

In conjunction with Central Offices at the University, ITS provides a variety of mechanisms to access and manage University data. Training is available on all of these systems and tools.

The Financial Information Tool (FIT) is designed to help budget administrators and others perform financial management functions. Faculty members can gain access to the financial status of their sponsored project accounts using the Account Information Management Systems (AIMS). The Data Warehouse allows ad hoc access to institutional data for analytical and reporting purposes. The Enterprise Information System (EIS) is your tool for answering questions about enrollments, admissions and other related University information.

## *Resources*

### **Data Management Training Opportunities**

Getting started!

[http://ais.its.psu.edu/data\\_warehouse/train.html](http://ais.its.psu.edu/data_warehouse/train.html)

<http://ais.its.psu.edu/training/index.html>

### **Financial Information Tool (FIT)**

FIT also offers a Report Building option which provides users with the ability to create customized reports.

<http://ais.its.psu.edu/fit/index.html>

### **Account Information Management System (AIMS)**

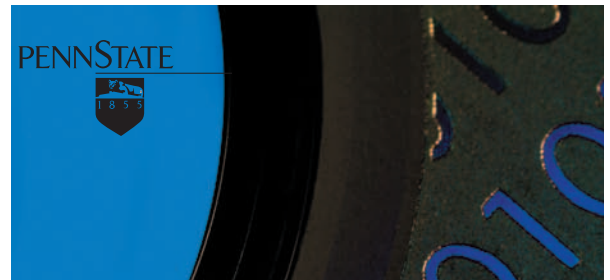
Provides a snapshot of your account!

<http://ais.its.psu.edu/aims/index.html>

### **Enterprise Information System**

Conveniently view summary-level data through a Web browser, where it can instantly be presented in spreadsheet, chart or graph format.

<http://ais.its.psu.edu/eis/index.html>



## *Did you know...*

AIMS provides

- Up-to-date figures from the University's Data Warehouse.
- Standard and graphical report views.
- Summary fiscal information regarding principle investigators' grants and contracts.

FIT provides

- Detail data—view by Account, Cost Center, Form Number, or PO/LO Number.
- Encumbrance data—view by account or Cost Center and sort by type.
- Summary data—view by mnemonic or account.
- View contract or invoice information for an account.
- View an IBIS EASY Form or Form History.
- Browse Purchasing Card charges by account.

# Bringing Your Courses *Alive!*

ITS helps Penn State instructors employ information technology to enrich the educational experience of their students. Our Faculty Multimedia Center and instructional designers offer consultation and demonstration of innovative uses of technology in the classroom. ANGEL allows you to manage many aspects of your course online.

The Library Information Access System (LIAS) provides a wealth of databases for researchers. EndNote software provides a citation manager that allows you to easily develop bibliographies and format them according to journal submission or other guidelines.

## *Resources*

### **Penn State's Course Management System, ANGEL**

Post course materials, foster communication, and track student progress in a single online location.

<http://cms.psu.edu/>

### **Faculty Multimedia Center**

Bring your teaching alive with digital images, audio, video, and animation.

<http://tlt.its.psu.edu/fmc/>

### **Technology Classrooms**

Reserve a classroom equipped with a multimedia podium, projector, audio system, and Internet connections.

<http://clc.its.psu.edu/Classrooms/>

### **EndNote:**

Connect to and search online library catalogs and database resources, then save citations and develop bibliographies.

<http://www.libraries.psu.edu/itech/endnote/>

### **eBooks**

Link to databases containing full-text books and related materials.

<http://www.libraries.psu.edu/ebooks.html>

### **Education Technology Services**

Take advantage of online course tools, suggestions to integrate technology in teaching, and consultation on instructional design.

<http://tlt.its.psu.edu/>



## *Tips @ Tricks*

Use ANGEL's chat room and message board tools to increase student participation in large classes.

Attach a voice recording when e-mailing students to provide a personal touch and allow them to gauge your mood.

Enliven lectures by incorporating your audio, video, and Web resources using Technology Classroom facilities.

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# Gadgets and Gizmos

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through technology

Penn State's Computer Store provides a showcase of the very latest computers and smaller technologies such as digital cameras, MP3 players and personal organizers. Non-commissioned purchasing consultants can help you choose the most cost effective items for your University or personal purchase.

