WELCOME to INFORMATIO TECHNOLOGY DIVISION

PRODUCTS & SERVICES for 2004-2005

Get to know us!

EMORY UNIVERSITY

ACADEMIC COMPUTING • ADMINISTRATIVE COMPUTING
CLIENT SUPPORT SERVICES • DESKTOP & ONLINE COMPUTING
SECURITY • OPERATIONAL SERVICES • ORGANIZATIONAL SUPPORT
Information Technology

has become a vital part of almost everything we do at Emory. The Information Technology Division provides central IT resources that support faculty, students, administration and staff in their work at the institution. This guide gives you a quick overview of the many products and services offered by the IT Division.

For each product or service we have included a brief description along with contact information, available hours (when applicable), and a Web site address. Those who are interested in learning more may visit the Web sites listed, or explore the division Web site at http://www.it.emory.edu.

Our goal is to not only offer you great IT resources to support your work at Emory, but to work with you in your academic endeavors. Please take the opportunity to visit some of our facilities and meet the many IT staff who are at the heart of our division. I think you’ll agree with me that they are the most valuable resources we have to offer you.

You should also be aware that there are IT products and services at Emory not listed in this guide.

Donald E. Harris, Ph.D.

For example, the campus network and telephone system is maintained by the Network Communications Division (http://www.emory.edu/netcom). Web sites for other units may be found in the back of the guide.

I hope that this is a great year for you at Emory. And I especially hope that your use of IT resources across the campus will add richly to your experience at the university.

– Donald E. Harris, Ph.D.

Vice Provost for IT & CIO
Emory University
501 North Decatur Building
1784 N. Decatur Road
Atlanta, Georgia 30322

http://cio.emory.edu • 404.727.7879
THE INFORMATION TECHNOLOGY DIVISION (ITD) delivers advanced information systems, practices and services to enrich education, extend collaborative opportunities and strengthen research efforts at Emory.

The Emory community stays connected through ITD’s audio and video resources, email, course conferencing, teleconferencing and Internet-based videoconferencing services.

Contemporary computing labs with multimedia production facilities, over 60 desktops at campus kiosks and more than 80 technology-enriched classrooms and learning spaces make course and project development tools and digital resources readily accessible to faculty and students.

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ACADEMIC COMPUTING

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The Computing Center at Cox Hall
Access: A valid EmoryCard is required for entry.
Contact: 404.727.7549
Hours: Monday – Thursday: 9 a.m. – 11 p.m.; Friday: 9 a.m. – 5 p.m.; Saturday: Closed; Sunday: 1 p.m. – 11 p.m. (Check the Web site for holiday, intersession, expanded exam and summer hours.)
Location: 569 Asbury Circle, Cox Hall, 2nd floor
Web site: http://it.emory.edu/cox
http://it.emory.edu/cox/request/CoxRoomRequest.htm
(Classrooms/Conference Room reservations)

The Computing Center at Cox Hall is designed for faculty and student interaction and dedicated to collaborative academic activity. The 11,070 square foot facility is equipped with Apple and PC workstations that support digital video production, desktop publishing, word processing and statistical analysis. A glass-enclosed conference room seats nine. Two classrooms integrate digital content into instruction with rear-projection, touch-screen technology and interactive whiteboards. Collaborative work areas feature flexible seating and 50” plasma displays. The Café/Gallery functions as a site for exhibitions of student artwork, informal group meetings, coffee and conversation.

Emory's Center for Interactive Teaching (ECIT)
Access: Open to all university faculty, staff and students
Contact: 404.727.6886
Hours: Monday – Thursday: 9:00 a.m. – 6:00 p.m.; Friday: 9:00 a.m. – 5:00 p.m.
(Check Web site for summer and holiday hours.)
Location: 2nd floor, The Woodruff Library
Web Page: http://www.ecit.emory.edu

The award-winning Emory’s Center for Interactive Teaching leads in the exploration of innovative methodologies, deployment of new media and integration of multimedia technologies into instruction. Educational analysts deliver technical support in applied instructional technologies and assist in the creation of digital course content. Training sessions, workshops and seminars for faculty, staff and students are conducted in ECIT’s classrooms throughout the year.
Emory College Academic Computing Labs
Web Page:  http://it.emory.edu/academic_labs

Emory College Academic Computing Labs are dedicated to special-use computing in Anthropology, Art History, Biology, Chemistry, Educational Studies, Environmental Studies, English, Journalism, Mathematics/Computer Science, Music-Electronic Composition, Music-Piano Lab, Physics, Russian/East Asian Languages and Sociology. Technical support is provided for the labs by Emory College with Instructional Computing Development Funds (ICDF), which are administered by the Office of the Vice Provost for IT/CIO.

