

UNO's Information Technology Department is a comprehensive Information Technology service organization providing support for Academic and Administrative Computing, Servers and Networks, User Training and Support, and Telephony. The department maintains and operates core Information Technology systems and services for the University of New Orleans. The following is an overview of the University's major systems and services.

Accounts

Every faculty and staff member receives accounts for the following computing systems: Email, Local Area Network (LAN), Moodle (UNO's Learning Management System), SharePoint, and WebSTAR. All these accounts share the same user id and password.

Local Area Network (LAN) provides wired and wireless network access to computing systems in faculty offices, classrooms, and labs in addition to facilities such as the Faculty Staff Resource Center (FSRC) located in the Computing Center on the main campus. The LAN account is provided with personal and shared departmental storage.

Moodle. UNO's E-Learning Management System provides Web-based learning for course outlines, assignments, class discussions, chat groups, collaboration, and student and faculty interaction. Moodle courses are created for all courses offered each semester. For more information visit <http://uno.mrooms3.net>

Email. Exchange is an email client/server system that offers advanced calendaring and email features, and collaboration tools. Email can be accessed locally through a client-mail program or anywhere through the Web. Each Email account is provided with a 50Gb mailbox.

PeopleSoft. UNO's Web-based Enterprise Resource Planning system provides access to financial, and student administration information. PeopleSoft financial accounts are issued to authorized faculty and staff. A PeopleSoft financials account must be specifically requested.

WebSTAR Portal accounts are provided to faculty for Web access to UNO systems for payroll and benefits information, and for accessing class rosters and recording student grades. WebSTAR is accessed with the UNO LAN username and password. The system can be accessed by clicking the Web-STAR link on the UNO Faculty/Staff page at www.uno.edu

SharePoint UNO's intranet is based on SharePoint. An intranet provides increased security by requiring authenticated logon to gain access. In addition to being an intranet portal, SharePoint is a content management system and a document management system. SharePoint hosts a variety of collaborative tools including shared documents, blogs, wikis, and routing forms. The campus intranet has been divided into two portals: an administrative portal for faculty and staff (<https://sharepoint.uno.edu>) and a collaborative portal (<http://privateers.uno.edu>) for student-oriented sites. For SharePoint portal access, your username is your UNO email address and the password is your usual LAN password.

Services

Helpdesk and Desktop Support. UNO IT department operates Help Desk and Desktop Support units that provide hardware and software services for the UNO community. These units provide the University with a helpful, single point of service for peripherals, desktop software and hardware, and support for UNO's main computing systems. Services can be requested by telephone at (504) 280-HELP (280-4357), via e-mail at helpdesk@uno.edu, or in person in Room 1O1R of the Computer Center (CC).

Academic Computing. As a Carnegie Research University, UNO is committed to the process of discovery. To assist faculty, researchers and graduate students, UNO licenses several key mathematical and statistical applications managed by Information Technology.

Mathematical Applications. **MATLAB** integrates mathematical computing, visualization, and a powerful language to provide a flexible environment for technical computing. **Mathematica** is the tool of choice for scientific research, in engineering analysis and modeling, from simple calculator operations to large-scale programming and interactive document

preparation. **MATLAB** and **Mathematica** are installed in the FSRC in addition to all Student Open Labs managed by UNO's Information Technology.

Statistical Applications. To assist faculty, researchers and graduate students with quantitative analysis, UNO supports **SAS** and **SPSS** for statistical computing. These applications are installed in the FSRC in addition to all Student Open Labs managed by UNO's Information Technology.

Simulation Applications (and others).

ANSYS is a general purpose software, used to simulate interactions of all disciplines of physics, structural, vibration, fluid dynamics, heat transfer and electromagnetic for engineers.

AutoCAD is a computer-aided design (CAD) program used for 2-D and 3-D design and drafting. Other products from Autodesk are also available.

Qualtrics software is a web-based, research surveying software that allows for the creation of online surveys which can be distributed bearing the UNO logo.

