Services Directory
Services Directory
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Introduction

Computing Services and Systems Development is the central information technology service provider for the University of Pittsburgh. From infrastructure systems such as the network and telecommunications to support services such as the Help Desk and on-site consulting, Computing Services and Systems Development strives to provide leading-edge, timely, and reliable services to support learning, teaching, research, and business at the University. The University computing environment is diverse, with a variety of needs, including sophisticated high-end scientific applications, specialized databases with Web interfaces and forms, computing labs, email, and course management, among others; all with a critical need for security and adherence to regulations and without imposing a standardized environment. To succeed in this environment, Computing Services and Systems Development must be flexible and remain ahead of new technological advances while maintaining a reliable and secure computing environment.

Each of the technology services listed in this services directory falls into one of three categories:

» **Infrastructure**: The technology infrastructure that supports the University is invisible to end users, even though the smooth operation of the University requires that this infrastructure be reliable, secure, and state-of-the-art. Our infrastructure services provide a reliable foundation upon which our enterprise systems and applications can be built. Examples of our infrastructure services include our wired and wireless networks, our telecommunications system, and the Network Operations Center that provides around-the-clock monitoring of the University’s entire computing environment.

» **Enterprise Systems and Applications**: A key component of our mission statement is to enhance the lives of students, faculty, and staff through reliable, innovative, and effective use of technology. One way we accomplish this goal is through the development and continuous improvement of enterprise systems and applications. From services like email and My Pitt that have become staples of day-to-day life at Pitt, to cloud storage and collaboration tools, to Web conferencing and desktop sharing, to on-demand software downloads, we constantly strive to meet and anticipate the technology needs of the University community. The University Data Warehouse serves as the authoritative source of University data; powerful Business Intelligence tools enable that raw data to be transformed into meaningful information that can be used to guide strategic institutional decisions.

» **Support**: At the heart of our support services are a 24x7 Help Desk and a broad range of technical consulting options, including walk-in support and dedicated on-site consulting for University departments. The core of our philosophy is a belief that we support people, not just technology. To that end, we also provide an Expert Partners program that helps us foster collaborative, mutually beneficial relationships with technical analysts hired by University departments, specialized computing resources to facilitate collaboration among the University’s renowned research community, campus computing labs and mobile device counters to support students in their studies, and a comprehensive software distribution service to ensure all students, faculty, and staff have the technology tools they need to accomplish their academic goals.
Technology services are regulated by the following official University policies. University policies are available online at www.cfo.pitt.edu/policies/policies.html:

» 06-03-03 Harassment by Telecommunications
» 07-02-06 Security of Electronic Medical Records - Compliance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA)
» 09-08-01 Access to and Release of Education Records
» 10-02-04 Computer Data Administration
» 10-02-05 Computer Access and Use
» 10-02-06 UACD Security Privacy
» 10-02-08 Use and Management of SSN and UPI Numbers
» 10-02-13 University Network

In addition, the following published guidelines and procedures may also apply to individual services. Computing Services and Systems Development guidelines may be found online at technology.pitt.edu:

» Acceptable Computing Access and Use Statement
» Box Terms of Service
» Campus Computing Lab Classroom Reservation Guideline
» Data Classification Matrix
» Departmental Audit Guideline
» Downloading University Data Guideline
» Enterprise Security Controls Policy
» Guideline for determining what types of data can be stored on Box
» Guideline for determining what types of data can be stored on SharePoint and OneDrive
» Guideline for Suggesting New Software
» Guest Wireless Acceptable Use Statement
» Illegal File Sharing Guideline
» Network Usage Standards
» Personal Computing Support Guideline
» Pitt Mobile Participation Guidelines
» Residential Networking Acceptable Use Statement
» Software Compliance Guideline for Students
» Student Code of Conduct
» Technology Loaner Program Loan Terms and Conditions
» Third Party Access to University Electronic Mail
» Wireless Network Standard
University policies and published Computing Services and Systems Development guidelines that apply to specific services are listed under each service on the pages that follow.

Computing Services and Systems Development encourages University departments and units who implement systems to integrate with the Central Directory Service rather than maintain a departmental user database with credentials because of the security implications. In addition, Computing Services and Systems Development encourages these departments to utilize the My Pitt portal as the Web-based user interface for systems to provide a common interface for University services.
Overview
Computing Services and Systems Development participates in eduroam (short for education roaming), which enables students, faculty, and staff to use their University email address and password to obtain wireless Internet access when visiting more than 2,000 participating institutions around the world. Visitors from participating institutions can also use their institution’s login credentials to access eduroam while visiting Pitt.

Relevant Policies and Guidelines
» 10-02-05 Computer Access and Use
» Acceptable Computing Access and Use Statement
» Illegal File Sharing Guideline
» Student Code of Conduct
» Wireless Network Standard
Enterprise Network Firewalls

Overview

The Enterprise Security Controls policy requires all University departments and units to use Enterprise Network Firewalls. Firewalls help protect against a wide range of security threats, including unauthorized remote logins, denial of service attacks, and viruses and worms that are spread over a network. Enterprise Network Firewalls are managed by Computing Services and Systems Development and help protect sensitive information, research data, and support critical University operations. Departments may request changes to firewall rules in order to provide access to departmental resources or new systems. All network ports at the Pittsburgh campus and the four regional campuses are protected behind Enterprise Network Firewalls.

Relevant Policies and Guidelines

» 10-02-04 Computer Data Administration
» 10-02-05 Computer Access and Use
» 10-02-06 UACD Security Privacy
» Acceptable Computing Access and Use Statement
» Enterprise Security Controls Policy
» Network Usage Standards
» Wireless Network Standard
Managed Server Hosting

Overview

The Network Operations Center (NOC) provides both physical and virtual managed server hosting for departmental technology services that require a high level of availability and security. With physical server hosting, the servers themselves reside at the NOC. The NOC monitors the servers around the clock, performs all backups, manages the upgrades to operating systems, and coordinates the resolution of hardware problems. The department’s IT professionals retain support of application systems and databases. Virtual server hosting enables Computing Services and Systems Development to consolidate multiple physical servers onto a VMware cluster made up of fewer computers. Virtual server hosting can help departments pay only for the hardware resources they need, saving money and resources. More than 50 University departments are currently utilizing virtual server hosting at the NOC. Sixty-eight percent of all servers hosted at the NOC are hosted virtually. The power consumption saved through the virtualization of servers, coupled with the NOC’s adherence to industry best practices for optimizing energy efficiency, contribute to the University’s sustainability initiatives.

Relevant Policies and Guidelines

» 07-02-06 Security of Electronic Medical Records - Compliance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA)
» 10-02-04 Computer Data Administration
» 10-02-05 Computer Access and Use
» 10-02-06 UACD Security Privacy
» 10-02-08 Use and Management of SSN and UPI Numbers
» Acceptable Computing Access and Use Statement
» Enterprise Security Controls Policy
» Network Usage Standards
» Wireless Network Standard
Network (PittNet)

Overview

PittNet is a high-speed, multi-service network that provides access to University computing resources, the Internet, and external research networks. In order to support an ever increasing number of large bandwidth applications, PittNet is evaluated continually for updates and maintenance requirements.

Network services include IP Address Management, Domain Name Services, and Dynamic Host Configuration Protocol (DHCP) Services. The University manages the IP addresses and name services for the pitt.edu domain. Domain Name Services and DHCP services provide for provisioning of IP addresses and name resolution for PittNet users.

The University participates in the Internet2 and Energy Sciences Network (ESnet) initiatives. The University is a charter member of KINBER, the Keystone Initiative for Network-Based Education and Research, and is actively engaged in the establishment of the Pennsylvania Research and Education Network (PennREN).

See also “eduroam” and “Wireless Network Access.”