Emory College Language Center (ECLC) Language Lab
Access: The Emory community, with priority given to faculty and students teaching/enrolled in language courses.
Contact: 404.727.8183
Hours: Monday – Thursday: 8:00 a.m. – 10:00 p.m.; Friday: 8:00 a.m. – 6:00 p.m.; Saturday: 9:00 a.m. – 5:00 p.m.; Sunday: 12 noon – 10:00 p.m. (Check Web site for interim and holiday hours.)
Location: Room 421, Woodruff Library
Web site: http://emory.edu/COLLEGE/LANGCTR

The ECLC Language Lab, a collaborative service of Emory College, ITD and the General Libraries, offers Apple and PC computers; digital presentation resources; and language support for Web browsing and word processing in non-Roman languages (Arabic, Chinese, Hebrew, Hindi, Korean, Japanese, Persian, Russian, Sanskrit).

Graduate Labs
Access: Students in the Graduate School of Arts and Sciences and graduate residential students, Clairmont campus.
Hours: Check with department for hours, which vary with location.
Locations: Callaway Building; Bowden Hall; Tarbutton Hall; Bldg. H; and the Graduate Residential Center, Clairmont campus.
Web Page: http://it.emory.edu/gradlabs

Graduate Labs are equipped with PC and Apple workstations, word processing software and laser printers.

Kiosks
Over 60 kiosks, in convenient campus locations, offer quick access to email and online resources.
Residence Hall Labs

Access: Current EmoryCard and Network ID (netid).

Hours: Open 24/7

Locations: Clairmont Campus Graduate Residential Center; Clairmont Campus Tower, 18th floor; Harris Hall, ground floor; Thomas Hall, ground floor; Turman North, 1st floor; Woodruff Residential Center, 4th floor

Web Page: http://it.emory.edu/reslabs

Residence Hall Labs are equipped with Apple and PC workstations.

Woodruff Library InfoCommons

Access: EmoryCard. A Network ID (netid) is required to access the resources.

Contact: 404.727.0314

Hours: Check Web Page for current hours of operation.

Location: The Center for Library and Information Resources (CLAIR), The Woodruff Library

Web Page: http://infocommons.emory.edu

A shared service of the General Libraries and ITD, the InfoCommons features wireless connectivity and computer workstations for convenient access to the General Libraries’ electronic research tools including EUCLID, an online catalog of holdings, databases and eJOURNALS. Workstations are equipped with statistical, word processing and multimedia software. An InfoCommons’ Laptop Loan Program circulates wireless Apple and PC computers for library use.

AUDIO/VIDEO SERVICES

Web Page: http://it.emory.edu/video_services

Cable Television (Emory TV)

Contact: 404.727.2323, Network Communications Division (connectivity)
404.727.6161, Network Communications Division (repairs)
404.727.5233, Information Technology Division (programming)

Web Page: http://it.emory.edu/cable_tv

Emory TV is a campuswide television network that distributes cable programming to residence halls, classrooms, conference rooms and offices. The service includes foreign language and entertainment channels and major network and popular TV programming. Special programming includes Edu.net, which broadcasts satellite programs and live events; Emory Vision (emory.edu/EMORYVISION/), which airs original student productions and monthly blockbuster movies; and WMRE (emory.edu/WMRE/); which airs a student radio station and campus information.
**Streaming Audio/Video**

**Access:** The Emory community (viewing live and on-demand content); faculty, schools, departments and Emory-recognized student organizations (streaming development)

**Contact:** 404.727.6886 ECIT; ecit@emory.edu (requests for assistance or training)

404.727.5233; email: brocks@emory.edu (requests for streaming audio, video and Webcasting)

**Web Page:** http://it.emory.edu/streaming

Streaming is technology for delivering audio and video resources over the Internet. Streaming services are customized to meet project needs, which may include creating digital media for online courses and departmental training or live streaming and archiving of conferences and events. To view streamed content on a computer, the correct software “plug-in,” such as RealPlayer, Windows Media Player, or QuickTime must be installed.

**Webcasting**

**Contact:** 404.727.5233, brocks@emory.edu (event scheduling and coordination)

**Web Page:** http://it.emory.edu/webcasting

Webcasting services use streaming technologies to broadcast events live over the Emory network or the Internet.

**Videoconferencing**

**Access:** Faculty, staff and students

**Contact:** 404.727.5233 (event scheduling, technical coordination and cancellation)

**Web Page:** http://it.emory.edu/videoconf

National and international videoconferencing services may be scheduled for live, two-way communication between Emory and other universities and research facilities.

