only data integration support for Simplicity.

## CONTACT THE SERVICE DESK

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# CASHNET

## WHO IS ELIGIBLE?

Students and their designated proxy payers can access this software.

## HOW DO I REQUEST IT?

For assistance with CASHnet, your first line of support is Student Financial Services. For technical problems (page not found, error messages, etc.) contact the Service Desk.

## DESCRIPTION OF SERVICE

CASHnet provides a way for Rose-Hulman to send bills electronically, and for students or designated payers to pay those bills on-line.

### CONTACT THE SERVICE DESK

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# DATACARD/ASSUREID

## WHO IS ELIGIBLE?

The DataCard/AssureID software provides Student Affairs with the capability to print ID cards for all campus constituents.

## HOW DO I REQUEST IT?

To request an ID card, contact Student Affairs. For technical support for the software and/or data, contact the Service Desk.

## DESCRIPTION OF SERVICE

AssureID provides the capability to print RHIT photo-IDs with embedded proximity chips and magnetic stripes. EIT provides only data integration service for this software.

## CONTACT THE SERVICE DESK

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# NPOWERDNA LOCK SYSTEM

## WHO IS ELIGIBLE?

Access to nPowerDNA is limited to the locksmith shop. However, select administrators have access to control lock group membership via a custom Banner Self-Service application.

## HOW DO I REQUEST IT?

For assistance with access to specific electronic locks, contact your lock administrator or the Locksmith shop. If you cannot locate your lock administrator, contact the Service Desk.

## DESCRIPTION OF SERVICE

The nPowerDNA software controls access to all electronic locks on campus. The actual access lists are managed by departmental "Lock Administrators" and by the Locksmith Shop.

## CONTACT THE SERVICE DESK

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# IMODULES (ROSESTEM)

## WHO IS ELIGIBLE?

All campus constituents, plus all alumni, have access to RoseSTEM.

## HOW DO I REQUEST IT?

For assistance with RoseSTEM, contact the office of Alumni Affairs, or contact the Service Desk.

## DESCRIPTION OF SERVICE

RoseSTEM is Rose-Hulman's name for our campus community hosted by iModules. This is a third-party application that provides the ability for alumni and campus constituents to update information about themselves, stay informed about campus activities, and register for events.

EIT manages data integration between RoseSTEM and Banner; this is a two-way integration, in which Banner data is sent over, and changes to that data are pulled back into Banner.

## CONTACT THE SERVICE DESK

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# TRUSTKEEPER PCI

## WHO IS ELIGIBLE?

Trustkeeper PCI is limited to select administrators who must maintain RHIT's PCI compliance status.

## HOW DO I REQUEST IT?

Contact the Office of Business and Finance.

## DESCRIPTION OF SERVICE

Trustkeeper PCI allows Rose-Hulman to register and certify our compliance with the Payment Card Industry standards for handling credit card/debit card transactions.

### CONTACT THE SERVICE DESK

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# EMS

## WHO IS ELIGIBLE?

All members of the campus community can access EMS.

## HOW DO I REQUEST IT?

EMS is used to manage room usage across campus. To reserve classrooms or labs, contact the Registrar's office; to reserve rooms in the Hulman Union, contact the Union. To reserve space in the SRC, contact the SRC.

## DESCRIPTION OF SERVICE

EMS provides the ability to schedule events and request specific facilities/equipment in rooms across campus.

### CONTACT THE SERVICE DESK

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**E-mail** us at

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# COMPUTING SERVICES

## WHO IS ELIGIBLE?

All campus constituents have access to some or all of the provided computing services.

## HOW DO I REQUEST IT?

For assistance with EIT's computing services, contact the Service Desk.

## DESCRIPTION OF SERVICE

EIT manages the following services for our community:

[Linux compute server](#)

[Logan Library Public Lab](#)

[Olin Tablet classrooms](#)

[BannerTerm terminal server](#)

[Virtualized Applications](#)

## CONTACT THE SERVICE DESK

You can reach your Service Desk in a variety of ways

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# LINUX COMPUTE SERVER

## WHO IS ELIGIBLE?

All members of the campus community.

## HOW DO I REQUEST IT?

Logon access is available to everyone with a Rose-Hulman network account.

## DESCRIPTION OF SERVICE

The Linux Computer Server is named *addiator.rose-hulman.edu* and is available for computational requirements, software development, and web page development. This server is running a 64-bit Red Hat Enterprise Linux compatible distribution. *Addiator* has 72GB of memory and four processors, each with six cores. The Gnu compiler suite, C, C++, and FORTRAN are available for application development, and MATLAB and Maple are installed for larger computational needs that exceed other computer's capabilities.

Logon is via a secure shell or secure file transfer client. For Microsoft Windows, SecureCRT is a secure shell client and SecureFX is a secure file transfer client; both are installed as part of the standard software image. For Linux distributions, SSH and SFTP are secure shell and secure file transfer clients, respectively.

