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Hello, I’m Rusty Waterfield, CIO and Associate Vice President of University Services.
Welcome to Old Dominion University.

Information Technology Services -- or ITS -- provides information technology services, support, and infrastructure to align with academic, research, student success and other core mission activities at ODU. Our mission is to provide customer-focused and cost-effective information technology services that meet the needs of the University community.

In this brief presentation, I’ll introduce some of our core services and show you the importance we place on providing reliable resources and responsive technical support.

Whenever you have a question about IT applications or services on campus, turn to the ITS Help Desk. The knowledgeable and friendly staff at the Help Desk can work with you to solve a wide variety of technology issues. You can request help in a number of ways:

- Come see us in person. Our office in Webb Center. It’s open Monday through Saturday for walk-in service.
- Call or email us any time, day or night. We monitor our inbox and phones 24-hours a day.
- You can visit our knowledge base at kb.odu.edu and search for answers to commonly asked questions.
- Or submit an online request at fp.odu.edu.
- And you can always visit our website for a list of all available resources, services, and support.

In ITS, we manage the accounts that give you access to ODU’s online IT services. A couple of resources that you’ll want to be familiar with are:

- MIDAS, which is our identity management and account provisioning system, and
- the Monarch-Key Web Login system, which allows you to access essential academic and professional services using your MIDAS ID and password.

Let’s start with MIDAS.

- All faculty, administrators, and staff need a MIDAS identity and account. Before your account is created, an account request form must be completed so we can verify your role at the University and offer you access to the shared resources within your department and organizational unit.
• Your department chair or supervisor can initiate the account request online through MIDAS, or you can submit a paper-based account request form.
• Once ITS has processed the account request form, your department chair or supervisor will let you know when you can go in and create your MIDAS account.
• You will create your MIDAS account online at midas.odu.edu, where you will set up and maintain a security profile that can be used in the event you ever forget your password.
• You will also have to complete security awareness training and accept the University’s Acceptable Usage Policy for computing resources.
• Once your account is set up, MIDAS will automatically provision services and access to key ODU IT services.

Monarch-Key is our Single-Sign-on web login system. With Monarch-Key, you can use your MIDAS ID and password to log in to several web services hosted both at ODU and externally.

• You can switch from one service to another within the same browser session without having to re-enter your password for each service, as long as the service hasn’t timed out due to inactivity.
• To safely log out of Monarch-Key, close your browser when you are completely finished.

The myODU Portal is a great source of personalized information and a convenient place to access a wide variety of key systems and services.

• To get to the myODU Portal, go to my.odu.edu and enter your MIDAS ID and password.
• Here, you’ll find news, announcements, events, and important dates, as well as a list of systems available specifically to you.
• The portal has multiple tabs – if you are a faculty advisor, you definitely want to utilize the advisor tab.
• Students use the portal quite a bit. It’s worth checking out.

ODU faculty and staff use Microsoft Exchange for email. You can access your email on your computer through Microsoft Outlook, or on the Web at mail.odu.edu, or on your mobile device.

• We do not set a limit on mailbox sizes, but we do use archive and retention rules to manage the size of email folders.
  o Managed folders are set up to retain email for 2 years, 3 years, 5 years, 10 years, or permanently.
  o Messages that you keep in your inbox are maintained for 1 year. Those in the sent folder are retained for 2 years.
Visit our website for more information on our email retention policy.

- Students are given an @odu.edu email address, but these email accounts are hosted with Google.

We provide a number of technologies that allow you to collaborate with your colleagues and peers:

- First, there’s Microsoft Lync, which provides instant messaging, video conferencing and application sharing.
- SharePoint is a web-based collaboration tool where you can store and share documents, calendars, task lists, and information.
- Cisco WebEx allows you to hold online meetings with HD video conferencing and screen sharing.
- BOX provides you with 50 gigabytes of online file storage that you can use to share documents with anyone with a web-enabled device, anytime, anywhere.