ECIT (see page 1) hosts two videoconference rooms: Room 217, the distance learning facility, is equipped to connect with other sites via ISDN and the Internet. This combination videoconference and presentation room has computer access, VHS, DVD/CD, a document camera, Emory TV, SMART technology and surround sound. Room 214 is equipped for Internet videoconferencing and also provides computer workstations, VHS and a document camera.
CLASSROOM TECHNOLOGIES

Access: Faculty, staff and students in Emory College and the Graduate School of Arts and Sciences
Contact: 404.727.6853
Location: The Computing Center at Cox Hall, 2nd floor, Cox Hall (Main Office)
Hours: Monday – Friday: 9:00 a.m. – 5:00 p.m.
Web Page: http://media.service.emory.edu

Audio/Video Equipment Loans
Contact: 404.727.5147 (advance reservations for equipment)

Audiovisual equipment may be checked out for class-related projects as well as student-sponsored club activities.

Classroom Design and Consulting
Information technology specialists consult on classroom design using new technology; technology purchases; and upgrades for teaching spaces.

Classroom Instructional Support
Audiovisual services and support are available for over 190 Emory College classrooms and include delivery of portable AV equipment; technical assistance with presentations; and equipment troubleshooting and maintenance.

ONLINE COMMUNITIES

Connect 200x
Access: Incoming first-year Emory College students
Web Page: http://www.learnlink.emory.edu/login

Connect200x gives incoming students the opportunity for online discussions, email and real-time chats with fellow classmates. Announcements; orientation schedules and activities; advice on computers, housing and more are posted to the Connect200x space.

LearnLink (netid@learnlink.emory.edu)
Access: Faculty, staff, students. A Network ID (netid) is required.
Web Page: http://www.learnlink.emory.edu

LearnLink is a campuswide, online resource for academic and extracurricular community activities that features email, electronic discussion groups, real-time chats, calendaring, address books, course materials and campus announcements.
Students in the following schools use LearnLink as their primary email account and have all their netid@emory.edu mail automatically forwarded to their netid@learnlink.emory.edu account: Emory College, Oxford College, School of Medicine, School of Nursing, School of Theology.

RESIDENTIAL NETWORKING (ResNet)

Web Page: http://it.emory.edu/resnet

ResNet provides telephone service, cable television and connectivity from residence hall rooms to the Internet. Student technology consultants – Residential Computing Coordinators (RCCs) – answer questions about ResNet, work with students to connect their computers to the campus network and assist in the installation of software.

TECHNOLOGY FOR TEACHING

Blackboard

Access: Faculty, students, staff and departments
Contact: classes@emory.edu
Web site: http://classes.emory.edu

Blackboard is a course and community content management system with a built-in text editor, test and survey tools, an online grade book, discussion board, chat/collaboration features and reporting tools. Emory hosts over 1,300 Blackboard course sites with about 400-500 active at any one time. Training is offered via online tutorials, one-on-one consultations and instructor-led workshops. Faculty, staff and student resources are accessible from the Web site.

Insight

Contact: 404.727.5115
Web Page: http://it.emory.edu/insight

Insight is software used to store, manage and access digital media. First used at Emory to house the Art History Visual Resource Library image collection, the system provides interactive tools for presenting and delivering media collections (digital images, audio and video) for online teaching and research.

The Museum System

Contact: 404.727.5115
Web Page: http://it.emory.edu/museum_system

The Museum System is a collections’ management database from Gallery Systems used by the Michael C. Carlos Museum to catalog and manage curatorial information on art objects, slides and digital image collections.
Administrative Information Systems Group

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Document Management
Access: Available to the Emory community on a fee-for-service basis.
Contact: 404.727.1296
Web Page: http://it.emory.edu/doc_mgmt

Document management technologies improve document storage efficiency, organization and access and facilitate information and document sharing across the university, which saves on paper costs and physical storage space by reducing the need for hard copy archives. The Document Management team offers fee-for-service consulting on new methods of electronic document imaging, archiving, retrieval and workflow.

Alumni/Development System
Web Page: http://it.emory.edu/development_system

The Emory alumni/development system features fully integrated Web services that allow for pledge and gift entries, secure online giving, personal profile management, directory lookups, event registration, membership renewals, and career advisory services.

Financial Accounting System (FAS)
Access: Contact the Finance Division
Web site: http://www.emory.edu/FINANCE

FAS is an enterprise-wide system used to process financial transactions and access fiscal information including financial accounting, grants management and accounts payable. This system supports the financial functions of the university and all Emory Healthcare entities except The Emory Clinic.