Relevant Policies and Guidelines

» 06-03-03 Harassment by Telecommunications
» 07-02-06 Security of Electronic Medical Records - Compliance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA)
» 09-08-01 Access to and Release of Education Records
» 10-02-04 Computer Data Administration
» 10-02-05 Computer Access and Use
» 10-02-06 UACD Security Privacy
» 10-02-08 Use and Management of SSN and UPI Numbers
» 10-02-13 University Network
» Acceptable Computing Access and Use Statement
» Downloading University Data Guideline
» Enterprise Security Controls Policy
» Guest Wireless Acceptable Use Statement
» Illegal File Sharing Guideline
» Network Usage Standards
» Residential Networking Acceptable Use Statement
» Student Code of Conduct
» Third Party Access to University Electronic Mail
» Wireless Network Standard
Network Operations Center (NOC)

Overview

The Network Operations Center (NOC) is a state-of-the-art technical facility that houses servers and network equipment to ensure stable and reliable service for University enterprise systems. It is a centralized management center that is capable of identifying, notifying, and repairing problems when they occur and projecting when and where they might occur. The NOC is staffed 24x7 and systems are constantly monitored for problems. The Enterprise Monitoring (Netcool) and Enterprise Backup (NetBackup) services are provided via this facility. The NOC hosts the Center for Simulation and Modeling’s high-performance computing cluster, which helps to facilitate computational-based research across the University, as well as several departmental high-performance computing clusters. NOC engineers provide support for the research network and server infrastructure. The NOC also hosts all Web sites in the University’s Enterprise Web Infrastructure and provides managed server hosting (both physical and virtual) for University departments. The NOC provides a FISMA-compliant environment to researchers working on projects that require special handling of sensitive data. The NOC has redundant power sources along with uninterruptable power supplies and backup generators to prevent widespread system failure due to electrical outages.

Relevant Policies and Guidelines

- 07-02-06 Security of Electronic Medical Records - Compliance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA)
- 10-02-04 Computer Data Administration
- 10-02-05 Computer Access and Use
- 10-02-06 UACD Security Privacy
- 10-02-08 Use and Management of SSN and UPI Numbers
- Acceptable Computing Access and Use Statement
- Downloading University Data Guideline
- Enterprise Security Controls Policy
- Guest Wireless Acceptable Use Statement
- Illegal File Sharing Guideline
- Network Usage Standards
- Third Party Access to University Electronic Mail
- Wireless Network Standard
System Downtime/Change Management

Overview

All Computing Services and Systems Development managed systems are governed by strong Change Management procedures to ensure stable and reliable service. There are three main categories of changes: routine changes, downtime changes, and exemption changes. Routine changes are implemented every weekday from 9:00 p.m. to 11:00 p.m. Downtime changes are implemented each week from 11:00 p.m. on Saturday to 7:00 a.m. on Sunday. Exemption changes are performed outside one of these two windows. A Change Advisory Board comprised of senior CSSD staff and management oversees the Change Management policy, process, and procedures. Enterprise-wide changes are announced to customers prior to the system outage.

Relevant Policies and Guidelines

» 10-02-04 Computer Data Administration
» 10-02-05 Computer Access and Use
» 10-02-06 UACD Security Privacy
» Acceptable Computing Access and Use Statement
» Enterprise Security Controls Policy
» Network Usage Standards
» Wireless Network Standard
Telecommunications

Overview
Computing Services and Systems Development provides all telephone and voice messaging services for the Pittsburgh campus. Services include the following: voice mail, local calling plans, on-campus phone lines, off-campus business lines, fax and pager lines, authorization codes for phones with calling restrictions, automated call distribution (ACD), automated attendant, calling restrictions, conference room service, personal call routing, calling cards, toll free numbers, additions or changes to existing phone numbers, emergency phones, toll fraud monitoring, and other advanced telephony services. Computing Services and Systems Development also works closely with departments and Facilities Management during the planning and construction process to provide the infrastructure needed for high-quality data and voice services.

All equipment is evaluated for upgrades on an annual basis. Maintenance is performed during established change windows and downtimes to ensure stable and reliable service.

Relevant Policies and Guidelines
» 06-03-03 Harassment by Telecommunications
» 10-02-05 Computer Access and Use
» Acceptable Computing Access and Use Statement
Telephone Conferencing Service

Overview

The University’s Telephone Conferencing service provides a secure, on-demand service that can join up to 300 parties across campus or around the globe in a voice conference. It is an on-demand service, so conference calls can be held at any time, day or night, with no advance notice required. Participants call the number and enter the access code to be connected to the conference call.

Relevant Policies and Guidelines

» 10-02-04 Computer Data Administration
» 10-02-05 Computer Access and Use
» Acceptable Computing Access and Use Statement
Wireless Network Access

Overview

Wireless PittNet provides fast, secure, and easy-to-use Internet access from academic buildings and residence halls across campus. The wireless system is integrated with PittNet authentication services via the 802.1x protocol and can be used by any University-affiliated user with a University Computing Account. Wireless PittNet service provides radio frequency service in the 2.4GHz bands and is intended to augment the wired PittNet network. A separate network, Wireless-PittNet-Fast, allows students, faculty, and staff with newer laptops, smartphones, and tablets to take advantage of faster wireless speeds. Wireless-PittNet-Fast operates in the 5 GHz spectrum and is available on all campuses in the same locations where Wireless PittNet is available.

Outdoor coverage is provided in several key locations, but the majority of the network infrastructure is targeted at in-building coverage. The service provides for connections to the Internet and requires the use of the Secure Remote Access service to access resources that are protected by University firewalls. Guest access is provided by a self-service sign-up page that requires a guest to be "hosted" by a University faculty or staff member with a primary University Computing Account. Guest wireless is available in all campus locations where Wireless PittNet and Wireless-PittNet-Fast are available. Advance online registration is required.

Relevant Policies and Guidelines

» 10-02-05 Computer Access and Use
» 10-02-13 University Network
» Acceptable Computing Access and Use Statement
» Guest Wireless Acceptable Use Statement
» Illegal File Sharing Guideline
» Network usage Standards
» Residential Networking Acceptable Use Statement
» Student Code of Conduct
» Wireless Network Standard
Central Directory Service

Overview

The Central Directory Service (CDS) is one of the most critical systems in place at the University today. It is a key part of the overall technical infrastructure. CDS provides a unified directory of all known individuals affiliated with the University and is the authoritative source for determining access to enterprise systems. The Central Directory Service along with the Accounts Management System provides accountability to help ensure a secure computing environment while providing the flexibility to meet the diverse technology demands across the University environment.

Relevant Policies and Guidelines

- 10-02-04 Computer Data Administration
- 10-02-05 Computer Access and Use
- 10-02-06 UACD Security Privacy
- 10-02-08 Use and Management of SSN and UPI Numbers
- Acceptable Computing Access and Use Statement
Cloud Storage (pitt.box.com)

Overview

All students, faculty, and staff have access to unlimited secure cloud storage through pitt.box.com. This service also provides numerous collaboration features. Users can invite others to collaborate on group projects, share files with a simple Web link, add comments alongside documents, and assign tasks with due dates. pitt.box.com can be used with almost any smartphone or tablet, and archives all the revisions made to a file and enables users to sync files to their desktop.

Relevant Policies and Guidelines

- 10-02-04 Computer Data Administration
- 10-02-05 Computer Access and Use
- 10-02-06 UACD Security Privacy
- 10-02-08 Use and Management of SSN and UPI Numbers
- Acceptable Computing Access and Use Statement
- Box Terms of Service
- Guideline for determining what types of data can be stored on Box
- Student Code of Conduct
Data Warehouse and Business Intelligence

Overview

Computing Services and Systems Development (CSSD) is responsible for the University Data Warehouse and Business Intelligence processes. The University Data Warehouse serves as the authoritative data source for University reporting and combines data from various University systems into one reliable, easy-to-use interface. Business Intelligence describes the technologies and processes that transform raw data into meaningful information that can be used to analyze and predict an organization’s performance. CSSD uses data from the University Data Warehouse to provide descriptive and trend analysis for business units and schools, create standardized reports, and build dashboards to enable tracking of key performance indicators.

The University Data Warehouse is critical to University business systems such as General Ledger, Purchasing, Financial Aid, Human Resources, Payroll, and Student Systems. The Data Warehouse is a single developmental data warehouse that provides secure Web- or application-based access to authorized University users. It provides a secure environment for flexible, user-customizable query and report functionality.