The Computer Store also provides a wide range of software as well as other consumable items like ink cartridges, specialty papers and cables - all at academic prices.

## Resources

For direct purchasing of peripherals, accessories, supplies and services go to:

**Penn State's Computer Store**  
<http://computerstore.psu.edu>

To purchase personal or departmental computers at Penn State's academic prices:

**Apple**  
<http://computerstore.psu.edu/apple>

**Dell**  
<http://computerstore.psu.edu/dell>

**Gateway**  
<http://computerstore.psu.edu/gateway>

**HP**  
<http://computerstore.psu.edu/hp>

**IBM**  
<http://computerstore.psu.edu/ibm>

**Toshiba**  
<http://computerstore.psu.edu/toshiba>

To order products not listed on the Computer Store Web site, call:

**Penn State's Computer Store**  
**800-251-9281 or 814-865-2100**



## Size Matters

How many photos will a camera hold?

Mega Pixels	Memory Size			
3-3.9	32MB	64MB	128MB	256MB
4-4.9	20-40	40-90	80-150	160-300
5+	12-32	26-64	48-128	96-156
	8-28	25-58	38-92	76-180

128MB JumpDrive holds as much data as approximately 90 floppy disks.

An average sized Word document is 2-3MB. For Power Point, it's 4-5MB.

How many songs will an MP3 player hold?

Size	128MB	512MB	1GB	20GB
Songs	~31	~123	~250	~5000
Time	~2hrs	~9hrs	~19hrs	~15days

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# Getting the Help You Need



ITS is here to help by email, via the Web, by phone or in person. We have the ITS Help Desks, the Administrative Information Services Support Center and the Network Operations Center available to answer your questions.

Our ITS Consultants are ready to help faculty and staff with all of your computing and communications needs. We also provide assistance in the student computer labs with the ITS Lab Consultants.

## Resources

### ITS Help Desks

The ITS Help Desks offer walk-in, phone, and electronic consulting at two locations at University Park. Check out our ITS Help Desk web site for important information and answers to frequently asked questions.

<http://helpdesk.psu.edu>

### Consulting Services in the ITS Student Computing Labs

In most of the student computing labs, student consultants can help with general questions about Access Accounts, lab equipment, software, and printing.

<http://css.its.psu.edu/consulting/consult.html>

### ITS Consultants

The ITS Consultants are available to assist Penn State colleges, departments and campuses in choosing and reviewing their use of ITS services.

<http://css.its.psu.edu/cs/itsanalysts.html>

### Administrative Information Systems Support Center

AIS provides the support necessary to help you accomplish your daily work objectives while using administrative computing systems and services.

[http://ais.its.psu.edu/support\\_center/](http://ais.its.psu.edu/support_center/)

### Network Operations Center

Full-time Communications Support Coordinators at the NOC provide support for trouble calls related to the University's telecommunications services.

<http://tns.its.psu.edu/help/help.asp>

### Computer Accounts Office

This is where your Penn State Access Account Userid, and initial password are established. Questions about an account can be fielded here.

<http://css.its.psu.edu/accounts/>

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## Help Desks

### ITS Help Desks

2 Willard Building

814-863-1035

1-888-778-4010

Mon.-Thu. 9 am -10:30 pm

Fri. 9 am - 4:30 pm

Sun. 6:30 - 10:30 pm

215 Computer Building

814-863-2494

Mon.-Fri. 9 am - 5 pm

[helpdesk@psu.edu](mailto:helpdesk@psu.edu)

### AIS Support Center

814-863-2276

Sun. 3 - 11 pm

Mon.-Fri. 7 am -11 pm

### Accounts Office

101 Computer Building,  
University Park

814-865-4772

Mon.-Fri. 8am - 5 pm

[accounts@psu.edu](mailto:accounts@psu.edu)

### Penn State's Computer Store

Non-commissioned purchasing consultants can help you choose the most cost effective items for University or personal purchase.