OPUS: Online Pathway to University Students
Access: All faculty, staff and students of Emory University. A Network ID (netid) is required.
Contact: opushelp@emory.edu
Web site: http://www.opus.emory.edu (gateway)

OPUS is a Web-based system for accessing and managing student information online. With OPUS, students can bid, enroll, and add/drop/swap classes; view course information, grades, financial aid and account information; view and update personal information; and pay bills. Faculty and advisors can view schedules, course lists, and advisee information. Staff can view and update student records, financial aid and student financial information.
PeopleSoft HR

Access: Staff with authorized security access to PeopleSoft Web, PeopleSoft Payroll Timesheets; and/or Human Resource data.

Web Page: http://emory.hr.emory.edu/hraccess.html (HR Data Access Request Form)

The PeopleSoft Human Resources System (PSHR) supports all human resources, benefits and payroll functions for the university and all Healthcare entities, with the exception of The Emory Clinic.

Self-Service E-Modules

Access: Members of the Emory community. A network ID is required.

Contact: 404.727.6100 (Payroll) or 404.727.7563 (Human Resources)

Web site: http://leo.cc.emory.edu (direct access)

E-Modules provide self-service updating of home telephone numbers, mailing and email addresses, emergency contact information, account information, federal tax withholding and more, as well as allowing for online viewing of current and past pay advices and compensation history.

Purchasing

Web site: http://epic.emory.edu

ITD provides technical support for the Purchasing Department’s automated purchasing and payment system.

Time and Attendance System (Kronos)

Web site: http://emory.edu/FINANCE

The Kronos system provides functionality to replace paper timecards and automate time reporting processes. Employees report their work time by telephone; unit timekeepers manage attendance on the Web. ITD supports the Kronos time and attendance application for the university and all Emory Healthcare entities: Emory University Hospital, Crawford Long Hospital, Wesley Woods, The Emory Children’s Center and The Emory Clinic.

CALENDARING

Events Calendar

Web site: http://emory.edu/TODAY

Today@Emory is an electronic event calendar licensed from the University of Minnesota for use as a centralized event information resource by the Emory community.
Meeting Maker

Access: Faculty and staff. A Meeting Maker account and network ID are required.

Web Pages: http://help.emory.edu (Meeting Maker account requests)
http://software.emory.edu (download; also available on the Emory Online CD)
http://calendar.service.emory.edu (access calendar on the Web)

Meeting Maker is a software application for calendaring, scheduling meetings and reserving rooms and resources on campus. Meeting Maker operates on Windows, Apple and UNIX workstations and is available to faculty and staff at no charge. New users need to check with their school, department or division to determine if a Meeting Maker account has been requested for them. If not, they can request an account by submitting an Electronic Service Request at “http://help.emory.edu.” New users need to install Meeting Maker software on their desktop computers.

DATA MANAGEMENT

The Data Warehouse

Web Page: http://it.emory.edu/data_wrhs

The Data Warehouse is a collection of current and archived data gathered from a number of university administrative source systems and integrated for business reporting and trending analysis.

Emory Shared Data (ESD)

Web Page: http://it.emory.edu/shared_data

Emory Shared Data represents integrated demographic and customer account data on faculty, staff and students, as well as university facility information. Feeds from ESD are available to university departments for use in applications such as student government elections, faculty surveys and up-to-date data population of university information systems.

Customer Access Inquiry (AINQ)

Contact: DMS@emory.edu

AINQ is a Web application that Local Support Providers (LSPs) use to locate data needed for administering their department, school, or division online accounts.
My ITD Data

Access: Members of the university community. A network ID is required.

Web Page: http://app.emory.edu/mydata

Individuals wishing to view and verify their personal data, such as employee ID, Human Resources title, information used for the online directory listing and/or a list of their current email and login accounts can access this information by logging in to “My ITD Data.”

EVENTS/SPACE SCHEDULING

Resource 25 (R25)

Contact: 404.727.0582 (general information). Support for the R25 application is provided Monday – Friday: 7:30 a.m. – 6:00 p.m.

Email: itdais-r25-admin@listserv.cc.emory.edu (specific questions)

Web Page: http://it.emory.edu/R25

The R25 software application is used by departments and schools to schedule events and to manage space resources and facilities based on multiple requirements such as calendar day, number of people, AV equipment, security level, furniture, layout, accessibility and program hours.
Technical Services Group

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Personal Web Pages
Self-Service Database
Timeshare
Webdrive – File Sharing Service
Web Statistics (WEBSTATS)
Electronic Support Request (ESR)
Access: University faculty, staff and students using ITD supported services
Web Page: http://help.emory.edu

ESR is the contact point for answers to non-critical desktop computing support questions, including but not limited to: ITD email (LearnLink, Eagle Mail and Webmail), LISTSERV, Meeting Maker, network account troubleshooting, password resets, Webdrive and assistance with configuring Symantec Antivirus.

