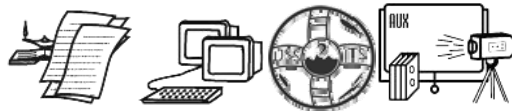




Information Technology Services

Orientation to services and resources provided by ITS



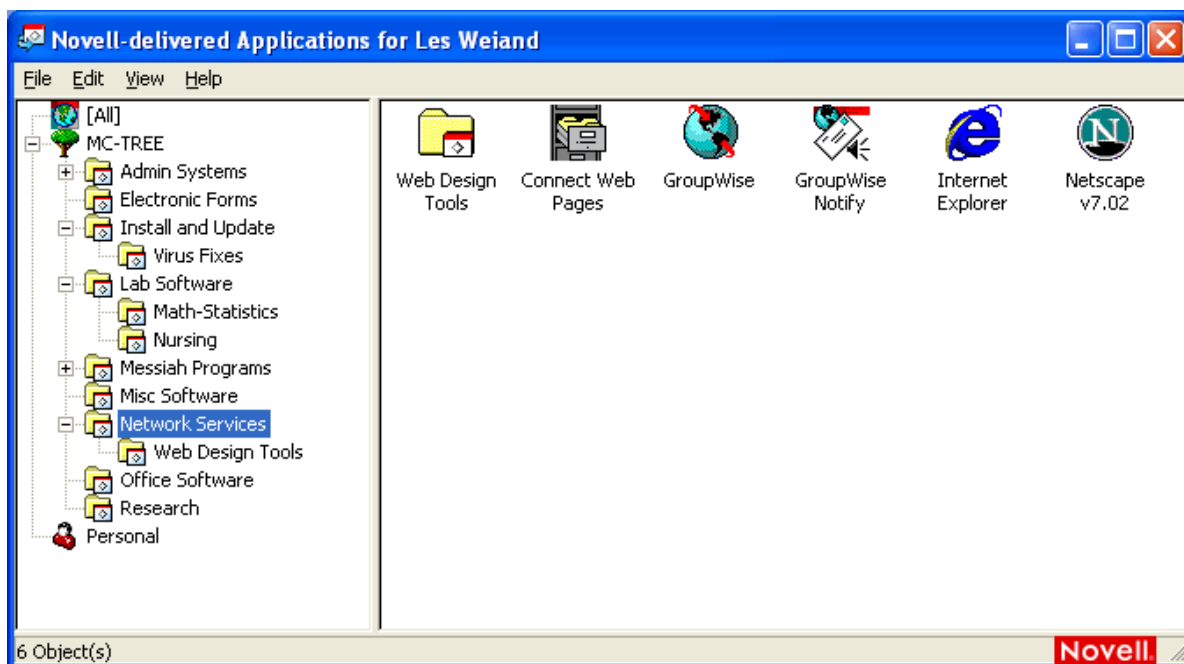
ITS Orientation for Employees

Need Help?

- * **General Support**
 - o During business hours, **call the ITS Helpdesk at x.4444.**
 - o After hours, call Dispatch (ext. 6005), ITS on call phone will be called if deemed necessary by Dispatch.
- * **ITS Help Center Website** (www.messiah.edu/offices/its/help)
- * **ITS Blog** (<http://blogs.messiah.edu/its/>)
- * **Labs & Student Computer Services**
 - o Computer Labs: If you are having an issue in computer lab, contact the Classroom helpline, x.2222
 - o Student Computer Services: Offers technical support for students
- * **Training**
 - o If you are interested in software training, please login to MCSquare and visit the Employee Training channel
- * **Academic Technical Services (ATS)**
 - o ATS provides professional audio and video recording and duplication services, cable TV services and lamination services. They also handle the circulation of over 8,000 video titles.

Running Software from the Network

- * **Novell Application Launcher (NAL)**
 - o NAL is available to users to enable use of the latest software upgrade made available from ITS. Software which your department purchases will typically not be installed on the NAL.
 - o Click on the appropriate folder on the left.
 - o Double-click on the program icon on the right.