There are three ways to access ODU’s wireless network, which covers all University buildings and green spaces:

- MonarchODU is secure and encrypted. Once you’ve set up your device to connect to MonarchODU, it will automatically connect whenever you are on campus.
- The second method is through AccessODU, which provides a web-based authentication to the wireless network. You have to authenticate each time you connect to AccessODU, which makes it ideal for use with shared devices.
- Finally, ODU participates in eduroam, a secure roaming access service. It allows visiting faculty and staff from participating institutions to connect to our wireless network, and allows you to connect to networks at universities around the world.

The University has a mobile app called ODU Mobile, available for Apple and Android.

- You can access directories, maps, events, and safety information.
- Search the library catalog and course listings, and find links to external resources like Blackboard – all from one convenient location.

Blackboard is ODU’s learning management system, comprised of Blackboard Learn and Blackboard Content.
• Blackboard Learn is the course management system, which is integrated with Banner. This is where course rosters and access to course content are automatically managed.

• Blackboard Content is a shared content repository that allows faculty to share content across multiple courses or course sections. You can also share content within a department, a college, or across the entire University.

Blackboard includes an integrated tool called SafeAssign to help detect plagiarism, and a tool called Respondus that allows you to deliver tests and assessments that are developed outside of Blackboard.

• Respondus also includes a lockdown browser component that locks all other Internet connectivity and tasks while a test is being taken. Students cannot browse other web sites until the test is submitted for grading.

There are a number of other instructional tools available for faculty.

• Google Apps offers a breadth of collaboration and development tools, file storage, and more. The Google Apps suite for faculty and staff includes all services except email.

• Opscan electronic test scoring is available in the ITS Operations Center on the 4th floor of the Engineering and Computational Sciences Building.

• StudyMate can help you develop study aides like flash-based activities and games, flash cards, and crossword puzzles.

• Smarthinking is an online, on-demand student tutoring system that is integrated with the University portal and Blackboard.

• Lynda.com is a vast online training library available to all ODU faculty, staff, and students. You can learn the latest software, creative and business skills, or assign specific videos or modules to your students by linking to lynda content directly from Blackboard.

• Student Opinion Surveys are used to collect student feedback on courses and instructors at the end of each course. Faculty reports are available in Insight.

Classroom Central manages the technology classrooms on campus. Classrooms have a consistent design, both on the main campus and at the higher education centers.

• Each room includes a PC, a projector, a Blu-ray/DVD player, a laptop connection, and audio.

• Document cameras are available in some classrooms, but they can be delivered to any classroom upon request.

• If you need a specific piece of software loaded on the PC in your classroom, you must request it each semester.
• Each technology classroom has a hotline phone that dials directly to the ITS Help Desk. Someone can be dispatched to your classroom in 5 minutes or less.
• We have a student response system called TurningPoint, if you’d like to take advantage of in-class polling. If you plan to use this technology throughout the semester, your students will need to purchase their own clickers, available in the University Bookstore. But for occasional or one-time use in classes with up to 60 students, Classroom Central has clickers you can use.
• Lecture Capture provides the ability to record classes. Audio and video is recorded from a ceiling-mounted projector. A few classrooms have cameras, as well. The video is automatically uploaded into your Blackboard course. Faculty are required to make the video available for students to view.

We operate several computer labs around campus.

• In addition to general purpose student computer labs in Webb Center, the Learning Commons and higher education centers, there are several teaching labs available for you to use with your class. Teaching labs are available on a first-come-first-serve basis at the beginning of the semester.
• We also have a couple of virtual computing environments.
  o The Monarch Virtual Environment -- or MOVE -- gives users remote access to a standard lab computer from any internet-enabled device – including smart phones and tablets. MOVE access is available 24 hours a day.
  o We also offer the Virtual Computer Lab -- or VCL -- is a system that allows users to reserve a “virtual computer” with a specific operating system and applications like SAS, Matlab, SPSS, GIS and many others. Computers in the VCL can be accessed remotely through the Internet from any computer, any time.
• Faculty and staff may request installation of specialized, course-specific software in the ITS-managed computer labs. Please submit software installation requests 6-8 weeks before the beginning of the semester, so we have plenty of time to research and test the software before installation.