The ESR form also directs desktop computing support questions to the appropriate Help Desks for those who use Public Health and School of Medicine IT Services.

The Help Desk
Access: University faculty, staff and students using ITD supported services
Contact: 404.727.7777
Hours: Monday – Thursday: 7:00 a.m. – 7:00 p.m.; Friday: 7:00 a.m. – 6:00 p.m.
Web Page: http://help.emory.edu

IT technicians are available for assistance with desktop computing support problems in supported technologies, including but not limited to: ITD provided email (LearnLink, Eagle Mail, Webmail), LISTSERV, Meeting Maker, Webdrive, network account troubleshooting, password resets and assistance with configuring Symantec AntiVirus.

Secondary Desktop Support
Web Page: http://it.emory.edu/support

Client Support Services technical professionals work closely with Local Support Providers (LSPs)* to troubleshoot desktop computing problems in supported technologies. Services include online and direct assistance with ITD virus cleaning tools and repair, server upgrades and migration, network troubleshooting, monthly information technology (IT) briefings, email announcements and database development.

*Local Support Providers (LSPs) are information technology professionals and other members of the Emory community who are employed by departments and schools to assist with desktop hardware and software installations, configurations, troubleshooting and technology recommendations (http://it.emory.edu/local_support).
System Status Alerts

Web Page: http://it.emory.edu/status

The System Status Web page provides a quick snapshot, updated as events occur, of the status of enterprise services and the university network.

To receive system status announcements by email, please subscribe to the “ITD-status” LISTSERV by clicking on the link, “Join or leave the list,” at “http://listserv.emory.edu/archives/itd-status.html”.

User Groups

Access: Special interest groups (SIGS) in the campus IT community
Contact: it.emory.edu/usergroups
Web site: http://it.emory.edu/usergroups

ITD serves as liaison for several user groups, the most active of which are WWWDEV and Local-L. Individuals sharing an interest in Web development technical discussions and who wish to receive notification of ad hoc workshops may subscribe to the WWWDEV LISTSERV. ITD communicates with Local Support Providers on campus via the Local-L LISTSERV.

SOFTWARE LICENSING AND DISTRIBUTION

The Software Distribution Center

Location: 3rd floor, North Decatur Building, 1784 N. Decatur Road
Emory University Bookstore, 2nd Level, Dobbs University Center (DUC), 605 Asbury Circle (pickup only)

Hours: Monday – Friday: 9:00 a.m. – 5:00 p.m.

Web Page: http://software.emory.edu

The Software Distribution Center maintains and distributes site-licensed software on fixed media and provides large volume and site-licensed software at discounted rates to the Emory University community. Software orders can be placed online and picked up at the Emory University Bookstore or from the Software Distribution Center.
Emory Online CD (EOL CD)

Access: Designed for Emory student workstations, as well as faculty and staff home workstations.*

Pickup: Emory Bookstore, 2nd Level, Dobbs University Center (DUC), 605 Asbury Circle
Computing Center at Cox Hall, 569 Asbury Circle

Web Page: http://it.emory.edu/eol

http://software.emory.edu (downloads)

The EOL CD is a computing software package with the most current, tested versions of supported software for Emory student workstations. EOL CD, offered free-of-charge, includes tools that scan, patch and update numerous vulnerabilities, install and configure Symantec AntiVirus, install SpyBot software to control spyware installations and configure the WindowsXP firewall.

At regular intervals throughout the year, software on the CD is updated. Updates can be downloaded from “http://software.emory.edu”.

*Emory faculty or staff who wish to install this product on office workstations, should consult with their Local Support Providers before proceeding.

ATG Research Software Tools

Emory provides site-wide and large volume licenses for research and teaching software, including Mathmatica, EndNote, SAS and SPSS.

Software Licensing

Web Page: http://it.emory.edu/software_licensing

In association with the Office of the General Counsel, Software Licensing negotiates site-wide and large volume software licenses for Emory. Services include renewal and management of software licenses and communicating software use, distribution rights and responsibilities.
Email Accounts

ITD provides university-wide services for routing and reading email:

**Eagle Mail (netid@emory.edu)**

Access: Faculty, staff and students. An Emory network ID (netid) is required.

