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### About This Guide

This guide provides a brief glimpse into the many services provided by the Office of Information Technology. It is not intended to be an exhaustive list of services. If you have questions about services that are not listed in this guide, please contact the OIT Newark Computing Services Help Desk at [help@newark.rutgers.edu](mailto:help@newark.rutgers.edu).



### Office of Information Technology

#### Want to know more about OIT, check us out online

The Office of Information Technology (OIT) provides information technology services and support on the three main campuses of Rutgers University. This guide is intended to provide basic familiarity with OIT and the services it provides to faculty and staff at Rutgers. For more complete information on the Office of Information Technology, please visit our website at <http://oit.rutgers.edu>.

### Rutgers NetID

#### Your key to a world of services and now your NetID access expands to services on the Internet

Access to nearly all of Rutgers IT services requires the use of a unique NetID. To create a NetID or to get more information on how you can use your Rutgers NetID, please visit <http://netid.rutgers.edu>.

### RNWireless

#### Convenient network access

RNWireless provides wireless Internet access in a variety of common areas on campus. RNWireless is available in the student centers, libraries, dining halls, the common areas of the residence halls, and some academic and administrative buildings. The RNWireless website contains maps that show coverage areas as well as instructions on how to use the service.

For more information, please visit <http://www.ncs.rutgers.edu/wireless>.

### Need help?

#### It's just a phone call / email / visit away

The OIT Newark Computing Services Help Desk is just a phone call away at 973-353-5083. Don't want to waste your precious cell phone minutes? Send us an email at [help@newark.rutgers.edu](mailto:help@newark.rutgers.edu) or you can visit our Help Desk in Hill Hall, Room 109 on the Newark Campus or one of our lab locations. For the location and hours of the Computer Labs visit the Computing Labs section at <http://ncs.newark.rutgers.edu>.

## Campus-Based Email Services

### OIT Managed email services available on each campus

On the Rutgers-Newark campuses, OIT offers all faculty and staff members individual email accounts on a number of OIT managed computer systems. OIT provides a professionally managed and maintained email service that provides attractive features such as SPAM management, regular backup of email files, and web-based and client-based (e.g., Outlook, Thunderbird, etc.) access to email.

For more information on OIT managed email services, please visit <http://email.rutgers.edu>.

## Mailing List Services

### From official lists based on demographics to special interest lists...

OIT offers two types of mailing list services:

**RAMS** (Rutgers Automated Mailing System) is designed to allow authorized users to send mail to specific demographic groups (e.g., all first year students in Newark, a specific course section, staff members of a specific department, etc.). The data used to generate the lists in RAMS is taken directly from official University registration and employment data sources.

**Mailman** allows users to create and manage their own mailing lists. These lists can be highly customized and geared toward specific interest groups. Mailman is integrated with the web, making it easy for users to manage their accounts and for list owners to administer their lists.

To learn more about RAMS and Mailman, please visit <http://email.rutgers.edu>.

## SPAM Management Tools

### Take control of your mailbox with SPAM fighting tools

"SPAM" is computer slang for the electronic equivalent of junk mail. SPAM floods message boards, newsgroups, mailing lists, and Rutgers email accounts with unwanted, unsolicited and often repugnant messages--usually advertisements, promotions or deliberate disruptions. Rutgers provides advice on how to avoid spam as well as tools for managing spam.

To learn more please visit <http://spam.newark.rutgers.edu>.

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## HD Video Conferencing

### Take control of your mailbox with SPAM fighting tools

Video conferencing enables regular meetings with instant communications between many distant locations using Internet2 connectivity and can easily incorporate high-resolution presentations to aid discussions. OIRT offers an High Definition (HD) Video Conferencing room as long as you have arranged connectivity testing in advance. In addition to this facility, it is possible to use a loaner video conferencing unit for a couple of weeks as well.

Typically, collaboration teams agree on an approach for video conferencing. OIRT can work with your departmental support staff if you want to use video conferencing that use protocols like H.323, or software like AccessGrid, EVO, or other conferencing software.