## CONTACT THE SERVICE DESK

You can reach your Service Desk in a variety of ways

Use our [web interface](#)

**Call** us at (812) 877- 8989

**E-mail** us at

[ServiceDesk@rose-hulman.edu](mailto:ServiceDesk@rose-hulman.edu)

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# LOGAN LIBRARY PUBLIC COMPUTING LAB

## WHO IS ELIGIBLE?

All campus constituents can use the public lab.

## HOW DO I REQUEST IT?

The public lab is open during regular Library hours. To reserve the facility for exclusive use, contact the Logan Library.

## DESCRIPTION OF SERVICE

EIT maintains the networking and computing devices in the public lab to allow campus constituents to access network resources. Many of the academic applications are installed on these computers, which are available on a first-come, first serve basis unless reserved in advance with the Logan Library staff.

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# TABLET CLASSROOM

## WHO IS ELIGIBLE?

Any faculty or student in a course that meets in the Tablet Classroom.

## HOW DO I REQUEST IT?

Contact the Registrar's office to reserve this room.

## DESCRIPTION OF SERVICE

The Tablet Classroom, Olin 203-1, contains 33 Microsoft Surface Pro tablets, 32 for student use, and one for the instructor. The tablets have Microsoft Windows 8.1 installed, along with a number of academic applications, in which students can annotate digital content in DyKnow and Microsoft Office applications using the included stylus while being fully mobile.

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# BANNERTERM

## WHO IS ELIGIBLE?

BannerTerm is available to select campus administrative users.

## HOW DO I REQUEST IT?

For assistance with BannerTerm, contact the Service Desk.

## DESCRIPTION OF SERVICE

BannerTerm is a server intended for secure remote access to applications that require access data hosted in Oracle databases, including Banner data. These applications include Dell TOAD and Evisions Argos, which can perform direct queries against the Oracle databases. Limiting access to these databases to a single system improves the security of our database environment.

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# VIRTUALIZED APPLICATIONS

## WHO IS ELIGIBLE?

All members of the campus community.

## HOW DO I REQUEST IT?

For assistance virtualized applications, contact the Service Desk.

## DESCRIPTION OF SERVICE

A number of academic applications are available through Citrix XenApp, an application for making Microsoft Windows-based applications available to a variety of operating system platforms, including Apple iOS, Mac OS X, Android, Linux, and Microsoft Windows. Applications currently available include MATLAB, Maple Minitab, and the Microsoft Office 2013 suite.

The virtualized applications do not run on the local device (e.g., smartphone, tablet, or computer); they run on servers in the EIT data center. The Citrix Receiver client is required to enable the user of the local device to interact with the application via a touchscreen, onscreen keyboard, or traditional mouse and keyboard. This client is freely available from the vendor stores and marketplaces (for Apple iOS and Android), and from the Citrix website.

Requests for adding applications to the XenApp environment should be made to the Service Desk.

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# NETWORK INFRASTRUCTURE SERVICES

## WHO IS ELIGIBLE?

All members of our campus community, and guests, have access to some portion of our network infrastructure.

## HOW DO I REQUEST IT?

For assistance with our network, contact the Service Desk.

## DESCRIPTION OF SERVICE

EIT maintains robust wired and wireless network environments. Our wireless network includes the [RHIT-1X network](#), the [RHIT-GUEST network](#), and our [SSLVPN service](#). We provide [wired ports](#) in residence halls, faculty/staff offices, some classrooms, and most labs. We also provide [wired connectivity to fraternity and sorority halls](#) on the edge of our physical campus. [Internet connectivity](#) is provided to all campus constituents through our networks.

In addition, EIT provides [DNS](#) and [DHCP](#) services, monitors bandwidth usage, and actively guards our computing facilities and network against security violations.

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# RHIT-1X WIRELESS NETWORK

## WHO IS ELIGIBLE?

All campus customers with a network account can access the RHIT-1X network.

## HOW DO I REQUEST IT?

For assistance with the RHIT-1X network, including configuring your device to access it, contact the Service Desk.

## DESCRIPTION OF SERVICE

The RHIT-1X network provides wi-fi connectivity to Rose-Hulman and internet-based resources for devices that support the WAP2-Enterprise wireless standards.

### CONTACT THE SERVICE DESK

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# RHIT-GUEST WIRELESS NETWORK

## WHO IS ELIGIBLE?

Visiting on-campus guests are eligible to use this network.

## HOW DO I REQUEST IT?

Contact the Service Desk for the current username and password.

## DESCRIPTION OF SERVICE

The RHIT-GUEST network provides wi-fi connectivity to visitors and guests.