Computing Services and Systems Development leads a Business Intelligence Practice Group that enables individuals who use Pitt’s Business Intelligence tools to learn how others are using data in their schools, share successes and challenges in supporting data-driven decision making, and develop professional networks by meeting others with similar skills and responsibilities.

The Data Element Dictionary (DED) holds vital data that is used to facilitate conducting the business of the University. The DED is an important piece of the business systems and must be centrally maintained. Some of the information maintained by this system includes names and addresses of departments as well as business rules or relationships between the data elements (such as department to responsibility center to senior office). This system is an Oracle database containing common data used between systems, including department codes, translation tables, and building abbreviations. The DED is used by CDS, PRISM, and the Student Information System (PeopleSoft), among other systems.

Access to information contained in the Data Warehouse is governed by a strict security model to ensure individuals have access only to the data they need to perform their job responsibilities.

Relevant Policies and Guidelines

- 09-08-01 Access to and Release of Education Records
- 10-02-04 Computer Data Administration
- 10-02-05 Computer Access and Use
- 10-02-06 UACD Security Privacy
» 10-02-08 Use and Management of SSN and UPI Numbers
» Acceptable Computing Access and Use Statement
» Downloading University Data Guideline
Digital Signage

Overview

Computing Services and Systems Development offers Digital Signage to help University departments create and manage the content that is displayed on their digital signs. The software enables content administrators to publish almost any type of content: video, Web sites, PowerPoint slides, maps, Twitter feeds, live data, PDFs, and more. Digital signs located in different buildings can be managed from one location, and one department can easily share and display its content on another department’s sign to facilitate collaboration and communication across the University. Emergency alerts can also be displayed on digital signs by the Pitt Police in the event of a campus emergency. Computing Services and Systems Development provides consulting to departments to help them determine what hardware will best meet their signage needs and also provides training to individuals who will be managing their department’s signs.

Relevant Policies and Guidelines

» 10-02-05 Computer Access and Use
» Acceptable Computing Access and Use Statement
Document Management

Overview

University Document Management is a document imaging and workflow management tool that helps University units capture, organize, and manage data. All types of documents—paper forms, faxes, emails, and more—can be placed into a central repository that can be accessed from anywhere at any time.

Digital workflows allow departments to optimize their business processes, ensuring that documents are routed to the right people at the right time. Multiple people can collaborate by reviewing documents from different locations and digitally annotating them.

The Document Management service provides greater security for documents by enabling different people to have various levels of access to individual documents and notes. The service also eliminates the cost and space issues associated with maintaining a paper-based process.

Relevant Policies and Guidelines

» 10-02-05 Computer Access and Use
» Acceptable Computing Access and Use Statement
DocuSign Digital Signatures

Overview

Computing Services and Systems Development provides a Digital Signature service through DocuSign that allows faculty and staff to send, sign, and manage documents electronically. The service reduces paper clutter and makes it simpler to manage workflows and improve turnaround time. All documents are stored securely in the cloud. The service can be used to sign virtually any type of document file format, including .doc, .docx, .pdf, .xls, .xlsx, .txt, and more. Access to the DocuSign Digital Signature service is available through the My Pitt (my.pitt.edu) portal.

Relevant Policies and Guidelines

» 10-02-05 Computer Access and Use

» Acceptable Computing Access and Use Statement
Electronic Laboratory Notebooks

Overview

Computing Services and Systems Development offers an Electronic Laboratory Notebook (ELN) service through LabArchives that provides a secure online location to store, manage, and share lab data. The service can be used to store documents, text, images, spreadsheets, PDFs, sample collections, or any other type of data. The ELN service enables researchers to share data with colleagues in their laboratory or around the globe. Researchers can control who can view, comment on, and record lab notebook entries. The service protects data by storing every version of every file. The service also ensures the preservation of notebook data after a researcher leaves the University. Instructors may also choose to use Electronic Lab Notebooks as a collaboration and instruction platform where students can submit course work for review. Access to the Enterprise Laboratory Notebook service is available through the My Pitt (my.pitt.edu) portal or through labarchives.com.

Relevant Policies and Guidelines

- 07-02-06 Security of Electronic Medical Records - Compliance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA)
- 10-02-04 Computer Data Administration
- 10-02-05 Computer Access and Use
- 10-02-06 UACD Security Privacy
- 10-02-08 Use and Management of SSN and UPI Numbers
- 10-02-13 University Network
- Acceptable Computing Access and Use Statement
- Data Classification Matrix
- Downloading University Data Guideline
- Enterprise Security Controls Policy
Email

Overview

Computing Services and Systems Development provides enterprise email services for use by the University community. Students have access to My Pitt Email, a cloud-based email service provided through Exchange Online, which is a component of Microsoft’s Office 365 platform. My Pitt Email provides 50 GB of email storage. It also includes an online calendar that can be used to create appointments, view free/busy time, and schedule meetings with others. Students can use the online address book to look up anyone at Pitt. A full-featured Web interface is available by clicking the My Pitt Email link at the top of any page within My Pitt.

Faculty and staff have access to My Pitt Email (Exchange 2013), the University’s Enterprise Exchange email service. My Pitt Email features an enhanced Web interface and allows email storage space to be increased as needed. Faculty and staff can share calendars with others and schedule meetings. My Pitt Email provides faculty and staff with a consistent and full-featured email interface across all devices, including desktop computers, Web browsers, and smartphones.

Faculty and staff who have chosen to remain on the University’s legacy Webmail (IMAP) service can access their Pitt email at any time and from any location by logging in to My Pitt and clicking the Legacy Webmail link at the top of any page.

All students, faculty, and staff have the option to personalize their My Pitt Email address by adding an additional email address (known as an alias). Students, faculty, and staff may also choose to have email messages that are sent to their University email address forwarded to another email address.

As of spring 2015, graduating students are able to keep their My Pitt Email mailbox, including all of the contents within it, for as long as they like after graduation. Alumni may send and receive messages from their My Pitt Email address and any aliases they created while they were a student at Pitt.

Spam and Virus Filtering protects University email addresses against harmful viruses and unwanted junk messages. Students, faculty, and staff can also approve or block specific senders and customize how aggressively their email is filtered for bulk mail.

Relevant Policies and Guidelines

- 10-02-05 Computer Access and Use
- Acceptable Computing Access and Use Statement
- Enterprise Security Controls Policy
- Residential Networking Acceptable Use Statement
- Student Code of Conduct
- Third Party Access to University Electronic Mail
Emergency Notification Service

Overview

The Emergency Notification Service provides University students, faculty, and staff with critical information in the event of an emergency using voice, text, and email channels. University students, faculty, and staff are strongly encouraged to subscribe to the service, but it is not mandatory. This is not the sole means of communicating with the University community in the event of an emergency. Students, faculty, and staff can subscribe to the service at My Pitt (my.pitt.edu) or by texting pitt sub yourusername ens to 41411 from their smartphone.

The University Police Department accesses a secure Web site to use the system to send emergency messages via voice calls, text messages, and emails. Delivery of these emergency alert messages is handled by Police Department communications specialists and is directed by the Chief of Police. Computing Services and Systems Development provides support and guidance for the usage of this service.

This service was recognized by the Computerworld Honors Program.

Relevant Policies and Guidelines

» 10-02-05 Computer Access and Use
Enterprise Active Directory

Overview

Enterprise Active Directory (AD) is a tool used to authenticate and authorize users who connect to the University network with their University Computing Account username and password. It is available for all units, schools, and departments.

Enterprise Active Directory also provides a centralized, authoritative repository of information about network-based resources (such as computers, printers, applications, and file shares). It simplifies the management of these resources while controlling who can access them.

The Enterprise Active Directory is part of the CDS system and user accounts are automatically provisioned and de-provisioned within the directory. Computing Services and Systems Development is working to move all University departments to the Enterprise Active Directory environment so they will leverage the automatic accounts management provided by CDS.