Note that Accessgrid is preferred by some NSF directorates and groups in the Federal Government while EVO was developed for CERN support.

Contact [oirt@rutgers.edu](mailto:oirt@rutgers.edu) for further information.

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## Free and Discounted Software

### Get the software you need at a great price

Rutgers offers free and discounted software to faculty and staff through the Rutgers Software Portal. Here is a sampling of the many brands available: **Adobe, Apple, Microsoft, SAS, SPSS, and many others.**

The software portal accepts Rutgers purchase orders for departmental purchases, and personal checks or Visa / Mastercard for personal purchases. For more information, please visit <http://software.rutgers.edu>.



### Academic Software

Currently, departments and colleges share in the funding of the Maple, Mathematica, ChemBioDraw, RefWorks, GIS software, Oracle, and Census Seat site licenses which are then made available to faculty and staff through the software portal at <http://software.rutgers.edu>.

A Matlab site license was added in September 2007, and a joint Ingenuity Pathways Analysis site license with UMDNJ started in Spring 2009. Students can gain access to this software through the public labs, but in the cases of ChemBioDraw and RefWorks, students can do downloads to their systems as well.

For more information for each of these as well as Matlab, go to

## Need a Computer?

### FindTech Connections offers volume discounts

The FindTech Connections web site offers volume discounts on computer purchases for both institutional and personal use.

FindTech leverages the buying power of the entire University and passes the savings on to you.



For more information, please visit <http://findtech.rutgers.edu>.

## Computer Repairs?

### On-campus to meet your needs

Rutgers University Computer Repair is conveniently located on campus for faculty and staff who want to have their institutional or personal computer professionally serviced. Newark Computing Services Departmental Repair is a fee-based service. Estimates are based upon the scope of work.

Learn more at <http://ncsds.newark.rutgers.edu>.

## myRutgers Portal

### Convenient access to multiple Rutgers resources

Primarily targeted at students, the myRutgers portal brings together a variety of information and services that are also available to faculty and staff at Rutgers University. The portal can be customized to suit individual interests and also provides another easy way to check email.

To learn more please visit <http://my.rutgers.edu>.

## Computer Training

### Get smart

Newark Computing Services offers free hands-on computer training for students. Registration is required.

For more information visit <http://edseries.newark.rutgers.edu>.

## It's Not Easy Bein' Green

### Printing conservation the Rutgers way

During the summer, the PrintGreen initiative began in the computer labs to ensure Rutgers is even more environmentally and fiscally responsible when it comes to paper usage. Current limits are set based on data from previous years usage patterns. The current limits exceed the printing needs of almost all students. The PrintGreen effort should help contain the growth in paper usage and waste that occurred in recent years.

For more information, please visit <http://printing.rutgers.edu>.



## Protect University Information

### Don't be a cyber-crime victim

No computer or workstation is immune to compromise. University information and network assets are of significant value and protecting them is the responsibility of everyone handling these assets. Departments maintaining non-public personal information are responsible for that information and any disclosure of it. Departments holding unnecessary personal/confidential information should remove and properly dispose of it. It is everyone's responsibility to take appropriate measures to keep information/data confidential and private due to the dangers of identity theft and compromise of that information.

- Know how to report a computer abuse incident.
- Keep your laptop secure at home and while traveling.
- Use the Cisco VPN client for telecommuting to keep information confidential.
- Keep non-public personal information encrypted and delete any unnecessary non-public personal information (NPPI).
- Never store NPPI on mobile equipment.
- Do not send NPPI over a wireless connection.
- Do not open a link embedded in an email. They can be phishing sites where any information you provide can be used for identity theft.
- Never share personal information (e.g. passwords, social security numbers, credit card numbers) in email or at untrusted web sites (phishing).
- When discarding an old computer, wipe the drive clean.



For more information on these and other tips related to department IT security as well as personal identity security visit <http://rusecure.rutgers.edu>.