ITS Orientation for Employees

Network Drives

- ITS has developed a Network Drive Tutorial that will show you the different drives that are available on the network. This tutorial can be accessed from the ITS channel in MCSquare.
- **It is strongly recommended that you use the network drives to store files for the following reasons:**
 - Storing files on the network adds an additional level of security.
 - Network drives are backed up each night, to keep your data safe.
 - If you suffer from a PC crash, you will still have access to your data.
 - Aids ITS in performing computer upgrades.
- Use of encrypted flash drives is encouraged for storage of less active files.
- What are the purposes of each of the drives?

M:	This is where you can access a different department's drive if you have been given access to that department's drive. In the M: drive there will always be your own department's folder. This folder is linked to the exact same files that are located in your N: drive. If you have been given access to another department you will also see a folder with that department's name which links to the files in their N: drive.
N:	This is where you share files with other people in your department. Everyone in your department can see the files and folders to which they have been given permission. What you put in this drive may be seen by other people in your department. This is also what may be seen in the M: drive in your department's folder by you and others who have been given access. It is recommended that instead of using the N: drive you use your department's folder on the M: drive. These two things are the same and eventually the N: drive designation will be eliminated.
O:	The O: drive is where you store your personal files. You and only you have access to this drive – except for the special "WEB" folder. It is recommended that you store your files here rather than your local C: drive because if your C: drive crashes all of your data will be lost but the O: drive is backed up every day to keep your files safe. Initially you are provided with 50 MB of space. The special "WEB" folder is to be used if you have files that you want to be publicly available to the world through the web.
Q:	The Q: drive is where you can share files with students. On this drive you see folders for all individuals that have been given space on this drive. If you have been given space on this drive you will see a folder with your name on it. In your folder you can put items that you would like to share with your students. This drive is accessible to all students from any lab or dorm computer.
W:	This is where the files for your department's web site are stored.

ITS Orientation for Employees

Online Resources

MCSquare

- Messiah Community Square (or MCSquare for short) is a place for the Messiah Community (Students, Employees and Educators) to come and access various systems, services and information from one place.
- This secure site provides you with a customizable layout enabling you to add content (channels) that matters to you.

The screenshot shows the MCSquare website interface. At the top, there is a navigation bar with links for MESSIAH.EDU, FALCON SPORTS, MYMAIL, MYFILES, GROUPS, HELP CENTER, and LOGOUT. Below this is a search bar and a 'GO' button. The main content area is divided into several sections: 'Need To Know' (Swine Flu Q&A, Self Service Main Menu, Submit an IT Service Request, Text Alert System, Change password), 'Applications', 'Campus Life', 'Library', and 'Academic Life'. The 'Employee QuickLinks' section includes Banner Links, Birthday Wishes, Business Office, Branding Project, Employee Forms, Employee News, Employee Training, Employment Details, Groupwise Single Sign On, Human Resources, Information Technology Services, Institutional Review Board, Interactive Functions, Intercom, Senior Salutes, and Strategic Planning. The 'Educator QuickLinks' section includes COE Forms & Information, Community of Educators, Educators Calendars, Educators News, eLearning, Faculty Development, Faculty Library Reserve Form, Faculty Services, Faculty Training Classes, Institutional Review Board, and Registrar. The 'Messiah Today' section features an 'Annual Juried Exhibition' at the Climenhaga Fine Arts Center. The 'Channel Preview' section lists Applications, Banner, Clubs, and Departments.

ITS Web Site

- The top navigation of the ITS website is organized by topic (Help Center, Labs & Classrooms, Network & Internet, Phones, Cable TV, Video and Security & Policy).
- The left navigation of the ITS website is organized by visitor type (Current Students, Prospective Students, Administrative/Staff, Faculty and Campus Guests).

The screenshot shows the header of the ITS website. It features the Messiah College logo on the left and the text 'Information Technology Services' in the center. Below the header is a navigation bar with links for ITS Home, Help Center, Labs & Classrooms, Network & Internet, Phones, Cable TV, Video, and Security & Policy.