Relevant Policies and Guidelines

» 10-02-04 Computer Data Administration
» 10-02-05 Computer Access and Use
» 10-02-06 UACD Security Privacy
» Acceptable Computing Access and Use Statement
Enterprise Spam and Virus Filter

Overview

Computing Services and Systems Development provides a service to help alleviate the nuisance of spam and virus email. Security concerns caused by spam and viruses are one of the most common reasons for calls to the Help Desk. Spam and virus filtering is enabled for all University accounts. Students, faculty, and staff can manage all of their spam and block or approve senders directly from their email client (Outlook or Outlook for Mac) or from the Outlook Web App. A weekly email summarizing spam messages that have been quarantined allows students, faculty, and staff to quickly review messages that have been trapped by the filter.

Relevant Policies and Guidelines

» 10-02-05 Computer Access and Use
» Acceptable Computing Access and Use Statement
Enterprise Systems Management

Overview

Computing Services and Systems Development provides departments who maintain enterprise systems with the option of locating their servers at the Network Operations Center (NOC). The NOC is a state-of-the-art technical facility that is staffed 24x7. Also available to departments as part of this service is Computing Services and Systems Development assistance with maintaining the hardware, operating system, and application software running on these servers. Currently there are more than 50 departmental servers located at the NOC as part of this service, including InfoEd, Resource25, RMS, Ticket Return, Webridge, and others.

Relevant Policies and Guidelines

» 07-02-06 Security of Electronic Medical Records - Compliance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA)
» 10-02-04 Computer Data Administration
» 10-02-05 Computer Access and Use
» 10-02-06 UACD Security Privacy
» 10-02-08 Use and Management of SSN and UPI Numbers
» Acceptable Computing Access and Use Statement
» Enterprise Security Controls Policy
Enterprise Web Infrastructure

Overview

The Enterprise Web Infrastructure (EWI) consists of the hardware and software that is central to the University’s presence on the Internet. This architecture offers a robust foundation for University Web sites. All University Web sites must be hosted on the Enterprise Web infrastructure. CSSD also provides support to departments in order to meet preliminary requirements that are necessary to properly and securely host sites within the EWI, including identifying security vulnerabilities that need to be remediated. There is optional hosting for Web databases (SQL server). The Enterprise Web Infrastructure is located in CSSD’s Network Operations Center, which manages the service 24 hours a day and provides exceptional bandwidth, redundancy, and security.

Relevant Policies and Guidelines

» 10-02-04 Computer Data Administration
» 10-02-05 Computer Access and Use
» 10-02-06 UACD Security Privacy
» 10-02-08 Use and Management of SSN and UPI Numbers
» Acceptable Computing Access and Use Statement
» Enterprise Security Controls Policy
Faculty Information System

Overview
The University’s Faculty Information System provides faculty with a secure, Web-based resource for creating CVs, annual reviews, online profiles, and other documents important to academic careers. Faculty can also search the system by research interests and/or publication topics to identify faculty with particular expertise and interests.

Relevant Policies and Guidelines
» 10-02-04 Computer Data Administration
» 10-02-05 Computer Access and Use
» 10-02-06 UACD Security Privacy
» Acceptable Computing Access and Use Statement
» Downloading University Data Guideline
iTunes U

Overview
iTunes U is a service that enables Pitt faculty and staff to place free educational media online. iTunes U can be used to distribute a video of a classroom lecture, a speech from a visiting colleague, a profile of a researcher from a University department, an audio interview, PDFs of course materials, and more. Computing Services and Systems Development provides centralized management of the University’s iTunes U site and is responsible for creating all new iTunes U course pages and uploading content. All content is published to the public iTunes U site. Viewing the site requires that the iTunes application be downloaded and installed.

Relevant Policies and Guidelines
» 10-02-04 Computer Data Administration
» 10-02-05 Computer Access and Use
» 10-02-06 UACD Security Privacy
» Acceptable Computing Access and Use Statement
» Illegal File Sharing Guideline
» Residential Networking Acceptable Use Statement
» Student Code of Conduct
Mailing Lists

Overview
Computing Services and Systems Development provides a software program called Mailman to manage electronic mailing lists. A mailing list is a list of addresses to which the same information is being sent. Two popular types of mailing lists are announcements and discussions. Announcement lists enable one person or group to send announcements to an assigned group, whereas discussion lists allow a group to discuss topics amongst themselves.

Departments can also create Exchange groups that can be used for mailing lists. Only individuals with a University Computing Account can be members of an Exchange group.

Relevant Policies and Guidelines
- 10-02-05 Computer Access and Use
- Acceptable Computing Access and Use Statement
- Residential Networking Acceptable Use Statement
- Student Code of Conduct
Overview

My Pitt provides a central location for accessing University services such as the Student Information System (PeopleSoft), My Pitt Email, the Software Download Service, CourseWeb, PRISM, and other enterprise systems. In addition, departments and other University organizations can request a My Pitt community page in order to publish information and offer custom applications to a specific set of users. Targeted announcements on the My Pitt landing page keep students, faculty, and staff informed about University news, accomplishments, and events.

Relevant Policies and Guidelines

» 10-02-04 Computer Data Administration
» 10-02-05 Computer Access and Use
» 10-02-06 UACD Security Privacy
» 10-02-08 Use and Management of SSN and UPI Numbers
» Acceptable Computing Access and Use Statement
» Box Terms of Service
» Residential Networking Acceptable Use Statement
» Student Code of Conduct
My Pitt Video

Overview

Computing Services and Systems Development provides an enterprise video platform called My Pitt Video. My Pitt Video enables users to record and webcast presentations, lectures, and meetings. Recordings can be uploaded to a secure video portal for sharing with anyone inside or outside the University. The enterprise video platform also makes it possible to search across the video library and watch recordings on any device.

Faculty may use My Pitt Video as a lecture capture tool to record their lectures and make them available to students for playback. Students can view recorded lectures on almost any device, and they can search and annotate the recordings to help enhance the learning experience.

Faculty and staff can use My Pitt Video software to record multiple video sources in a classroom and then edit those sources into a single video that can be shared with students. My Pitt Video also enables pre-recorded videos from previous lectures or terms to be uploaded. Faculty can also integrate recorded lectures with CourseWeb. If they wish, faculty can grant their students access to record and upload their own video presentations and assignments through My Pitt Video.

My Pitt Video can also be used to live stream campus events and presentations. Live streams can be recorded and published for viewing at a later time.

Students, faculty, and staff can view video content by accessing My Pitt Video through My Pitt (my.pitt.edu). Recording videos with My Pitt Video requires the installation of Panopto recording software on a desktop or laptop computer.

Relevant Policies and Guidelines

» 10-02-05 Computer Access and Use
» Acceptable Computing Access and Use Statement
» Illegal File Sharing Guideline
» Network Usage Standards
Office 365

Overview

Computing Services and Systems Development provides Office 365, a powerful set of online services that encompasses email, calendaring, file sharing, video, collaboration tools, and more. My Pitt Email for students is part of the Office 365 platform. SharePoint Online, also included with Office 365, allows students, faculty, and staff to create collaborative Web sites that can be used to share files, assign tasks, start blogs, build workflows, and more. OneDrive for Business provides up to 1 TB of online cloud storage, as well as the ability to share files and work together on the same document at the same time. Office Online makes it possible to create and edit Office documents from anywhere on any device by providing access to cloud-based versions of Office products like Word, Excel, and PowerPoint. In addition, Office ProPlus provides mobile versions of Word, Excel, and PowerPoint for Apple and Android devices. Office ProPlus is available to all students as well as to all faculty and staff in departments with Microsoft campus agreements. Office 365 Video provides a convenient platform to upload, watch, and share videos anywhere, anytime, on any device. Delve is a unique visual search tool that makes it possible to find useful and interesting content anywhere in Office 365, including documents that friends and colleagues have shared. Sway is a tool included with Office 365 that can be used to create and share interactive reports, presentations, personal stories, and more.