## RIAS (Rutgers Integrated Administrative System)

### Online purchasing, financial accounting and reporting, and more on the way...

In the year 2000, Rutgers began to design and implement a university-wide, integrated web-based administrative system (RIAS) to support Rutgers' strategic direction of providing employees with tools and data to make better decisions and streamline business processes to take advantage of best business practices. The first phase of the project, Procure to Pay, was implemented in July 2002.

In 2007, RIAS Phase II - Financial Accounting and Reporting was implemented. With Financial Accounting and Reporting, authorized faculty and staff have unprecedented access to realtime financial data on their accounts.

In 2008, the third phase of RIAS - Human Resources gets underway.

For more information on RIAS, please visit <http://rias.rutgers.edu>.

## Enterprise Application Services

### Administrative applications and more...

Enterprise Application Services (EAS) is responsible for the design, implementation, operation, maintenance and evolution of systems and services that support "business" computing at the university. From admission through graduation, from paychecks to web payments, EAS systems and services provide both the interface and foundation architecture for administrative operation of central university functions. The goal of EAS is to provide excellence in architecture and excellence in service to all faculty, staff and students as they conduct university business or receive university services

For more information, including a list of administrative applications, please visit <https://eas.rutgers.edu/eas-faculty-staff.html>.



### RU-iptv

#### TV over the data network

RU-iptv is an innovative new service designed to provide video programming over the Rutgers University data network. Launched through a partnership between the Office of Information Technology (OIT) and the Department of University Relations, RU-iptv offers local, national and international programming, as well as live coverage of Rutgers campus events.

Now, it includes an archiving and video on demand capability. For more information, please visit <http://ruiptv.rutgers.edu>.

## Services for Faculty

### Faculty First

Rutgers University is a vast organization with many interesting resources that may not be apparent to faculty. In an effort to ease the burden on faculty members, OIT has created the Faculty First program. The idea is simple, faculty do not need to know all the nooks and crannies of IT at Rutgers. Instead let OIT staff track down all the resources you needs. Information technology should support instruction and research, not impede it.

Please contact [faculty\\_first@rutgers.edu](mailto:faculty_first@rutgers.edu), 732-445-2262 or <http://oirt.rutgers.edu/res/facultyfirst.htm>

### Blackboard @ Rutgers

Blackboard is a partnership between Newark Computing Services (NCS) and the Office of Academic Technology (OAT). It is a course management system used to extend the learning environment outside the classroom. Blackboard has many features that facilitate teaching, learning and interaction including:

- Incorporation of files, graphics, and audio/video clips into course materials
- Facilitated communication through:
  - Announcements posted in one central location
  - Email messages sent from within Blackboard
  - Discussion boards
  - Virtual classroom or chat
- Assignment management
- Plagiarism detection with SafeAssign
- Electronic portfolios
- Online Grade Center
- Grade upload from the Blackboard Grade Center to the registrar
- Automated integration of the course roster



For more information, please visit <http://blackboard.rutgers.edu>.

### OIT Academic Digest

#### Stay up to date with news and announcements

To help faculty and staff keep abreast of changes in OIT services, OIT provides a monthly academic digest. If you wish to receive this digest, please send email to [oirt@rutgers.edu](mailto:oirt@rutgers.edu).

### Campus Computer Labs / Instructional Computer Labs

#### Bring your class to where the students go for computing

OIT operates a number of computer labs on the Newark campus. In these labs, students have access to Windows and Macintosh computers, a wide variety of software applications and high speed laser and color printers. In a number of the OIT operated facilities, specialized instructional computing labs are available. These labs can accommodate anywhere from 20 to 60 students (depending on the location and schedule) and can provide hands-on access to specialized software during the teaching of the class.

For more information on these specialized labs, please visit [http://www.ncs.rutgers.edu/divisions/LABS/cl\\_home.php](http://www.ncs.rutgers.edu/divisions/LABS/cl_home.php).