Contact: 404.727.7777 (for assistance with configuration questions)

Web Page: [http://it.emory.edu/eagle_email](http://it.emory.edu/eagle_email)

All faculty, staff and students are automatically assigned an Eagle Mail account. Eagle Mail is accessed by any IMAP compliant email application. ITD supports Outlook, Outlook Express, Entourage, Mac Mail and Webmail.

To set up an IMAP email application, configure the address for the outgoing mail server as “smtp.service.emory.edu” and the incoming mail server as “imap.service.emory.edu”.

*Students refer to page 5: “LearnLink.” Only students in the Graduate School of Arts and Sciences use Eagle Mail as their primary email account.*

_Students in the following schools use departmental email services for their primary email accounts._ All of their netid@emory.edu email is automatically forwarded to the applicable accounts: Goizueta School of Business (netid@bus.emory.edu); the School of Law (netid@law.emory.edu); and the School of Public Health (netid@sph.emory.edu).

**LearnLink (See page 5.)**

**Webmail**

Access: Emory Network ID (netid) and an Eagle Mail account are required.

Web Page: [http://webmail.service.emory.edu](http://webmail.service.emory.edu)

Web access to Eagle Mail from any location, hardware platform, or browser software is provided by entering the Webmail url (above) into an Internet browser. Webmail features personal email folders, address books and a mail filtering option for spam management.

**Email Aliasing**

Access: University faculty, staff and students

Web Page: [http://it.emory.edu/email_aliasing](http://it.emory.edu/email_aliasing)

Email aliasing allows for a standardized email address to be applied to all
Emory University email addresses. The alias, which has the format “FirstName. LastName@emory.edu,” is a pointer to an existing netid@emory.edu email account and is not a separate account. Information on selecting and setting up an email alias is posted on the Web page.

**LISTSERVS**

**Access:** Groups that support official Emory functions  
**Web site:** http://listserv.service.emory.edu

LISTSERVS are automated electronic mailing lists. The university provides server space for LISTSERVS that serve official student organizations, academic and class-related discussions and discussions of products and services provided by Emory schools and departments. Each list is administered by an individual from the group or organization who is responsible for monitoring the list and managing subscriptions. Over 1,000 public and private online groups are currently hosted on the server.

**Network IDs (netids)**

**Access:** All current faculty, students and staff of Emory University  
**Web Page:** http://it.emory.edu/netid

A Network ID (netid) is required to access many central computing services including: Blackboard, dial-up access to Emory’s modem pool, Eagle Mail, EmoryunivAD (Active Directory), LearnLink, OPUS, the Software Express service at “http://software.emory.edu,” Timeshare, Webdrive and Webmail.

Emory University faculty and staff are automatically assigned netids. Undergraduate and graduate students are automatically registered for netids upon admittance to the university.

Individuals who are not recognized as Emory University faculty, staff, or students by Emory’s Human Resources Division or the Registrar’s Office may be granted a sponsored netid with permission from a departmental chairperson.

**Spam Filtering**

**Access:** All Eagle Mail users  
**Web Page:** http://it.emory.edu/spam_filtering

For spam management, LearnLink email includes mail rules that can be set up to manage spam and Eagle Mail users can enable a spam filtering feature that will divert suspected spam into a “bulk mail” folder where it can be reviewed and will be automatically deleted after 30 days.
WEB SERVICES

Web Page: http://it.emory.edu/web_services

ITD Web Hosting

Access: Available to Emory departments and divisions, specially authorized programs and officially partnered affiliates subject to certain qualifications.

Web Pages: http://www.web.emory.edu/services/web_hosting
            http://help.emory.edu (To obtain an account submit an Electronic Support Request.)

The Web Hosting environment offers enterprise-scale, virtual domain Web hosting, maintained and supported by ITD, that includes ColdFusion and PHP Web application services, password protection, available connections to Oracle databases (DSNs) and access to detailed Web Statistics (WEBSTATS).

Personal Web Pages

Access: University students, faculty and staff. A Network ID (netid) is required.

Web Page: http://it.emory.edu/personal_pages

All Emory University students, faculty and staff are eligible to publish a personal Web page on Emory’s Web server.

Self-Service Database

Access: Faculty, staff and faculty sponsored clubs or organizations of Emory University. A Network ID (netid) is required.

Web Pages: http://it.emory.edu/selfserv_db
            http://help.emory.edu (To obtain an account submit an Electronic Support Request.)

An Oracle database is maintained 24/7 for self-service Web development by members of the university community. Exceptions to availability include regularly scheduled maintenance or emergency downtime.

Timeshare

Access: Available to the Emory community for academic computing and research. A Network ID (netid) is required.