Relevant Policies and Guidelines

» 07-02-06 Security of Electronic Medical Records - Compliance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA)
» 10-02-05 Computer Access and Use
» 10-02-06 UACD Security Privacy
» 10-02-08 Use and Management of SSN and UPI Numbers
» Acceptable Computing Access and Use Statement
» Data Classification Matrix
» Guideline for determining what types of data can be stored on SharePoint and OneDrive
» Illegal File Sharing Guideline
» Residential Networking Acceptable Use Statement
» Student Code of Conduct
Online Training: lynda.pitt.edu

Overview

Computing Services and Systems Development provides unlimited access to thousands of training videos on topics such as Excel, PowerPoint, Photoshop, digital photography, Web design, animation, blogging, video editing, and more through a partnership with lynda.com. Students, faculty, and staff can create and share playlists, view videos on their mobile devices, bookmark helpful chapters in a video, keep track of their own personal course history, and earn certificates of completion upon finishing a course. The service is accessed through lynda.pitt.edu or by logging in to My Pitt (my.pitt.edu) and clicking the Lynda.com Login link in the right-hand column. The service can also be accessed from any mobile device.

Relevant Policies and Guidelines

» 10-02-05 Computer Access and Use
» Acceptable Computing Access and Use Statement
» Residential Networking Acceptable Use Statement
» Student Code of Conduct
Pitt App Store

Overview

The Pitt App Store consolidates Pitt-related mobile apps and delivers them from one convenient location. It includes apps for the University’s Web-based course management system, lynda.com training videos, Box cloud storage and collaboration, Microsoft Office, campus news, Pitt athletics, career fair preparation, Pitt PS Mobile, and more.

Departments or individuals who develop mobile applications can leverage the Pitt App Store to distribute those apps to the University community. Distribution can reach the entire Pitt community or can be restricted to individuals affiliated with a specific school or group within it.

The Pitt App Store can be downloaded for iOS or Android smartphones and tablets at appstore.pitt.edu. A Web version of the Pitt App Store is also available that has been optimized for use on mobile devices. As new Pitt-related apps are developed, Computing Services and Systems Development adds them to the Pitt App Store.

Relevant Policies and Guidelines

» 10-02-05 Computer Access and Use
» Acceptable Computing Access and Use Statement
» Residential Networking Acceptable Use Statement
» Student Code of Conduct
Pitt Mobile

Overview

Pitt Mobile (m.pitt.edu) is an app and mobile Web site that provides helpful University information in a format that is tailored to a variety of mobile devices. Pitt Mobile delivers an interactive campus map, an online directory, an events calendar, real-time data on the availability of computing labs and student laundry facilities, Pitt Shuttle maps and routes, dining locations and hours, parking maps and rates, and Arrival Survival information for new students at the start of each fall term. The mobile Web site is available at m.pitt.edu and the Pitt Mobile app can be installed from the Pitt App Store.

Relevant Policies and Guidelines

» 10-02-05 Computer Access and Use
» Acceptable Computing Access and Use Statement
» Pitt Mobile Participation Guidelines
» Residential Networking Acceptable Use Statement
» Student Code of Conduct
Pitt Printing

Overview

The Pitt Printing service enables students to send print jobs from any location to Pitt Print stations located in all of the campus computing labs, many residence halls, and other high-traffic locations across the Pittsburgh campus. Pitt Printing enables remote printing from computers in the campus residence halls, computers connected to Wireless PittNet, campus Computer Kiosks, computers in the campus computing labs, and off-campus computers. To use Pitt Printing, students must first download and install the Pitt Printing client from the Software Download Service at My Pitt (my.pitt.edu). After sending a print job to a Pitt Print station, students can pick up the document by swiping their University ID card at the Pitt Print station.

MobilePrint is an extension of the Pitt Printing service that makes it simple to print from smartphones and mobile devices. Students can send an email message with an attachment of the file they would like to print to mobileprint@pitt.edu. Students may then pick up the print job at any Pitt Print station.

Relevant Policies and Guidelines

» 10-02-05 Computer Access and Use
» Acceptable Computing Access and Use Statement
» Residential Networking Acceptable Use Statement
» Student Code of Conduct
Pitt Text Message Updates

Overview

Pitt Text Message Updates is a notification subscription service that allows University students, faculty, and staff to receive news, updates, and other information provided by University departments in text and/or email format. University departments may use this service to share short, 140-character text updates. Anyone can subscribe to receive text updates through their Profile page at My Pitt (my.pitt.edu). Departments can request the creation of their own text message list by contacting the Help Desk.

Relevant Policies and Guidelines

» 10-02-05 Computer Access and Use
» Acceptable Computing Access and Use Statement
Qualtrics Survey Service

Overview

Qualtrics is a Web-based service that allows students, faculty, and staff to create a survey, collect and store data securely, analyze responses, and present results using professional-quality graphs. The University has a site license for the Qualtrics Survey Service. It is available to Pitt faculty, students, and staff at all campuses at no cost.

The service can be used to support teaching, academic research, and institutional business. The University of Pittsburgh Institutional Review Board (Pitt IRB) requires that, with few exceptions, investigators involved in research with human subjects use Qualtrics for all Web-based surveys.

The service can be accessed through the My Resources menu on the My Pitt (my.pitt.edu) portal. Students may log into Qualtrics and create surveys, but they will be unable to activate and publish those surveys until approved by a faculty mentor or appropriate staff members.

Relevant Policies and Guidelines

» 07-02-06 Security of Electronic Medical Records - Compliance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA)
» 10-02-04 Computer Data Administration
» 10-02-05 Computer Access and Use
» 10-02-06 UACD Security Privacy
» 10-02-08 Use and Management of SSN and UPI Numbers
» Acceptable Computing Access and Use Statement
Read Green

Overview

Faculty and staff at all campuses are automatically subscribed to Read Green, which delivers many University paper-based mailings electronically to their University email address. The service ensures timely delivery of important information while helping to conserve paper and other University resources. Short, text-only mailings are included in the body of the email message. If the paper mailing includes graphics or special formatting, a link to a PDF version of the mailing is included in the email. Faculty and staff who wish to receive paper mailings can opt out of Read Green from their My Pitt (my.pitt.edu) Profile page.

Relevant Policies and Guidelines

» 10-02-05 Computer Access and Use
» Acceptable Computing Access and Use Statement
Secure Remote Access

Overview

The Secure Remote Access service provides students, faculty, and staff with the ability to connect to restricted University resources while off campus, using Wireless PittNet, or using Wireless-PittNet-Fast. The service encrypts traffic between a user’s computer and the University’s network. Secure Remote Access can also be used to create SSL-based VPN connections to access information sources that reside behind University firewalls. The service includes a security check or “health check” to help ensure that remote computers accessing University machines do not pass on viruses and other security threats. The Pulse client can be used to enable Secure Remote Access through desktop and laptop computers, and the Pulse app can be used to enable Secure Remote Access through mobile devices.

A separate, supplemental VPN service (known as IPSec) is also available to meet more specialized needs. It provides the same functionality as the Secure Remote Access service but requires installation of the Cisco IPSec VPN client.

Relevant Policies and Guidelines

» 10-02-04 Computer Data Administration
» 10-02-05 Computer Access and Use
» 10-02-06 UACD Security Privacy
» Acceptable Computing Access and Use Statement
» Residential Networking Acceptable Use Statement
» Student Code of Conduct
SendToMobile

Overview

SendToMobile is a service for University faculty and staff that extends calls from an individual’s University telephone to their mobile phone. All desk phone functionality—such as three-way calling and conferencing—is available seamlessly. If faculty members are away from their desks when someone calls their office phone, they can answer the call on their mobile phone. When they return to their offices, they can simply pick up their desk phone and hang up their cell phone to continue the call. SendToMobile requires a University-provided digital desk phone. Faculty and staff can submit a request for the service using the University Telephone Services request form at technology.pitt.edu.

Relevant Policies and Guidelines

» 06-03-03 Harassment by Telecommunications
» 10-02-05 Computer Access and Use
» Acceptable Computing Access and Use Statement
Software Download Service

Overview

The Software Download Service provides secure, electronic distribution of software that is licensed through University site license agreements. It is used by students, faculty, and staff on and off campus. This service is only available to computers that have authenticated through the My Pitt (my.pitt.edu) portal.