## Enhance Student Learning with Technology

The Office of Academic Technology supports faculty in the use of instructional technology. This office provides resources and technical assistance for technologies including, but not limited to: enhanced classrooms, Blackboard, synchronous communication (Elluminate and Marratech), podcasting, and personal response systems (clickers). In addition, instructional design assistance is available to help faculty enhance student collaboration, increase the effectiveness of class discussions, and improve student engagement.

To arrange for a consultation, please send email to [blackboard@newark.rutgers.edu](mailto:blackboard@newark.rutgers.edu).

## Podcasting / iTunes U.

Five classrooms on the Newark Campus are equipped with automated podcasting technology. Faculty can schedule audio recording of lectures and make them available to users.

Recordings can be scheduled online at:

<http://cygnus.rutgers.edu/podcasts>.

iTunes University is also available for faculty and staff at <http://itunes.rutgers.edu>



## Alternate Realities

Imagine an environment where students come willingly to participate. This environment has clear tasks and an overall goal for all students. Each task completed advances the student closer to the end goal. In order to complete tasks, students must process content, give input, and solve complex problems. Each task builds upon the last and students must learn from previous successes and failures. This is the environment often faced when playing many of today's games.

Games and virtual worlds have a lot to offer education:

- Focus on problem solving
- Experimental acquisition of knowledge and skills
- Gatekeeping - requiring task completion to advance
- Teamwork and/or competition
- Social collaboration in single-player games
- Freedom of exploration and discovery
- Engaging environment - learning by accident
- Personal expression/reflection (fan art/fiction, etc.)

To learn more about games in education, please visit <http://oirt.rutgers.edu/games>.

## Online Class Rosters and Grade Submission

Authorized faculty and staff can view, download and administer class rosters and submit grades and warnings online.

For more information on this and other academic support services, please visit the Enterprise Application Services page at <https://eas.rutgers.edu/eas-faculty-staff.html>.

To access class rosters and grade submission directly, please visit <https://sims.rutgers.edu/rosters>.

Instructors can submit grades and view class rosters in Blackboard.

# Cyber-enabled Environment

## Research Support

The OIT Office of Instructional and Research Technology (OIRT) is a single point of contact for research faculty IT support. OIRT can help in many areas including infrastructure, high performance computing, and other unusual technologies. OIRT is also a bridge to many outside organizations such as Internet2, NJEdge, Teragrid, and others.

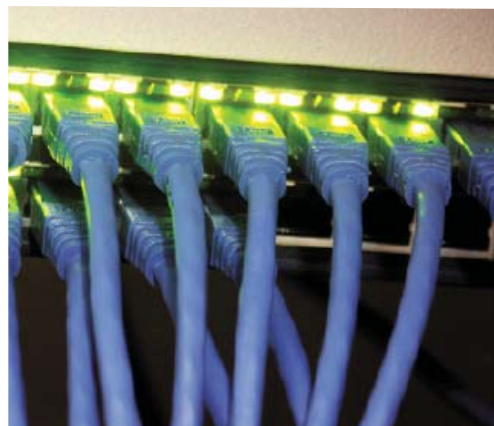
Please contact [faculty\\_first@rutgers.edu](mailto:faculty_first@rutgers.edu), 732-445-2262 or <http://oirt.rutgers.edu/res/facultyfirst.html>.

## Internet 2 National Research Network

Internet2 is a consortium of 212 universities and 56 affiliate members including museums, libraries and non-profit corporations as well as corporate members. The consortium members work together with industry and government to develop the next generation of network applications and technologies that can take advantage of significantly higher bandwidth than today's Internet. Rutgers was one of the early participants in the consortium and continues to serve as a member institution.