<http://computerstore.psu.edu>

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# Getting Technology Skills

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ITS offers many ways for you to expand your knowledge of technical topics and software programs, including such popular applications as Excel and Dreamweaver. Web-Based Training allows you to learn at your convenience and at your own pace with over 1,200 free online and downloadable tutorials. Technology training seminars offer a variety of learning opportunities in small group settings. ITS also provides Technology Learning Assistants, a program which pairs technology-savvy students with faculty in a reverse-mentoring program.

## Resources

### Technology Training Options

Discover the many technology training options available through Information Technology Services Training Services

<http://its.psu.edu/training/>

### Web-Based Training

Choose from over 1,200 technology or soft skills online courses

<http://wbt.psu.edu/>

### Technology Learning Assistant Program

This program pairs faculty who desire technology training with technology savvy students who can help.

<http://tlt.its.psu.edu/support/tla/>

### Administrative Data Training

Learn to use the information in Penn State's Administrative systems.

<http://ais.its.psu.edu/training/>

### Information Technology Professional Training

Take advantage of educational discounts for these high-end seminars

<http://its.psu.edu/training/itpro/>

### Training Handouts and Learning Resources

Learn on your own with a wealth of seminar handouts and additional online resources.

<http://its.psu.edu/training/resources/>

### Training On Demand

Request the technology training you need, and receive convenient and cost-effective training for your group.

<http://its.psu.edu/training/tod/>



## Training Facts:

- You can now use Web-Based Training courses through ANGEL to supplement teaching and learning.
- ITS Training Services now offers Blended Learning Solutions—a blended learning approach can enhance the quality of teaching and learning. Contact [seminars@psu.edu](mailto:seminars@psu.edu).
- Free seminars now include Overviews and Getting Started formats. Overviews are lecture-format, providing descriptions and comparisons of software topics, and Getting Started courses are hands-on introductions to specific applications.

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## Open Source Software

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ITS continues to seek and support open source solutions to meet the University's everyday technology needs. Open source software allows programmers to access and modify original source code and its software instructions; it typically meets the nine requirements listed by the non-profit Open Source Initiative (<http://www.opensource.org/>). The Linux operating system, a popular UNIX-based operating system originally written by Linus Torvalds, is an open source solution used all over the world today. In addition, a variety of open source operating systems, programming tools and Internet tools and applications are provided by ITS via its open source software distribution server, [carroll.aset.psu.edu](http://carroll.aset.psu.edu), a mirror server providing alternate access to select, up-to-date software distributions.



*Did you know...*

- Penn State has its own open source mirror server.
- Linux is only one of many open source projects.
- Two-thirds of Web sites run an open source Web server, Apache (source: March 2004 Netcraft Web Server Survey, <http://www.netcraft.com/Survey/Reports/0403/byserver/>).
- You can keep your open source operating system "up-to-date" using `uptodate` or `apt-get`.

## *Resources*

### **Mirror server - [carroll.aset.psu.edu](http://carroll.aset.psu.edu)**

Open source mirror server providing alternative access to select, up-to-date software distributions.

**<http://carroll.aset.psu.edu/>**

### **Penn State Linux Users Group**

Established to support and promote the use of Linux at Penn State and the surrounding community.

**<http://www.lug.psu.edu/>**

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Penn State from  
Anywhere

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ITS offers many ways to logon and connect to Penn State resources from wherever you happen to be. Wireless and mobile computing allow you to move about the University and still stay connected.

The Virtual Private Network (VPN) provides for the encrypted transfer of your information, whether you use wireless or access Penn State resources via a third-party ISP.

Penn State WebMail gives you instant access to your Penn State e-mail no matter how far away you are from the University.

Using any Web browser, you can access eLion, the many LIAS databases and eBooks from anywhere.

ITS provides a variety of tools to conduct videoconferencing. You can use your desktop, room systems or the Access Grid, to hold meetings from various locations.

## Resources

### ITS Wireless Computing Service

High speed wireless networking technology has created wireless network access opportunities that can be used at any of Penn State's campus locations.

<http://its.psu.edu/wireless/>

### Virtual Private Network (VPN)

VPN technology, which you need in order to use the ITS Wireless or Wireless Assist services, uses encryption and other security mechanisms to ensure that only authorized users access the network and that data is secure.

