

## Office of Information Technology

The Office of Information Technology (OIT) provides technology tools and support for faculty, staff, and students. OIT consists of the Center for Instructional Technology, which helps faculty integrate technology into the classroom; Enterprise Technology, which maintains the University's academic and administrative computing infrastructure; Network and Computing Support, which provides customer service and support; Systems Development, which develops and maintains custom administrative applications; and Telecommunication, which supplies the University's telephone service and network wiring. More information about OIT is available at <http://oit.ua.edu> or 348-5610.

### HelpDesk 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 website (<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

All students, faculty, and staff have e-mail accounts on the central academic server ([bama.ua.edu](http://bama.ua.edu)). These accounts can be accessed through a Web interface (<http://mybama.ua.edu>) or by using an IMAP or POP mail client. Faculty and staff may also have departmental e-mail accounts. More information is online at <http://helpdesk.ua.edu/email>.

### myBama

OIT offers myBama, a website for faculty, staff, and students to take care of all their University business. MyBama is a portal that provides e-mail, groups, calendar, and University information as well as access to other University systems, including student information in Banner. Advising, registration, and grading are all done through myBama. The site is also customizable, so each user can specify what information he or she would like to see when signed in. The myBama site is located at <http://mybama.ua.edu>.

### ResNet

The Office of Information Technology supports the campus Residence Hall Network (ResNet), which supplies in-room Internet connections in most residence halls. The website at <http://resnet.ua.edu> has more information on ResNet. Campus residences without ResNet may be able to have high-speed Internet through Comcast.

### Web Publishing

OIT offers Web hosting service and assistance for faculty, staff, students, departments, and organizations. The main academic computer has Web space for every person, department, or organization that qualifies for an account. Some other servers on campus also host official University sites. OIT staff teach and support the use of a variety of editing tools, including Macromedia Dreamweaver and Microsoft FrontPage. University staff may sign up for OIT classes scheduled in conjunction with Human Resources Development. The Faculty Resource Center provides seminars, workshops, and consultations with faculty on Web publishing, as well as offering Web design services for contract. More information about Web publishing is online at <http://helpdesk.ua.edu/web>. Also, the Faculty Resource Center's site at <http://frc.ua.edu> outlines the services it offers.

### Hardware Repair Service

IT Equipment Services (ITES), part of OIT's Network and Computing Support, provides hardware service and support for University computers. Microcomputer service contracts for departments and offices are available at a very reasonable price. For contracting departments, ITES assists with setups, upgrades, repairs, configurations, peripherals, and warranty inquiries.

## Office of Information Technology (continued)

### Computer Training

In addition to Web publishing instruction, Network and Computing Support offers classes in a variety of topics, including Microsoft Office applications. Classes are scheduled through Human Resources Development and usually taught in the Office of Information Technology training lab. The lab has twenty Dell Optiplex GX 280s with 3.2 GHz Pentium 4 processors, 1 GB RAM, and Windows XP; two iMacs with 1.8 GHz G5 processors, 1 GB RAM, and OS X; and a projector system. Human Resource Development publishes a training schedule each semester both in print and online. More information is available on the training section of the HelpDesk website (<http://helpdesk.ua.edu/training>).

### Computer Labs

The University has many on-campus computer labs, which vary widely in terms of capacity, equipment, and operating hours. OIT's computer lab for student use in 127 Gordon Palmer contains thirteen Windows XP computers, one of which is wheelchair-accessible. This lab has extended operating hours, including overnight during the week. More information about campus labs is available at <http://pclabs.ua.edu>.

### Telephone Services

The Telecommunication Department is the University's telephone company, providing telephone service to all campus offices and residence halls. It also offers long distance calling plans and cellular phone contracts. University employees may purchase personal cellular phone service at a discounted rate as part of the University's contract. Telecommunication also wires the campus network. Information about Telecommunication's services is available at <http://telecom.ua.edu> or 348-6300.

### WebCT

WebCT is an online teaching and learning environment available for faculty. It can supplement traditional classes or replace them altogether for distance education. WebCT courses include discussion boards, chat rooms, quizzes and tests, and more. Information is online at <http://webct.ua.edu>.

### Multimedia Services

Faculty Resource Center professionals assist with audio recording and conversion, digital photography, scanning, video production and compression, DVD authoring, and much more. The FRC's website, <http://frc.ua.edu>, has more details.

### Computing Facilities

OIT maintains a Sun Solaris server for academic applications and network services, multiple servers for administrative applications, the campus name server, a news server, and a mailing list (LISTSERV) server. Other support services include Web hosting, backup of 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 <http://enterprisetech.ua.edu>.

### Network Infrastructure

The University of Alabama is a charter member of the Internet2 project, which supplies high-speed network access for research and teaching. The local Internet2 website at <http://internet2.ua.edu> gives an overview of the network and the University's connection to it. The University also participates in the Alabama Research and Education Network (AREN), a state network linking educational institutions and enabling access to the resources of the Alabama Supercomputer Authority (ASA). The ASA's website at <http://www.asc.edu> documents AREN local access and support. Details on the University's network can also be found at <http://enterprisetech.ua.edu>.

### Multimedia Classrooms

The Classroom Resource Center (CRC) designs, constructs, operates, and maintains media-enabled classrooms. Classroom Support Services rents portable equipment on a short-term basis. More information is available at <http://crc.ua.edu> or 348-6011.