Campus Network. UNOnet provides wired, wireless, and remote network access to the main campus as well East campuses. The network consists of a 10 Gigabit Ethernet core interconnecting all buildings on the main campus via a fiber-optic gigabit backbone. Approximately 5000 individual network connections are serviced on the main campus at data rates of 100 or 1000 Mb/sec. Wireless connectivity is available throughout all major areas on campus.

Research Computing. The University is a member of the Louisiana Optical Network Initiative (LONI) and an Affiliate Member of UCAID (Internet 2). LONI is a state-of-the-art, fiber optics network that runs throughout Louisiana, and connects Louisiana and Mississippi research universities to one another as well as to the National LambdaRail and Internet2. Through LONI, researchers have access to one of the most powerful supercomputing resources available to any academic community with over 85 teraflops of computational capacity from systems based at Louisiana universities. In addition, LONI provides access to the TeraGrid community, the world's largest, most comprehensive distributed cyber infrastructure for open scientific research. Through our association with LONI, UNOnet currently has access to the following Internet

services: Commodity Internet (I1) at 90 Mb/sec, Internet2 (I2) at 1 Gigabit/sec, and National Lambda Rail at 10 Gigabit/sec (for Supercomputer clustering and Grid based computing support). To request an account, please visit www.loni.org.

Keys and IDs. Faculty/Staff ID cards and keys are issued in the Computer Center building during normal business hours in room 101Q. Please contact the helpdesk for additional information.

Faculty Staff Resource Center – FSRC
The IT department maintains a resource center dedicated to meeting the technology needs of the UNO Faculty and Staff. The FSRC contains 15 PC computers, a projector and printer services. This facility is located in the Computer Center (Room 101F). For more information or to reserve this room, please visit <http://fsrc.uno.edu>

Antivirus/Security Software. UNO IT offers **Microsoft System Center EndPoint Protection** for antivirus and security for on campus UNO computers. System Center provides unified protection against viruses, spyware, worms, and Trojans. A client is also available for laptops and home computers.

Microsoft Campus Site License. UNO IT manages UNO's MS license for products that are available for faculty and staff desktops, laptops, and home computers. Applications available include Office, Office Macintosh Editions, and Windows Operating Systems and Upgrades.

Privateer Alerts. UNO Emergency Notification System. This system allows designated UNO administrators to send time-sensitive messages to the mobile phones and/or email of students, staff, and faculty. In the event of an emergency, UNO subscribers can get notified immediately of a situation such as bad weather, school closing, or any other emergencies, independently of geographical location or of the service provider. To access this service, please visit Myapps.uno.edu and select the *Privateer Alerts* icon.

Web Services. UNO IT offers Assistance for the creation of applications and forms for existing portals,

and transition of Web-based scripts/applications from IIS to DotNetNuke® format.

Computer Systems Purchasing. The University of New Orleans has established a standardized configuration for laptops and desktops that will fit the needs of individuals and departments on campus. IT offers computer system recommendations that will provide a secure and stable networking environment. For details or questions, please visit the IT home page.

Information Media and Technology supports UNO's needs for presentation media equipment by maintaining, scheduling, and circulating equipment throughout campus. IMT services and equipment include speaker systems, microphones, video monitors and projectors as well as on-campus traditional A/V support for student organizations, faculty and staff. **Hyflex** rooms support.

Myapps.uno.edu. This site includes a repository of all major UNO applications, many of them accessible thru single-sign-on.

Consulting Services. We encourage UNO individuals and departments to contact us to provide assistance with your hardware and/or software plans so that your systems will be a good fit within UNO's computing infrastructure. Please contact the IT helpdesk to schedule a meeting.

IT

Information technology
Computer Center, University of New Orleans,
New Orleans, LA 70148
Phone: 504.280.HELP FAX: 504.280.6348

For additional information on accounts and services, please visit <http://www.uno.edu/it> or contact the IT helpdesk at 280-4357 (HELP) or helpdesk@uno.edu

Computing Accounts & Services for UNO Faculty & Staff