Rutgers is using Internet2 connectivity and services to:

- Connect to the GENI.net research project to build the next generation of Internet
- Download terabytes of data generated at CERN and available at the Fermi labs in Chicago
- Begin conversion to IPv6
- Receive multicast video from other Internet2 sites and make it available to the Rutgers community via RUiptv.rutgers.edu as well as allow us to multicast video to any or all research networks around the globe
- Extend the utility of your NetID by using Shibboleth software and being a member of the InCommon (<http://www.incommonfederation.org/>) and NJFed Federations
- Test your network connectivity via software generated from their Performance Initiative working group. NDT software is available at [http://www-td.rutgers.edu/tools/Network\\_Performance\\_Toolkit/toolkit.html](http://www-td.rutgers.edu/tools/Network_Performance_Toolkit/toolkit.html) and at Googles <http://www.measurementlab.net/>
- Extend video conferencing capabilities thru services offered at the Internet2 Commons



If you have questions about Internet2 and the opportunities it provides, please contact [oirt@rutgers.edu](mailto:oirt@rutgers.edu).

## High Performance Computing Resources

High Performance Computing (HPC) expertise and resources are available at Rutgers and off site, including access to the National Science Foundation's (NSF) Teragrid systems. Free consulting is available regarding clusters, infrastructure, programming, Trouble shooting or even language for grants.

Please contact [faculty\\_first@rutgers.edu](mailto:faculty_first@rutgers.edu), 732-445-2262 or <http://oirt.rutgers.edu/res/facultyfirst.html>.

## Solaris Site License

OIT Central Systems and Services coordinates a university site-license for a suite of Sun Microsystems software including Solaris, Sun Studio, PC Netlink, and HPC Cluster Tools.

For more information, please visit [http://oirt.rutgers.edu/res/solaris\\_license.html](http://oirt.rutgers.edu/res/solaris_license.html).

## Statistical and Analytical Support Services

Statistical work can be performed on all OIT central systems. SAS statistical software is available on these resources. A graphical version of SAS can be used under the Xwindows system, which is available for Linux, Macintosh and Windows based systems. Various tape reading devices are also available to extract data for use in research.

For more information, please visit <http://oirt.rutgers.edu/res/statistics.html>.



## Geographic Information Systems

Geographical Information Systems (GIS) describes the computer hardware and software used to collect, manage, display and analyze large amounts of spatially-referenced data. This type of analysis, often when combined with other resources, can be a powerful new method for identifying potential data relationships.

For more information, please visit <http://oirt.rutgers.edu/res/gis.html>.

# Services for Computing Support Staff

## Consulting Services

The Newark Computing Services Departmental Services Group (NCSDS) offers a variety of services in support of departmental computing support staff at the University. Here is a small sampling of the services offered:

- Free IT consulting and planning
- Hardware/software configurations/recommendations
- Assistance with departmental IT hiring
- Software distribution for many site licensed products

For more information on all of the services available from NCSDS, please visit <http://ncsds.newark.rutgers.edu>.



## Technical Support Staff Meetings

OIT organizes monthly meetings of University IT technical support staff.

For more information, please write to [mssg@mssg.rutgers.edu](mailto:mssg@mssg.rutgers.edu).

## Telecommunications Resources

The Telecommunications Division (TD) is the university business unit responsible for the design, implementation, operation, maintenance and evolution of central voice, video, and data networks. These high performing networks are critical utilities at the university and are fundamental to the success of research, teaching, and learning. TD strives to provide seamless and pervasive telecommunications for the university community.

To learn more about the services provided by the Telecommunications Division, please visit <http://www.td.rutgers.edu>.

## Technical Support Mailing Lists

There are a number of IT support mailing lists in use at the University. These lists provide a forum for obtaining technical advice and guidance, realtime updates on the status of services, platform specific troubleshooting as well as, a place to bounce ideas off of other technical staff with similar interests.

For more information on the available lists and how to subscribe, please write to [mssg@mssg.rutgers.edu](mailto:mssg@mssg.rutgers.edu).

## IT Support Toolkit

While originally designed with the "Unit Computing Specialist" position in mind, this site is intended to help all Rutgers IT professionals find the information they need in order to successfully perform their jobs. It contains a great deal of Rutgers-specific information and, though not intended as an all-inclusive technical manual, it does contain some very helpful technical advice as well.

To access the toolkit, please visit <http://ucstoolkit.rutgers.edu>.