University-licensed software is available to all members of the University community with a primary University Computing Account. Academic courseware for faculty is licensed and available only to eligible teaching faculty with a primary account.

Relevant Policies and Guidelines

» 10-02-05 Computer Access and Use
» Acceptable Computing Access and Use Statement
» Guideline for Suggesting New Software
» Illegal File Sharing Guideline
» Residential Networking Acceptable Use Statement
» Software Compliance Guideline for Students
» Student Code of Conduct
Student Information System (PeopleSoft)

Overview

Computing Services and Systems Development provides system administration and development support for the Student Information System (PeopleSoft). Authorized University staff use the system to manage the entire student lifecycle—from recruiting and admissions to student services through graduation—in a secure environment that provides Web-based access from any location. Since the information contained in this system is critical to a number of departments at the University, it must be centrally maintained. In addition, the data is considered protected data and must meet specific security criteria for storage and access.

Faculty can use online tools to securely view their teaching schedule, check class rosters, record grades, and view course information. Students can use similar tools to securely register for classes, check their grades, view class schedules, and pay tuition.

PeopleSoft Mobile enables students, faculty, and advisors to access the most commonly used features of the Student Information System with their smartphone or tablet. Students, faculty, and staff can access the service through the PeopleSoft Mobile link on My Pitt (my.pitt.edu) or by downloading the Pitt PS Mobile app from the Pitt App Store.

Relevant Policies and Guidelines

» 09-08-01 Access to and Release of Education Records
» 10-02-04 Computer Data Administration
» 10-02-05 Computer Access and Use
» 10-02-06 UACD Security Privacy
» 10-02-08 Use and Management of SSN and UPI Numbers
» Acceptable Computing Access and Use Statement
» Residential Networking Acceptable Use Statement
» Student Code of Conduct
Overview

The Information Technology Web site (technology.pitt.edu) is the central location for online information regarding computing services at the University. Procedures, policies, and guidelines along with new service announcements, security alerts, and system outage notifications are also available.

A number of self-service online forms are available on the site. It is possible to request help with a computer problem or start a live chat with a Help Desk analyst. There are a number of self-help publications and videos under the help pages. Security standards are also outlined here.

Relevant Policies and Guidelines

» 10-02-04 Computer Data Administration
» 10-02-05 Computer Access and Use
» Enterprise Security Controls Policy
Telecommunications Billing System

Overview

Computing Services and Systems Development provides an online billing system for telecommunication services. This system provides a convenient way to track charges for telecommunications and network services used by University departments. Call detail reports are available for the auditing and management of telecommunications expenses.

Relevant Policies and Guidelines

» 10-02-04 Computer Data Administration
» 10-02-05 Computer Access and Use
» Acceptable Computing Access and Use Statement
Time Servers

Overview

Time servers have been established to ensure that all enterprise systems and other University computers are synchronized.

Relevant Policies and Guidelines

» 10-02-05 Computer Access and Use
» Acceptable Computing Access and Use Statement
Unified Communications

Overview

Microsoft Skype for Business is a unified communication tool that enables students, faculty, and staff to conduct Web conferences, share applications or their desktop, send instant messages, work together on online white boards, view real-time presence indicators for colleagues, and more. Skype for Business can be used to instantly start a one-to-one video conference with audio, or it can be used to schedule in advance a full Web conference with up to 250 participants. During a Skype for Business meeting, the host can pass control to any of the participants and allow them to conduct the meeting or even use applications on the host’s workstation. Skype for Business integrates with mobile devices and can be used to collaborate with individuals outside the University. Files can be transferred between Skype for Business collaborators with a simple drag-and-drop into the Skype chat window. Skype for Business meetings can be recorded and shared with participants. The Skype for Business client can be downloaded from the Software Download Service at My Pitt (my.pitt.edu) or through the Software page within Office 365.

Relevant Policies and Guidelines

» 10-02-05 Computer Access and Use
» Acceptable Computing Access and Use Statement
» Residential Networking Acceptable Use Statement
» Student Code of Conduct
University Computing Accounts and Accounts Management

Overview

In order to maintain a safe computing environment at the University, it is necessary for every user to have an account with an associated username and password. The Accounts Management System is the technical infrastructure that provides this functionality. Once users access the system with their University username and password, they are considered to be authenticated, which means it is possible to use the information collected by servers in conjunction with information collected by network equipment to determine who is responsible for computing activity and where the computing activity is taking place at the University.

Accounts are automatically created for students, faculty, and staff. New students activate their University Computing Accounts through an online account activation tool at My Pitt (my.pitt.edu). In addition to automatically created accounts, each responsibility center has a designated administrator with rights to create sponsored accounts for their specific area. The system follows approved rules for deletion of accounts; however, sponsored accounts expire annually. Graduating students are also entitled to Alumni accounts that permit them to keep their My Pitt Email mailbox, including all of the contents within it, for as long as they like.

Users manage their account through their profile page at My Pitt (my.pitt.edu). From this Web site, users can update personal information associated with their account, change their password, set their email preferences, and review their print quota in addition to other account-related tasks. Information from the Payroll system or Student Information System (PeopleSoft) cannot be changed in the Accounts systems.

Account usernames are used as University email addresses. A University username with the @pitt.edu designation is the official email address for University students and employees.

Relevant Policies and Guidelines

» 09-08-01 Access to and Release of Education Records
» 10-02-04 Computer Data Administration
» 10-02-05 Computer Access and Use
» 10-02-06 UACD Security Privacy
» 10-02-08 Use and Management of SSN and UPI Numbers
» Acceptable Computing Access and Use Statement
» Student Code of Conduct
Unix File Storage

Overview

The University offers a Unix file storage system known as AFS (Andrew File System) to provide disk space to store files and documents. This file storage system was specifically designed for Unix users.

Students, faculty, and staff can access the University’s AFS space by logging into Unix Timesharing or by using an AFS client on their personal computer.

Relevant Policies and Guidelines

» 10-02-04 Computer Data Administration
» 10-02-05 Computer Access and Use
» 10-02-06 UACD Security Privacy
» Acceptable Computing Access and Use Statement
» Residential Networking Acceptable Use Statement
» Student Code of Conduct
Unix Timesharing

Overview

Computing Services and Systems Development provides a Unix system for use by the University community. This system is available to all users with a valid University Computing Account. The most popular uses are programming, personal Web site hosting, and statistical software.

Relevant Policies and Guidelines

» 10-02-05 Computer Access and Use
» Acceptable Computing Access and Use Statement
» Residential Networking Acceptable Use Statement
» Student Code of Conduct
Video Bridge Service

Overview

Computing Services and Systems Development offers a Video Bridge service that enables departments with specialized video conferencing equipment (for example, room systems such as Polycom and Cisco/Tandberg) to join or “bridge” their systems with other conferencing services, including Microsoft Skype for Business. Licenses for the Blue Jeans video bridge solution are available to departments at reduced cost through Software Distribution Services. Blue Jeans brings major hardware and software video platforms together into a uniform conferencing experience. Blue Jeans also supports screen sharing and recording.

Relevant Policies and Guidelines

» 10-02-05 Computer Access and Use
» Acceptable Computing Access and Use Statement
» Video Conference Requirements and Guidelines for Use on PittNet
Voice Mail to Email

Overview

The Voice Mail to Email service delivers voice mail messages to a faculty or staff member's University email address as an audio file attachment. Faculty or staff can listen to voice messages on a desktop computer, laptop, or smartphone using an application capable of playing .wav files (such as Windows Media player or iTunes). Once read, you can delete, reply to, or forward the message, just as you do with a standard email message. Faculty and staff can request the service by submitting a help request online at technology.pitt.edu. This service is available at the Pittsburgh campus only.

Relevant Policies and Guidelines

» 06-03-03 Harassment by Telecommunications
» 10-02-05 Computer Access and Use
» Acceptable Computing Access and Use Statement
Computer Kiosks

Overview

Computer kiosks are located throughout the Pittsburgh campus for University students and employees to quickly check email, browse the Internet, and work on documents or projects. Students can also use the kiosks to send print jobs to Pitt Print stations throughout campus. These kiosks are a convenient alternative to using the computing labs or going back to residence halls between classes. All kiosks include headphone jacks to enable students to listen to multimedia content and USB ports that make it possible for users to work on files they have brought with them on a flash drive. A shortcut link to pitt.box.com is available on all kiosks to enable users to quickly access files they have stored on the University’s cloud storage service. Kiosk locations include residence hall lobbies, Posvar Hall, Cathedral of Learning, and Litchfield Towers lobby.