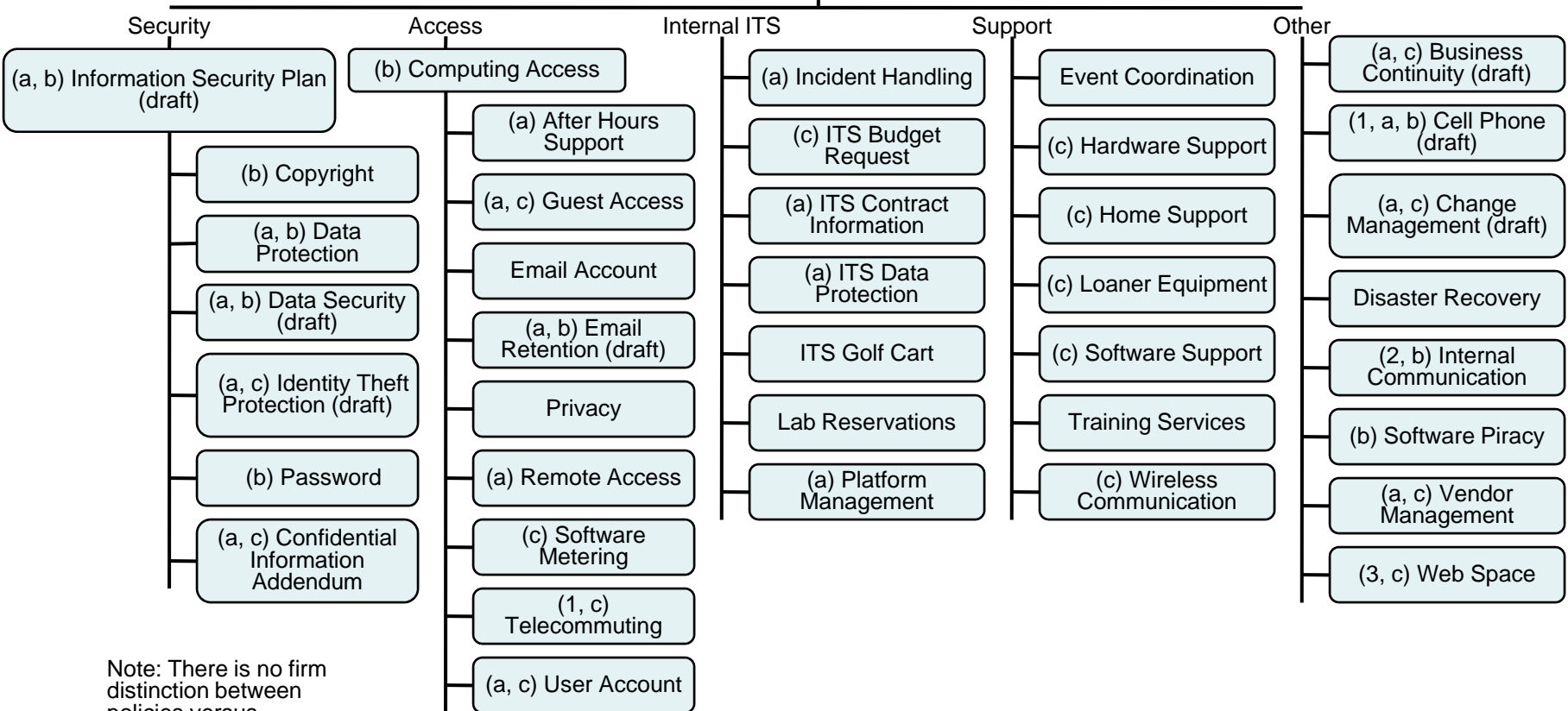
ITS Blog

- The ITS blog is utilized to keep the campus “in the know” about the latest projects, developments and information about the IT environment here at Messiah. You can access the blog by going to the following URL: <http://blogs.messiah.edu/its/>.
- The blog is also made to be an interactive site where campus users can comment on blog posts, participate in campus technology polls and much more.

The screenshot shows the header of the ITS blog. It features the text 'Information Technology Services @ Messiah' on the left and a search bar on the right. Below the header is a large image of a red building with a dark roof. To the right of the image is the Messiah College logo and the text 'Information Technology Services'. Below the logo is a quote: "Partnering with the college community in the use of appropriate technology to achieve, learn, work, and communicate."

IT and IT-Related Policy Hierarchy

Information Policy



Note: There is no firm distinction between policies versus procedures. The two words have been left out of the titles in order to conserve space.

Footnotes: (1) held jointly with HR; (2) held jointly with Public Relations; (3) held jointly with Publications; (a) relatively new policy/procedure; (b) requires general staff education; (c) requires selected staff education.