IT @ TTU
www.depts.ttu.edu/infotech

Technology Support
Information Technology Division
Texas Tech University
Welcome!

- As a new employee at TTU, you will make regular and intensive use of Technology.
- IT Division offers a variety of computing, and data communication services to TTU community in support of its teaching, research, and computing services objectives.
IT Leadership

- **Sam Segran**: Assoc. Vice President for IT and Chief Information Officer
- **Vickie Gustafson**: Assistant Vice President
- **Scott Hall**: Managing Director for IT Help Central
- **Dr. Phil Smith**: Managing Director for High Performance Computing
- **Vicki West**: Managing Director for Institutional Research and Information Management
- **Katherine Stalcup**: Managing Director of Technology Support
- **J. Stalcup**: Managing Director of Telecommunication Services
IT Services @ Texas Tech University

- eRaider accounts
- Internet connection
- Email
- Web space
- Telephone Support
- TTU Portal - TechDrive
- Audio/visual services
- Hardware/Software Services
Support Services

- Consultation;
- Help desk assistance;
- Problem diagnoses and solution;
- Training and instruction;
- Computer labs;
- Provided by highly skilled professionals
eRaider Account

- An eRaider account is provided for every student, faculty, and staff at Texas Tech University to access information resources at the university.
- Use of Texas Tech University's computers, networks, and other information services requires an eRaider account.
- Your use of these systems may be monitored by automated and/or manual security testing procedures.
- http://eRaider.ttu.edu
Email Services

- Electronic mail is a valuable, timesaving tool for us to share and retrieve information on- and off- campus.
- When not used wisely, it can become a time consuming chore.
Email Guidelines

- Examples of appropriate use of email:
  - Tech/Student Announcement
  - Software related issues
  - Employment related issues
  - Building maintenance issues

- Examples of inappropriate use of email:
  - Personal business or activities
  - Origination or forwarding chain letters
  - Discussion of political issues
IT Training Services
(At no additional cost to the University Community)

- **Shortcourses**
  - Technology Support offers instructor led training in the Microsoft Office applications, graphics, and Web Page creation every semester on a regularly scheduled classes basis.

- **CBT (Computer-Based Training)**
  - Self-paced, interactive, on-line courses. Accessible @ [www.cbt.ttu.edu](http://www.cbt.ttu.edu) through eRaider account.

- **Videos**
  - Available for viewing in the ATLC during the facility hours.
Activity - 1

- Using the Internet Explorer (IE), choose a CBT course of your choice to view
Consultation

- Help Central (742-HELP) is the initial point for basic consultations.
- Technology Support provides consultations for advanced problems. We encourage you to make an appointment!
- If you need consultation, please call 742-1650 or email....
TechDrive

- TechDrive is a 100 MB of disk storage space available to every student, faculty, and staff at TTU on Raider link Portal, accessible via the Internet.

- For more info please visit www.raiderlink.ttu.edu
Activity - 2

- Create a Word file
- Upload it to TechDrive
Responsible Use of Information Technology

- TTU community is given the privilege of access to the campus computer network and information technology.
- **Do NOT** reveal your passwords to others which may result in loss of your network privilege.
- Members of TTU community are bound by federal, state, and local laws relating to the use of electronic media, copyrights, security, pornography, obscenity, and privacy.
Privacy and IT

- TTU Information Technology, including email, Internet access, and network computing are TTU resources rather than personal property.
- TTU routinely monitors all network activity for security threats.
Hardware/Software Support

- Texas Tech has agreements with some software vendors that allow us to distribute software to our users at greatly reduced prices.
- The contract that we sign with each vendor specifies who can use their software (students, faculty/staff, remote campuses, etc.)
- Navigate to the following site and review the software:
  [http://www.depts.ttu.edu/itts/software](http://www.depts.ttu.edu/itts/software)
Computing Labs

- Technology Support manages computing facilities located in the library (basement and first floor), the Student Union, Chitwood/Weymouth, Sneed/Bledsoe, and Carpenter/Wells.
- ATLC computing labs located in the basement can be reserved and used by faculty, students, and staff.
- For reservation and more info, please visit http://www.depts.ttu.edu/itts/labs/reserve
Activity -3 Reviewing Raiderlink Portal

- Navigate to [http://Raiderlink.ttu.edu](http://Raiderlink.ttu.edu)
- Sign in with your eRaider account
- Review the services available
- What additional services would you like the TTU Portal to provide? (Group discussion)
Contact Information

- If you have questions, please contact Help Central at 742-HELP