Relevant Policies and Guidelines

» 10-02-05 Computer Access and Use
» Acceptable Computing Access and Use Statement
» Student Code of Conduct
Computing Labs

Overview

The University computing labs are provided as a service primarily for students. The computing labs are conveniently located throughout the Pittsburgh campus close to residence halls and classrooms. The David Lawrence Hall lab is open and staffed 24x7; the Hillman Library lab is open 24 hours a day on weekdays. The computers and facilities are updated annually.

Printing services are offered through the computing labs. There is an initial allocation of funds for students that provides for 900 printed pages per student per semester. Students pay for additional printing units above 900. Students may use their printing quota toward black-and-white or color printing (one unit per black and white sheet, seven units per color sheet).

Students can send print jobs from any location to Pitt Print stations located in the computing labs, residence halls, and other high-traffic areas on campus. MobilePrint makes it simple to print from smartphones and mobile devices by enabling students to send an email message with an attachment of the file they would like to print. Students can pick up the print job at any Pitt Print station. Designated Quick Print stations in all computing labs feature faster logins than normal computing lab machines and 15-minute time limits.

Three collaborative team rooms in the B-40 Alumni Hall lab enable students to display presentations on a large, centrally located monitor and work together on whiteboards that line the walls of each room. Each room has a sliding door to provide privacy for groups while maintaining a quiet working environment for individuals using computers in the lab.

A service called Lab Line provides details regarding workstation availability within each of the computing labs on a 24x7 basis. Students can check lab availability on technology.pitt.edu, Pitt Mobile, or by texting a keyword to 41411.

All computing labs feature Mobile Device Charging Stations that enable students to charge their smartphone or tablet. In addition, several labs offer Mobile Computing Counters where students can work and study using their own laptop computers, tablets, and mobile devices. The computing labs are staffed with student technical analysts under the supervision of full-time Student Computing Services staff.

The computing labs received a 2015 Pitt Sustainability Award.

Relevant Policies and Guidelines

» 10-02-05 Computer Access and Use
» Acceptable Computing Access and Use Statement
» Illegal File Sharing Guideline
» Software Compliance Guideline for Students
» Student Code of Conduct
Computing Lab Classroom Reservations

Overview

In order to facilitate technology in teaching, the University provides computing classrooms for faculty at the Pittsburgh campus to reserve for instructional use. These classroom reservations are made by completing the Computing Lab Classroom Reservation form on the Information Technology Web site (technology.pitt.edu).

Relevant Policies and Guidelines

» 10-02-05 Computer Access and Use
» Acceptable Computing Access and Use Statement
» Campus Computing Lab Classroom Reservation Guideline
Consulting for Faculty and Staff

Overview

Walk-in support is available to faculty and staff at the Technical Support Desk at the University Store on Fifth. Consultants can help students, faculty, and staff connect to Wireless PittNet, configure a smartphone or tablet to receive Pitt email, install Microsoft Office, or change passwords.

Consulting services are available to faculty and staff at their University office location between 8:30 a.m. and 5:00 p.m. on weekdays. All consulting services are provided through the Help Desk and tracked in the call tracking database. Assistance is provided for troubleshooting problems related to hardware, operating systems, supported software, and network connectivity.

Ongoing problems, special projects, and departmental requests are referred to the onsite consulting program for a needs analysis and solution recommendation.

Relevant Policies and Guidelines

» 10-02-05 Computer Access and Use
» Acceptable Computing Access and Use Statement
» Personal Computing Support Guideline
SUPPORT

Consulting for Students

Overview

Student Technical Consultants are available to provide technical support to students living on campus and off campus. Service is provided by appointment or walk-in. Appointments can be scheduled by contacting the Help Desk. Students living in residence halls can receive in-room technical support from consultants. Walk-in service is available at the Technical Support Desk at the University Store on Fifth or Towers Lobby.

The walk-in support locations at the University Store on Fifth and Towers Lobby can help students, faculty, and staff connect to Wireless PittNet, configure a smartphone or tablet to receive Pitt email, install Microsoft Office, or change passwords. Consultants at the University Store on Fifth location can also help students remove viruses, connect to Pitt Print stations, install or repair software, and fix or even rebuild operating systems. If repairs on a computer require more time than an in-person appointment allows, students may drop off their computers and pick them up once repairs have been completed.

Relevant Policies and Guidelines

» 10-02-05 Computer Access and Use
» Acceptable Computing Access and Use Statement
» Personal Computing Support Guideline
» Software Compliance Guideline for Students
» Student Code of Conduct
Copyright Infringement Management

Overview

Computing Services and Systems Development provides support services to manage all notifications concerning copyright infringement at the University. Managing these notifications includes acknowledgement, tracking, notification, and remediation of the problem.

Relevant Policies and Guidelines

» 10-02-05 Computer Access and Use
» Acceptable Computing Access and Use Statement
» Illegal File Sharing Guideline
» Residential Networking Acceptable Use Statement
» Student Code of Conduct
Device Management

Overview

The Device Management program enables departments to select just the specific devices in their area they would like Computing Services and Systems Development to support. No on-site consulting staffing is required since Computing Services and Systems Development is able to maintain and manage the computers remotely. However, up to ten hours of on-site support is guaranteed, if it should be needed.

As part of the Device Management contract, Computing Services and Systems Development standardizes the computers in a department to ensure they are up-to-date, secure, and performing well. This includes configuring automatic security updates, scanning for security risks, installing anti-virus and anti-spyware software, optimizing speed and performance, upgrading existing Microsoft software, and enabling Remote Desktop so that the person who uses the computer can access it from off campus, if needed. Device Management is not limited to computer workstations; it can also be used to support services running on departmental servers.

Relevant Policies and Guidelines

» 10-02-05 Computer Access and Use
» 10-02-06 UACD Security Privacy
» Acceptable Computing Access and Use Statement
» Departmental Audit Guideline
» Personal Computing Support Guideline
Expert Partners

Overview

The Expert Partners Program is designed to improve communication and help develop positive relationships with technical analysts hired by University departments and units. An Expert Partner is an individual who has technical oversight and/or support responsibilities within a University department. These individuals were hired into technical positions by a University department and they are identified by their supervisor to participate in the program. A number of departments have two or three analysts designated as Expert Partners. CSSD hosts meetings throughout the year covering topics of common interest such as security, new technology services, and system upgrades. Feedback gained from these discussions and from targeted Expert Partners surveys is invaluable to planning, implementing, and enhancing the quality of our services, as well as planning future Expert Partners events.

Relevant Policies and Guidelines

» 10-02-05 Computer Access and Use
» Acceptable Computing Access and Use Statement
» Enterprise Security Controls Policy
» Guideline for Suggesting New Software
» Personal Computing Support Guideline
Help Desk

Overview

The Help Desk is the central point of contact for all Computing Services and Systems Development services. Calls are answered 24x7 and tracked in a call tracking database. Requests to the Help Desk can also be made via an online form, email, or through a Live Chat feature available on technology.pitt.edu and My Pitt (my.pitt.edu).

If the Help Desk cannot resolve a problem, it is handed off to the appropriate Computing Services and Systems Development area for resolution based on routing rules. For students, resolution may take the form of a scheduled appointment at our Technical Support Desk at the University Store on Fifth or an in-room appointment at a University residence hall. Faculty and staff may receive an on-site visit from a CSSD consultant. All requests that are passed off are reviewed by management once a week to ensure quality service.

See also “Technical Support Desks”, “Consulting for Students”, and “Consulting for Faculty and Staff.”