Faculty can establish a personal web site using locally developed tools and templates.

• We have accessibility rules and style guides available to help you develop sites that support web-based tools like PHP and Oracle.
• And we’ve recently made WordPress available to the campus community, allowing you to create sites for yourself or your courses.
• Training is coordinated with the Center for Learning and Teaching (or CLT).
Our research and advanced computing group supports faculty research through consulting support and a number of services within the cyberinfrastructure.

Our primary High Performance Computing resource on campus is the Turing Cluster.

- The Turing Cluster has over 4300 computational cores, including large memory nodes, GPU nodes, and Xeon Phi co-processors, with FDR Infiniband interconnect.
- Faculty are invited to use startup and grant funds to participate in the community cluster.
- We have a Technical Advisory Committee made up of faculty researchers who set priorities and govern access and operation.
- The Turing Cluster has over 400 terabytes of storage available for scratch, home directories, and mass storage, and includes software like COMSOL, MATLAB, and GAUSSIAN.
- ODU is a member of Internet2 and collaborates with other state institutions to maintain a statewide network through the Mid-Atlantic Research Infrastructure Alliance (MARIA). We also collaborate with other local research institutions in the E-LITE network.
- ODU maintains a site license for the ESRI ArcGIS software, and the ITS visualization group offers application and support of GIS for both instruction and research, which is often used as a resource for research grants.

- All Colleges and most Administrative Offices on campus have a Technology Support Provider (TSP) who provides technical support in their respective areas.
- TSPs provide systems support, software installation, and IT information and recommendations. The ITS Help Desk can put you in touch with your TSP.
- ODU maintains site licenses and volume purchase contracts for a number of software titles, allowing us to manage and distribute software like Matlab, Mathematica, SPSS, SAS, and others.
- The ITS website has a comprehensive services catalog where you can find information on software and download select programs.

The University has an IT security program.

- The purpose of this program is to protect the confidentiality, integrity, and availability of University data.
- The protection of sensitive data is critically important.
- To minimize the risk of data exposure, only store sensitive data on University systems.
- Educate yourself on federal, state, and University regulations like the Family Educational Rights and Privacy Act – or FERPA – and the Health Insurance Portability and Accountability Act – or HIPAA.
And if you discover that any sensitive information has been exposed or lost, report it to our Information Security Officer immediately.

We have an IT Governance structure that we use to prioritize technology projects and make sure that we align our goals with the goals of senior management.

- The University IT Advisory Council is made up of members from every organizational unit on campus who provide technology input, project management oversight, and IT policy development.
- Members of the Classroom Central Advisory Committee provide oversight for classroom technologies and student computer labs.

We are always interested in partnerships and pilots where we can use technology resources to enhance the services and the academics at ODU.

- The Learning Commons at the Perry Library is an excellent example of such a partnership. ITS works closely with the Library, Academic Enhancement, and other academic units to provide a dynamic study space and services for students.
- The lynda.com Online Training Library is available because of a partnership between ITS, Distance Learning, University Libraries, and Academic Enhancement.
- And we partner with individual faculty and departments to improve classroom technologies and design, as seen in the SCALE-UP classroom in Physics.
- And support research and projects with mobile and web application development.
- We also work to integrate technologies in conference rooms, labs, and open spaces, and collaborate on software licensing.

We are also interested in opportunities to partner with you and always welcome your requests and feedback. We want user demand to drive our decision making at ITS, and we always seek opportunities to partner with departments and with individuals. If there’s anything we can help you with, please don’t hesitate to reach out.

Again, welcome to Old Dominion University. I look forward to working with you.