<http://aset.its.psu.edu/vpn/>

### Penn State WebMail

Penn State students, faculty and staff who use either mail.psu.edu or email.psu.edu to check e-mail can use WebMail.

<https://webmail.psu.edu/>

### Videoconferencing

Videoconferencing allows students, faculty and staff to communicate with one another while staying close to their home campus.

<http://its.psu.edu/video.html> (room systems)

<http://css.its.psu.edu/dvc/> (desktop)



## Tips and Tricks

Need to connect via wireless in the HUB but you don't have the VPN client? To download the client without a connection go to:

<https://www.work.psu.edu/vpn/>

## Did you know...

You can check your Penn State e-mail anytime, anywhere via WebMail – as long as you have a Web browser and an Internet connection.

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Support for  
Research

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ITS offers support for research in the areas of high performance computing and visualization. Staff with expertise in numerically and data intensive computing collaborate with Penn State researchers as well as various technology companies in order to develop and maintain several state-of-the-art computational clusters to help faculty and students compute and manage their data. Staff members also investigate emerging visual computing technologies and implement several leading-edge solutions in a cost-efficient manner to help faculty better integrate such tools in instruction and research programs at Penn State.

LIAS provides over 400 databases and a gateway to library resources around the world.

eTD, Electronic Theses and Dissertations, allows you to build, embed links and submit your dissertation online.

EndNote software provides a citation or bibliography manager that allows you to easily develop bibliographies for any purpose, and format them according to journal submission or other guidelines.

## *Resources*

### **GEaRS**

Graduate Education and Research Services

<http://gears.aset.psu.edu/>

### **Library Information Access System (LIAS)**

The primary tool for accessing the University Libraries resources and services.

<http://www.lias.psu.edu/>

### **Electronic Theses and Dissertations (eTD)**

Penn State Thesis Resources are available at

<http://css.its.psu.edu/theses/other.html>

### **EndNote Software**

Your tool for easy bibliography creation.

<http://www.libraries.psu.edu/itech/endnote/endnote.htm>



*Did you know...*

- GEaRS has over 600 computers available for research use.  
(<http://gears.aset.psu.edu/hpc/systems/>)
- GEaRS has a high-resolution Display Wall capable of displaying data with nearly 10 million pixels on a 6' X 11' large-format screen.  
(<http://gears.aset.psu.edu/viz/projects/displaywall/>)
- GEaRS can help you engage in collaborative work sessions, lectures, and meetings with partners, collaborators and institutions all over the world with the ACCESS Grid Node.  
(<http://gears.aset.psu.edu/viz/facilities/gridnode/>)

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Saving Time  
and Money

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ITS continues to create services that offer not only convenience but viable ways for you to save time, money and resources. The **Penn State Computer Store** can provide all of your IT needs from computers to tech toys - at a Penn State discount. The **Software Contract Program** helps ensure that popular software is available at reduced, site license prices. **PAC-ITS**, available via the Web or on CD, contains commercial software licensed for use by Penn State students, faculty and staff.

**Voice-over-IP technology** offers state-of-the-art telephone communications with proven savings over current telephone configurations. The **Penn State Call Center's Message Service** will release you from the office by allowing your calls to be forwarded to a Call Center Operator for message coverage over the lunch hour, during holidays or other occasions when the need may arise. Two Calling Card options, the **Penn State Travel Calling Card** and the **International Prepaid Calling Card**, provide significant cost savings to departments by offering lower national and international rates for long distance calls. ITS can also help you select the best **cellular** plan for both your departmental and personal use.

The **Penn State Portal** is your panoramic view of Penn State, providing a framework of content from which unique and personal environments can be forged to create personal compositions of the Penn State terrain. The Portal's architecture, which is designed to pull knowledge from official University information sources, enables not only Portal content providers but also users with the power to aggregate relevant content, fostering a self-serve environment. The Portal's content creation methods allow information to be managed, processed and synthesized, providing an intuitive way for students, faculty and staff to syndicate a message, target an audience and reach new audiences.

ITS offers **plotting services** so that departments can create large format color posters from Postscript output.