### CONTACT THE SERVICE DESK

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# WIRED NETWORK

## WHO IS ELIGIBLE?

All members of the campus community.

## HOW DO I REQUEST IT?

Wired network ports are available in the residence halls, faculty and staff offices, and most labs. Contact the Service Desk with requests for new ports or to report non-functioning ports.

## DESCRIPTION OF SERVICE

The wired network provides high speed connectivity for desktop computers, laptops, and other devices with a wired network port.

### CONTACT THE SERVICE DESK

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# FRATERNITY/SORORITY CONNECTIVITY

## WHO IS ELIGIBLE?

Fraternities and sororities located at the edge of campus.

## HOW DO I REQUEST IT?

Fraternities and Sororities already have connectivity to the Rose-Hulman network. For assistance, or to report problems, contact the Service Desk.

## DESCRIPTION OF SERVICE

EIT provides gigabit fiber connectivity to the fraternities and sororities. Procurement of network equipment and the interior cable plant are the responsibility of the fraternity or sorority.

## CONTACT THE SERVICE DESK

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# SSLVPN

## WHO IS ELIGIBLE?

All members of the campus community

## HOW DO I REQUEST IT?

Access the SSLVPN is accomplished by navigating to <https://sslvpn.rose-hulman.edu> with a web browser.

## DESCRIPTION OF SERVICE

The SSLVPN is a service that provides an encrypted connection between a client and the Rose-Hulman campus network. This secure connection allows access to campus systems and services that are not directly accessible from off the campus network. Examples include accessing desktop or laptop computers via the Remote Desktop Connection client, application license managers, DFS network file shares, and some Banner systems. Access to some of these resources requires installation of the Juniper Network Connection client, which is listed at the bottom of the SSLVPN page after logging-in.

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# INTERNET

## WHO IS ELIGIBLE?

All members of the campus community.

## HOW DO I REQUEST IT?

All devices that access the Rose-Hulman network, both wired and wireless, must be registered with EIT. Self-registration is available for most devices that have a web browser, like smartphones, tablets, and desktop and laptop computers. The self-registration page is available at:

<https://netreg.rose-hulman.edu/tool/registerMacForm.aspl>

You can also contact the Service Desk with your device's MAC address and have them register it for you.

## DESCRIPTION OF SERVICE

Rose-Hulman has a 1 Gigabit connection to the internet that is shared by the entire community. This connectivity is provided by I-Light, Indiana's high-speed fiber optic network that connects Indiana member sites to state, national, and international research and education communities, including research networks like Internet 2 and National Lambda Rail.

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# SOFTWARE AND HARDWARE ADMINISTRATIVE SERVICES

## WHO IS ELIGIBLE?

All Rose-Hulman departments can take advantage of our procurement and contract services.

## HOW DO I REQUEST IT?

Contact the Service Desk.

## DESCRIPTION OF SERVICE

EIT has developed expertise in [procuring hardware devices](#), and providing assistance with [software purchases](#).

### CONTACT THE SERVICE DESK

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# PROCUREMENT SERVICES

## WHO IS ELIGIBLE?

All Rose-Hulman departments can take advantage of our procurement services for computing devices.

## HOW DO I REQUEST IT?

Contact the Service Desk.

## DESCRIPTION OF SERVICE

EIT maintains a list of supported computing devices. EIT can only guarantee support for your device if it is on these lists. We provide lists of the following types of devices:

Desktop computers

Laptop computers

Tablet computers

Printers

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# CONTRACT MANAGEMENT

## WHO IS ELIGIBLE?

All Rose-Hulman departments

## HOW DO I REQUEST IT?

For assistance with software contracts, contact the Service Desk.

## DESCRIPTION OF SERVICE

EIT will assist departments in evaluating, selecting, understanding the total cost of ownership, and contract review for any software product they wish to order.

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# DOMAIN NAME SYSTEM

## WHO IS ELIGIBLE?

Everyone that utilizes the Rose-Hulman network.

## HOW DO I REQUEST IT?

For assistance with any network issues, contact the Service Desk.

## DESCRIPTION OF SERVICE

DNS (**Domain Name System**) is a naming system for computers, services, or any resource connected to the Internet or a private network. Most importantly, it translates easily memorized domain names to the numerical IP addresses needed for the purpose of locating computer services and devices worldwide.

Rose-Hulman utilizes a “Split DNS” system, whereby we distinguish between publicly available network addresses and those that can only be accessed from within our local network.

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# DHCP SERVICES

## WHO IS ELIGIBLE?

Everyone that utilizes the Rose-Hulman network.

## HOW DO I REQUEST IT?

For assistance with any network issues, contact the Service Desk.

## DESCRIPTION OF SERVICE

The **Dynamic Host Configuration Protocol (DHCP)** assigns IP addresses for interfaces and services, thus reducing the need for a network administrator or a user to configure these settings manually.

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