Web Page: http://it.emory.edu/timeshare

Timeshare is a Sun Solaris UNIX computing platform that includes language compilers and mathematical and statistical software packages.
Webdrive – File Sharing Service

Access: University students, faculty and staff. A network ID is required.
Web Page: http://webdrive.service.emory.edu

Emory Webdrive is a secure and convenient tool for online file sharing from almost any Internet-connected computer located on or off campus.

Webdrive Group Space is used by research, teaching, and administrative groups for accessing, transferring and editing files online. An allotment of ITD server space is offered at no cost; additional space may be purchased.

Personal Space on Webdrive is automatically assigned to Emory University faculty (100 mb), graduate students (50 mb) and undergraduate students (30 mb).* This space is to be used for sharing and storing academic, research and other University-related files and for publishing personal Web pages.

The Webdrive url can be accessed directly from any Web browser or from the WebDAV capable software, which has a graphical interface, that is included in the Emory Online CD package.

*Space allocations are subject to change. Check Web site for updates.

Web Statistics (WEBSTATS)

Contact: john.mills@emory.edu
Access: Maple-hosted Web sites and owners of root level directories on “www.emory.edu” are serviced by WEBSTATS
Web Pages: http://it.emory.edu/webstats
http://help.emory.edu (To obtain an account submit an Electronic Support Request.)

WEBSTATS provides online access to Web site traffic, including cumulative data on site usage: visitors, hits, page views, referrers, search keywords and more.
The ITD security team focuses on researching, developing and deploying information technology solutions to protect information systems, mitigate risks, minimize the impact of hostile attacks on Emory’s critical IT infrastructure and safeguard information from breaches ranging from user error to enterprise-wide threats, natural disasters, hackers, sabotage, theft, invasion of privacy and viruses.

Day-to-day operations entail collaboration with other units in coordinating IT security across the Emory enterprise; administration of account access control; establishing policies, procedures and guidelines; and tracking and coordinating responses to security incidents.

**Digital Certificates**

Web Page: http://it.emory.edu/digital_certificates

Emory uses the Verisign On-Site digital certificate service to issue and manage 128-bit global server digital certificates. This service enables higher-level security for Internet and Intranet applications.

**Firewalls and Intrusion Prevention**

As part of the Emory IT architectural plan, “zones of trust” were created in which firewalls and intrusion prevention systems regularly monitor and block invalid traffic coming to the Emory network.

**Incident Response**

Contact: abuse@emory.edu

It is vital that all security incidents be reported to the ITD security team immediately. Security incidents include: hacks and attempted hacks; theft of data; viruses/worms; spam; copyright infringements; and reports of machines that are serving/distributing copyrighted material.

**Netegrity**

Netegrity Siteminder is an authentication and authorization tool that protects over 38 Web-based applications at Emory, including the Budget Office, Registrar and Trustee Web sites. Netegrity allows the Emory Healthcare community to use their network ID and password to access the university’s Web-based applications and also gives owners of protected applications distributed administration privileges.
Passwords
Contact: 404.727.7777 (for password resets)
Web Page: http://it.emory.edu/passwords (for self-service password maintenance)

Passwords are the first line of defense for user and system accounts. A poorly chosen password can compromise the entire Emory network and its information systems. All Emory users are responsible for taking the appropriate steps to secure their accounts and select strong passwords. See Web for details.

Security Awareness Services
Web Pages: http://security.it.emory.edu/

The Security Awareness Web pages deliver online announcements and security alerts for new computing vulnerabilities, as well as tools for virus and worm removal. The site includes scanner and intrusion prevention statistics and important links to related vendor information. The Security Team schedules workshops, special events and targeted IT security training to increase community proficiencies.

Security Guidelines and Policies
Web Page: http://it.emory.edu/security_policies (links to information on Emory IT security policies, guidelines and recommended practices)

Security Vulnerability Assessments
Access: Local Support Providers, Local Area Network Administrators, departments, divisions and other Emory groups
Web Page: http://it.emory.edu/security_assessmts

ITD’s security team conducts risk assessments of Emory’s computing resources with a vulnerability scanning tool that checks for server and desktop vulnerabilities. Divisions, departments and other groups wishing to test or improve security for their computing environments are encouraged to schedule an assessment.