**Document imaging** and the **Electronic Document Distribution System (eDDS)** provide departments with convenient methods to access and view reports and documents, helping you to decrease volumes of paper. ITS also provides a secure and stable eCommerce environment for online payment processing.



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## Resources

### **Penn State's Computer Store**

Providing all of your IT needs from computers to tech toys - at a PSU discount!

<http://computerstore.psu.edu/>

### **VoIP**

State-of-the-art telephone communications with proven savings.

<http://tns.its.psu.edu/services/voice/voip/Cisco-VoIP.asp>

### **Penn State Calling Options - Best Rate Finder**

Determine which calling card option is going to be the easiest on your departmental budget.

<http://css.its.psu.edu/es/phone/bestrate.html>

### **Call Center Message Service**

Telephone Message Services that cater to your needs!

<http://tns.its.psu.edu/services/staff/callcenter/messageservice.html>

### **The Penn State Portal**

Your personalized view of University and Internet resources.

<https://portal.psu.edu/> and <http://www.psu.edu/portalproject/>

### **Plotting Services**

Need a poster? Large Format Color PostScript Plotting Services are available for a fee

<http://viz.aset.psu.edu/ga5in/PlottingServices.html>

### **Document Imaging and Electronic Document Distribution System (eDDS)**

Offices are using these tools to provide their customers with reports via the Web rather than paper.

[http://ais.its.psu.edu/document\\_imaging/index.html](http://ais.its.psu.edu/document_imaging/index.html)

<http://ais.its.psu.edu/edds/index.html>

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# Secure Computing

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ITS provides a variety of ways to help you protect your data and to make data recovery easier. We offer virus protection and make recommendations for updating and patching your computers. We also can help you choose a personal firewall application. We provide the ITS Firewall Service for departments to block intrusions at the border of your network. We provide custom support for the ITS firewall service, and system re-builds after virus or Trojan intrusion. And, because a good backup/recovery system is the best security, we offer Tivoli Storage Manager (TSM), a distributed file backup service, to faculty, staff and departments.



## *Resources*

### **ITS Firewall Service**

Network connected devices at Penn State are being probed daily for vulnerabilities. By securing your local area network (LAN) behind a firewall, you can make it harder for would-be attackers to invade your network.

**<http://its.psu.edu/firewall/>**

### **ITS Firewall Support/System Rebuilds**

Custom support for the ITS firewall service, and system re-builds after virus or trojan intrusion.

**<http://css.its.psu.edu/es/lan/lanservices.html>**

### **Tivoli Storage Manager (TSM)**

Acts as a file backup and archive server for the disk drives of any workstation or personal computer connected to the Internet.

**<http://aset.its.psu.edu/ait/tsm.html>**

### **Virus Information**

Provides continuously updated virus alerts; listings of frequently asked questions and answers; and links to free anti-virus software.

**<http://its.psu.edu/virus.html>**

### **Safe Computing**

Students, faculty and staff are responsible for securing their computers against viruses, worms and intrusion attempts by installing and updating virus protection software and security patches on a regular basis.

**<http://its.psu.edu/safecomputing/>**

## *Reporting Incidents*

How and to Whom:

ITS Security Operations and Services (SOS) provides a team of analysts that respond to reported computer security incidents. It is the responsibility of each Penn State student, faculty and staff member to report security incidents or vulnerabilities to Security Operations and Services. Any suspicious or questionable electronic activity should be reported via e-mail to [security@psu.edu](mailto:security@psu.edu) or by calling (814) 863-9533 (daytime) or (814) 777-9533 (after-hours, emergency only).

More information is available at  
<http://sos.its.psu.edu/reporting.html>

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ITS can help faculty members understand the conditions in which they may use copyrighted materials without permission from the copyright owner and without payment of royalties under the Technology, Education and Copyright Harmonization (TEACH) Act.

Napster, Penn State's collaborative online music service, provides a legal alternative to listen to and download music.

The LionShare project has been designed to promote responsible file-sharing by providing a way for students, faculty and staff to exchange academic, personal and work-related materials on an officially sanctioned P2P network.

Penn State Access Account Storage Space (PASS) provides 200 MB of free file storage to all Penn State students, faculty and staff. Using several secure file transfer options, you can easily transfer files to and from your PASS.

