

## Office of Information Technology

The Office of Information Technology (OIT) serves the University of Alabama community by providing the technology tools that faculty, staff, and students need, plus the support and guidance needed to use them effectively. The OIT is divided into the Center for Instructional Technology, which is responsible for assisting faculty members in integrating technology into the classroom; Enterprise Technology, which maintains the computer and network systems that make up the University's academic and administrative computing infrastructure; Network and Computing Support, which provides customer service and support directly to the University community; Systems Development, which develops and maintains custom applications for the administrative mainframe; and Telecommunication, the University's telephone company. For more information about OIT or any of its components, go online to [oit.ua.edu](http://oit.ua.edu) or call 348-5610.

### For Assistance

Assistance with technology-related problems is available by phone (348-2435), by e-mail ([Help.Desk@ua.edu](mailto:Help.Desk@ua.edu)), on the HelpDesk Web site ([helpdesk.ua.edu](http://helpdesk.ua.edu)), and in person at the HelpDesk counter (A-203 Gordon Palmer Hall). The HelpDesk is open from 8:00 a.m. to 4:45 p.m., Monday through Friday.

### E-Mail

E-mail accounts are available on the central academic server ([bama.ua.edu](http://bama.ua.edu)) for all students, faculty, and staff members. These accounts support access through a Web interface ([bamamail.ua.edu](http://bamamail.ua.edu)), IMAP, and POP. Faculty and staff may also be given e-mail accounts in their departments. These departmental accounts vary in their capabilities and access methods. More information is available at [helpdesk.ua.edu/email](http://helpdesk.ua.edu/email).

### ResNet

The Office of Information Technology supports the campus Residence Hall Network (ResNet). ResNet, which provides direct in-room Internet connections, is available in certain residence halls for a per-semester usage fee. For more information on ResNet, including policies and fees, visit its Web site at [ResNet.ua.edu](http://ResNet.ua.edu).

### Dialup Access

OIT offers free dialup service for connectivity to campus resources. There are a limited number of connections available, and each session can last up to 90 minutes. Faculty, staff, and students who need unlimited access are urged to contact one of the numerous Internet Service Providers with local connections. Information about setting up a computer for dialup access or obtaining outside Internet service (including high-speed options) is available in the Internet access section of the HelpDesk Web site ([helpdesk.ua.edu/internet](http://helpdesk.ua.edu/internet)).

### Web Publishing

Web hosting service and assistance is available for faculty, staff, students, departments, and organizations. The main academic computer has space available for every person, department, or organization that qualifies for an account. Some other servers on campus also provide hosting services for official University sites. Support is available for a variety of editing tools, including Macromedia Dreamweaver and Microsoft FrontPage. Classes for staff are offered in conjunction with Human Resources Development. The Faculty Resource Center provides seminars, workshops, and consultations with faculty regarding Web publishing, and they also have Web design services available for contract. More information about Web publishing may be found online at [helpdesk.ua.edu/web](http://helpdesk.ua.edu/web). The Faculty Resource Center's site at [frc.ua.edu](http://frc.ua.edu) outlines the services it offers.

### Hardware Repair Service

IT Equipment Services (ITES), a team within Network and Computing Support, is the University's onsite computer service and repair agency. Microcomputer service contracts for departments and offices are available at a very reasonable price. For contracting departments, ITES can offer assistance with setups, upgrades, repairs, configurations, peripherals, warranty inquiries, and general information on all aspects of computer hardware.

## Office of Information Technology (continued)

### Computer Training

Network and Computing Support also offers computer training on a number of topics in conjunction with Human Resource Development. Advanced classes are taught in the Office of Information Technology training lab, which is equipped with fifteen PCs, two iMacs, and a projector system. Human Resource Development publishes a training schedule each semester both in print and online. For more information, see the training section of the HelpDesk Web site ([helpdesk.ua.edu/training](http://helpdesk.ua.edu/training)).

### Computer Labs

There are a large number of computer labs on campus, and they vary widely in terms of their capacity, equipment, and operating hours. OIT provides a small computer lab for student use. It contains thirteen Windows XP computers, one of which is wheelchair-accessible. More information about campus labs is available at [pclabs.ua.edu](http://pclabs.ua.edu).

### Telephone Services

The Telecommunication Department is the University's own fully-functional telephone company. It supports telephone service to all campus offices and residence halls, long distance calling plans, and cellular phone contracts. Telecommunication is also responsible for the physical wiring for the campus network. University employees may purchase personal cellular phone service at a discounted rate as part of the University's contract. For information about any of Telecommunication's services, see [telecom.ua.edu](http://telecom.ua.edu) or call 348-6300.

### WebCT

WebCT is an online teaching and learning environment available for use by any faculty member wanting more than a static course Web site. It can be used to supplement traditional classes or to replace them altogether in a distance education scenario. WebCT courses can have discussion boards, chat rooms, quizzes and tests, and more. For more information, see [webct.ua.edu](http://webct.ua.edu).

### Multimedia Services

The Faculty Resource Center has professionals that can assist you with audio recording and conversion, digital photography, scanning, video production and compression, DVD authoring, and much more. The FRC's Web site, [frc.ua.edu](http://frc.ua.edu), has more details.

### Computing Facilities

OIT supports and maintains a Sun Solaris server system (for academic applications and network services) and an IBM mainframe (for administrative applications), plus a variety of other Windows NT and Unix servers. Some of the support services provided include the campus name server; a news server; a mailing list (LISTSERV) server; Web hosting; backup of the central servers; e-mail services; and high-speed laser printing. Remote access to the Alabama Supercomputer Authority's Cray in Huntsville is also available. More details about the University's computing resources are online at [enterprisetech.ua.edu](http://enterprisetech.ua.edu).

### Network Infrastructure

The University of Alabama is a full participant in the Internet and a charter member of the Internet2 project, which supplies high-speed network access for research and teaching. For additional information on the Internet2 project, visit the University's Internet2 Web site ([internet2.ua.edu](http://internet2.ua.edu)). The University is also a participant in the Alabama Research and Education Network (AREN), which was established to provide a state network linking educational institutions and enabling access to the resources of the Alabama Supercomputer Authority (ASA). For more information about AREN local access and support, visit the ASA's Web site ([www.asc.edu](http://www.asc.edu)). Details on the University's network can be found at [enterprisetech.ua.edu](http://enterprisetech.ua.edu).

### Multimedia Classrooms

The Classroom Resource Center (CRC) provides consulting, design, construction, operation, and maintenance services and assistance for media-enabled classrooms. Portable equipment is also available for short-term rental from our Classroom Support Services. For more information, see [crc.ua.edu](http://crc.ua.edu) or call 348-6011.

Source: Office of Information Technology