Virus Protection
Web Pages: http://it.emory.edu/virus_protection
http://software.emory.edu or the Emory Online CD (download Symantec AntiVirus)

Viruses and worms can be acquired from almost any source: surfing the Internet, swapping files with friends, receiving and looking at attachments, or using files from outside sources. Tools that protect the Emory computing environment include Emory’s site-licensed Symantec AntiVirus software, which is offered at no charge to the Emory community for desktops and servers. Even with antiviral software installed, computers can acquire new viruses or worms; therefore it’s essential to keep antivirus software updated and to schedule regular scans.
Operational Services Group

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The Data Center
Access: The Emory community
Contact: 404.727.7606
Web Page: http://it.emory.edu/data_center

At the “command central” location in the North Decatur Building, the Data Center is the heart of Emory’s information technology infrastructure, operating 24 hours a day, 7 days a week, 365 days a year to monitor, troubleshoot and assure continuous coverage for the university and Healthcare’s mainframe and server applications; computing hardware; and other host systems including email, LearnLink, streaming audio and video, the Emory Web server, databases, PeopleSoft, FAS and the Healthcare Network Architecture.

Operational Support
Access: The Emory community
Contact: 404.727.7513
Web Page: http://it.emory.edu/operational_support

The delivery of reliable disk and storage needs requires hardware and software of adequate capacity that can be maintained affordably, easily managed and adequately tested. Operational Support works with the Emory community to consult, architect and administer the technology environments needed to support university and Healthcare information systems. Over 159 terabytes of disk space are currently maintained for applications, directories, databases, LISTSERVS and storage.

Production Support
Access: The Emory community
Contact: 404.727.7606
Web Page: http://it.emory.edu/production_support

Automated scheduling keeps administrative billing and payment processes running smoothly. Across Emory, departments, schools, divisions and Healthcare units (The Emory Clinic, Emory Hospital and Wesley Woods) access and input patient, student, faculty, employee and research data through Web-based applications that bring information to their desktops when they need it and backup that information nightly. On an average day, between 40,000-50,000 pages that include payroll, hospital records, patient charts and other vital information are printed and delivered to locations throughout campus.
NEWS AND INFORMATION

Contact: 404.727.4503 (ITD Marketing and Communications Office)
Web Pages: http://it.emory.edu/viewnews.cfm (IT@Emory news archive)
          http://cio.emory.edu/cionews.cfm (Vice Provost/CIO/IT news archive)
          http://cio.emory.edu/publications.cfm (archive of IT and CIO publications)

For up-to-date IT news, event and training announcements and articles on key IT issues, check the news columns on the home pages of the IT@Emory (http://it.emory.edu) and CIO (http://cio.emory.edu) Web sites. The CIO Web site also offers an archive of ITD and CIO presentations and publications, annual reports and strategic planning documents for research on IT issues and concerns at Emory and in the broader higher education community.

STRATEGIC PLANNING

IT Architecture
Contact: 404.727.7678
Web Page: http://it.emory.edu/IT_architecture

The Emory IT architecture provides infrastructure developers with information needed to shape their individual choices and decisions in alignment with long-term goals for IT at Emory.

IT Guidelines and Policies
Web Page: http://it.emory.edu/policies

Links to information on Emory policies, State of Georgia law, federal law and other useful information on applicable IT policies for higher educational institutions are accessible via the IT Guidelines and Policies Web page.
Emory University/Healthcare IT Organizations

DEPARTMENT AND SCHOOL IT UNITS

Candler School of Theology
Web site: http://www.pitts.emory.edu/trinity/contact.html

Emory College
Web site: http://www.emory.edu/COLLEGE/about/techstaff.html

Goizueta Business School
Web site: http://www.goizueta.emory.edu/overview/tech.html

Oxford College
Web site: http://www.emory.edu/OXFORD/it

Rollins School of Public Health
Web site: http://www.sph.emory.edu/is/computing

School of Law
Web site: http://www.law.emory.edu/it

School of Medicine
Web site: http://www.emory.edu/WHSC/MED/ITS

School of Nursing
Web site: http://www.nursing.emory.edu/InstComm

EMORY IT DIVISIONS

Emory Healthcare Information Services (Healthcare IS)

(Access to the Web site is available only through the Intranet system for Emory University Hospital, Crawford Long Hospital and The Emory Clinic.)

Information Technology Division
Web site: http://www.it.emory.edu; Contact: 404.727.7777 (Help Desk)

Network Communications Division
Web site: http://www.emory.edu/netcom

EMAIL ACCOUNTS

In addition to ITD’s Eagle Mail, LearnLink and Webmail services, Emory maintains approximately 30 additional email services that are administered by schools and departments. For information about what services may be offered in your area, contact your school or department.

FACILITIES

Biomolecular Computing Resource (BimCore)
Web site: http://www.bimcore.emory.edu

Cherry L. Emerson Center for Scientific Computation
Web site: http://www.emerson.emory.edu