## Resources

### Napster

A legal and quality alternative to pirate file sharing music services.

<http://www.napster.psu.edu/>

### TEACH Act

Learn more about the meaning and importance of the TEACH Act.

<http://tlt.its.psu.edu/dmd/teachact/>

### LionShare

A project that is connecting and extending P2P networks to enable the exchange of academic materials for faster, reliable and legal sharing.

<http://lionshare.its.psu.edu/main>

### PASS

Penn State Access Account Storage Space.

<http://aset.its.psu.edu/ait/storagespace.html>

<http://aset.its.psu.edu/ftp/>



## File Sharing:

What's legal? What's not?

Copyright statutes state that the following are examples of protected works:

- Literary works
- Musical works
- Dramatic works
- Pantomimes and choreographic works
- Pictorial, graphic, and sculptural works
- Motion pictures and audiovisual works
- Sound recordings
- Architectural works

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## Web Services

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through technology

ITS provides an array of Web services and tools for the Penn State community. Personal Web space is available to students, faculty and staff who apply, providing a default home page and an additional 10 MB of space to users' PASS. Departments may apply for Web space to develop Web sites, without needing to set up a server, and faculty can take advantage of Course Online Accounts (COLAs) and/or Student Online Development Accounts (SODAs) for online course development. ITS, in partnership with the Division of Student Affairs, also provides Web space for Penn State student organizations. In addition, utilities allow users with Personal, Departmental, Course or Clubs Web space to control access to Web sites, directories and files.

ITS has created two tools for Web developers: Ask PSU which offers a Web-based form to route Web questions and the Site Index Generator, which expedites the creation of a site index for departmental Web sites.

Dreamweaver, FrontPage, Flash and a plethora of other Web-related seminars and Web reference guides are available to assist you with creating and maintaining accessible Web sites.

## *Resources*

### **ITS Account Services**

**<http://aset.its.psu.edu/accounts/>**

### **Web-related FAQ's**

**<http://www.personal.psu.edu/faq/cacweb.html>**

### **Designing Accessible Web Sites**

A Web site is accessible when it can be understood by everyone.

**<http://tlt.its.psu.edu/suggestions/accessibility/>**



*Did you know...*

- You can apply online for Personal Web space at:  
<https://www.work.psu.edu/webpace/>
- You can check your space quota at:  
<https://www.work.psu.edu/>

### **Penn State e-Portfolio**

Students can learn how to access their own personal Web space account to build their own ePortfolio.

**<http://eportfolio.psu.edu/>**

### **Resources for Penn State Web Developers**

**<http://css.its.psu.edu/publish/webdev/>**

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## Your Digital Identity

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Our identity is signified by many things; a driver's license, a passport or a birth certificate. These items describe who we are and authorize us to perform certain tasks and access certain information. At Penn State, an ID number links you to academic and/or employment records. Currently, this is your Social Security Number - SSN (for example, 123-45-6789). On January 1, 2005, this will change to a new, nine-digit number called the PSU ID (for example, 9-8765-4321).

You also have a digital identity at Penn State, which authorizes you to do and access certain electronic tasks such as e-mail. This comes in the form of a Penn State Access Account, which provides you with a userid and password with which you identify yourself in order to gain access to e-mail and other online services "internal" to Penn State.

The Friends of Penn State (FPS) service provides a digital identity for people outside the Penn State community so that they can access Penn State Web-based applications. FPS is also part of the University's initiative to create a long-term relationship with the many individuals who use Penn State services such as library technologies, eStores, World Campus, the Registrar's Office, Undergraduate Admissions and more.

## *Resources*

### **ITS Account Services**

<http://aset.its.psu.edu/accounts/>

### **Friends of Penn State**

<http://aset.its.psu.edu/fpsproject/>  
<https://fps.psu.edu/>

### **Social Security Number (SSN) Project**

Information regarding the SSN Project and its impact throughout the University.  
<http://ais.its.psu.edu/ssn/>



## *Tips @ Tricks*

- Your Penn State Access Account IS your digital identity - keep it safe by not sharing your password.
- A good password is a secure password - refer to the ITS Password Policy details at:  
<http://www.psu.edu/computing/policies/password.html>

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