

OIT CLIENT SERVICES

Teamwork

The OIT Help Desk, PC, and Lab Technicians are now classified as one unit, **Client Services**, further defining how we work together as a team to support the Norfolk State University community's technology needs. The team will adhere to the OIT Mission Statement and strive to deliver exceptional customer service in meeting the needs of our faculty, staff and students.

What's New

In preparation for the upcoming academic year, the Brown Memorial Hall and Lyman Beecher Brooks Library Open Access Labs have been outfitted with brand new Dell PCs with 20" flat screen monitors. In addition, 8 residence hall labs have been upgraded with newer PCs and 19" flat screen monitors.

TELECOMMUNICATIONS

THINGS TO REMEMBER...

- Don't forget to update your information in the Faculty/Staff Internet Directory Search (FINDS).
- Check your voicemail and clear your mailbox frequently!
- To request telephone service and/or a long distance pin number, please submit a Telephone Service Request Form (TSR), which can be found at <http://www.nsu.edu/forms/#oit>
- You may reach the Telecommunications team at (757) 823-2425 or (757) 823-2203 or via e-mail at TelecommunicationsServices@nsu.edu

MISSION STATEMENT

The mission of the Office of Information Technology is to be a responsive and responsible customer-centric organization that enables and empowers the Norfolk State University community to effectively accomplish their goals through the use of technology.



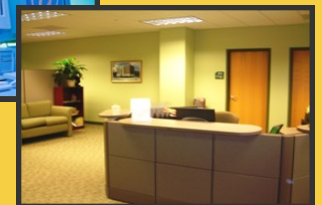
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School of Extended Learning

Office of Information
Technology

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Available Now!

Open Ticket Request System (OTRS)

Out with the old and in with the new! The Office of Information

Technology (OIT) has deployed a new Help Desk ticketing system—OTRS to replace HEAT, the system formerly used. This will allow OIT staff members to more effectively manage your requests. Additionally, in the future, you will be able to submit and track the status of your requests online.

MS Office Communicator

Changing the way you do business

Office Communicator is a unified communications application that can enhance productivity among NSU faculty and staff by enabling internal communication and collaboration using a range of different options, including instant messaging (IM), voice, desktop sharing, and video. Office Communicator is fully integrated across the Microsoft Office System—and gives end users many different ways to communicate directly from the context of their task.

Coming Soon...



ACTIVE CAMPUS PORTAL

The Datatel Active Campus Portal (ACP) project is underway. Datatel's Active Campus™ Portal will give a consolidated web presence for NSU systems such as Datatel Colleague, Spartan-Shield and Blackboard. Use of the portal will allow enhanced integrated communications and increased collaboration opportunities for faculty, staff and students all within a personalized web view.



STUDENT E-MAIL OUTSOURCING

By the end of Spring Semester, 2010, all NSU students will be using e-mail hosted on the Microsoft Outlook Live service. Students will have access to a much larger mailbox size and new features, such as the ability to use a variety of mobile devices to access e-mail, file storage and sharing, instant messaging, texting, blogging, directory and mapping services. Additionally, the Outlook Live e-mail address will remain active for life, providing a consistent point for contact and communication.



SNAPSHOT

Snapshot is a software tool that will transfer student and course information from Datatel Colleague to Blackboard. This will simplify administrative functions and reduce duplication of effort. Once implemented, Snapshot usage is planned for Spring 2010 registration.

INFORMATION TECHNOLOGY SECURITY AWARENESS



Making sure that you are doing your part!

TEST YOUR KNOWLEDGE

OIT is preparing new on-line security awareness training as required by Virginia Information Technologies Agency (VITA). New employees will be required to take the training and submit a completion certificate when requesting access to NSU information technology for the first time. Current users will be required to complete the training to retain access. OIT will notify current employees via email about training deadlines.

NEW VITA COMPLIANCE REQUIREMENTS

In order to comply with the new VITA requirements, OIT must now obtain verification from the Human Resources (HR) Office that a successful background check has been completed before new employees are granted access to NSU information technology resources. All supervisors should be aware of this additional requirement and plan accordingly when hiring new personnel.