Relevant Policies and Guidelines

» 10-02-04 Computer Data Administration
» 10-02-05 Computer Access and Use
» 10-02-06 UACD Security Privacy
» 10-02-08 Use and Management of SSN and UPI Numbers
» Acceptable Computing Access and Use Statement
» Personal Computing Support Guideline
» Residential Networking Acceptable Use Statement
» Software Compliance Guideline for Students
» Student Code of Conduct
Mobile Computing Counters

Overview

Mobile Computing Counters are installed in four computing labs on the Pittsburgh campus and in G-25 Cathedral of Learning to enable students to work and study using their own laptop computers, tablets, and mobile devices. Wireless service is available at all locations and special wall outlets provide power for USB devices so that they can remain plugged in and charging while students work.

Relevant Policies and Guidelines

» 10-02-05 Computer Access and Use
» Acceptable Computing Access and Use Statement
» Illegal File Sharing Guideline
» Software Compliance Guideline for Students
» Student Code of Conduct
Mobile Device Charging Stations

Overview

Mobile device charging stations are available in high-traffic areas around the Pittsburgh campus to enable students to charge their smartphones and tablets. Charging stations are located in all campus computing labs and at the Technical Support Desks at the University Store on Fifth and Litchfield Towers Lobby. Each charging station is equipped with two Apple 30 Pin Dock Connections, two Apple Lightning Connections, three Micro USB Connections, and one Mini USB Connection.

Relevant Policies and Guidelines

» 10-02-05 Computer Access and Use
» Acceptable Computing Access and Use Statement
» Student Code of Conduct
**On-Site Consulting**

**Overview**

On-site consulting delivers IT staffing as departments require it. Computing Services and Systems Development works with departments to help determine the amount of time a consultant is contracted. A typical contract lasts one year and provides on-site support two to three days per week. Contracts are flexible, however, and can be customized to fit almost any staffing requirement.

On-site consulting allows departments to draw on Computing Services and Systems Development’s breadth of experience without necessarily having to managing their entire IT organization. It provides departments with the flexibility to start small and expand the contract later if support needs grow, or scale it back if less help is needed. All consultants are, at minimum, at the Systems/Programmer III job classification with extensive knowledge of Pitt’s technology infrastructure and services.

On-site consultants provide desktop computer support, server support, mobile device support, project support, purchasing advice, IT liaison services, and installation of essential security patches and upgrades. Consultants also work with departments who are considering implementing new IT services to ensure that the service they select integrates well with the University’s existing enterprise systems and services.

**Relevant Policies and Guidelines**

- 10-02-05 Computer Access and Use
- Acceptable Computing Access and Use Statement
- Guideline for Suggesting New Software
- Network Usage Standards
Research Computing

Overview

Access to specialized, high-speed research networks permit faculty at the University to collaborate with colleagues and work on advanced projects. Researchers at the University have access to the Internet2 network and the Energy Sciences Network.

The University is also a charter member of KINBER, the Keystone Initiative for Network-Based Education and Research, and is actively engaged in the establishment of the Pennsylvania Research and Education Network (PennREN).

Computing Services and Systems Development has designed a special research firewall zone to meet the advanced collaboration requirements of the University’s research community. Its purpose is to support collaboration with external parties while protecting the University’s computing environment.

Supported by a grant from the National Science Foundation, the University has developed a Science DMZ that is optimized for high-performance scientific applications and the transfer of large research data sets over high-speed wide area networks.

Computing Services and Systems Development’s Network Operations Center hosts the Center for Simulation and Modeling’s high-performance computing cluster, which helps to facilitate computational-based research across the University. Computing Services and Systems Development has also built an Enterprise Data Transfer Node that leverages the Science DMZ to enable Pitt researchers to securely transfer large data files between the Center for Simulation and Modeling’s high-performance computing cluster and other locations, including other research computing facilities and national supercomputing facilities.

The University’s membership in the InCommon Federation enables anyone at Pitt to use their University Computing Account username and password to access resources from the National Institutes of Health, EDUCAUSE, and other national organizations.

Relevant Policies and Guidelines

- 07-02-06 Security of Electronic Medical Records - Compliance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA)
- 10-02-04 Computer Data Administration
- 10-02-05 Computer Access and Use
- 10-02-06 UACD Security Privacy
- 10-02-08 Use and Management of SSN and UPI Numbers
- Acceptable Computing Access and Use Statement
- Network Usage Standards
- Wireless Network Standard
Security

Overview

Computing Services and Systems Development is responsible for helping ensure the University’s computing environment is protected from cyber threats such as viruses, Trojan horses, hackers, and other security threats. In order to meet this goal, we have helped the University establish security policies that provide guidance on protecting computers as well as sensitive information from security threats. In addition, we assist University administration with adhering to state and federal regulations regarding technology.

Computing Services and System Development uses the National Institute of Standards and Technology’s Cybersecurity Framework to more effectively classify risk and set strategic security priorities at the University of Pittsburgh. To help protect the University, we utilize a robust and layered array of centralized security measures. These measures include application monitoring, enterprise network firewalls, network monitoring, proactive auditing, secure remote access solutions, security reviews of third-party vendors, advanced detection and prevention tools, and more.

In addition to centralized security measures, Computing Services and Systems Development also provides tools that help students, faculty, and staff protect computer workstations, laptops and servers, including anti-virus software, encryption tools, and security assessment tools. Many of these tools are available through My Pitt (my.pitt.edu) via the Software Download Service or the Secure Your Data community for faculty and staff.

Computing Services and Systems Development also offers incident response services to help the University mitigate damage or losses that can be caused by security threats. We are responsible for authorizing administrative access to Student Record Systems, including the Student Information System (PeopleSoft).

Finally, Computing Services and Systems Development provides security awareness materials and training to help educate the University community on how to protect against security threats.

Relevant Policies and Guidelines

» 06-03-03 Harassment by Telecommunications
» 07-02-06 Security of Electronic Medical Records - Compliance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA)
» 09-08-01 Access to and Release of Education Records
» 10-02-04 Computer Data Administration
» 10-02-05 Computer Access and Use
» 10-02-06 UACD Security Privacy
» 10-02-08 Use and Management of SSN and UPI Numbers
» 10-02-13 University Network
» Acceptable Computing Access and Use Statement
» Box Terms of Service
» Departmental Audit Guideline
» Downloading University Data Guideline
» Enterprise Security Controls Policy
» Guest Wireless Acceptable Use Statement
» Illegal File Sharing Guideline
» Network Usage Standards
» Residential Networking Acceptable Use Statement
» Software Compliance Guideline for Students
» Student Code of Conduct
» Third Party Access to University Electronic Mail
» Wireless Network Standard
Software Distribution Services

Overview

Software Distribution Services works with software companies to negotiate site license agreements and cost savings for University students, faculty, and staff. In addition, Software Distribution Services ensures that all software made available in the labs and classrooms is licensed appropriately for the intended use.

Site-licensed software is made available electronically through My Pitt (my.pitt.edu) with a valid University Computing Account. Students, faculty, and staff can download a wide variety of software titles at no cost through the Software Download Service at My Pitt. Students, faculty, and staff may also purchase select software at discount prices at the Technical Support Desk at the University Store on Fifth.

All eligible teaching faculty can download more than 75 academic courseware titles via the Software Download Service at My Pitt (my.pitt.edu). To access many academic courseware titles, faculty members need to install a program called KeyAccess, which is also available from the Software Download Service. A prompt will display if the software title being downloaded requires KeyAccess. The KeyAccess client enables a computer to access the licenses that are needed to run these software applications. KeyCheckout, a feature of KeyAccess, offers faculty the ability to check out licenses to use certain software programs on their computer locally without the need to be online. KeyCheckout is available for more than 50 popular titles. The software license may be checked out from one day to a maximum time of five weeks. This program is ideal for faculty members who travel or want to work from home without being online.

Relevant Policies and Guidelines

» 10-02-05 Computer Access and Use
» Acceptable Computing Access and Use Statement
» Departmental Audit Guideline
» Guideline for Suggesting New Software
» Illegal File Sharing Guideline
» Residential Networking Acceptable Use Statement
» Software Compliance Guideline for Students
» Student Code of Conduct
Software Requests

Overview

Students, faculty, and staff may suggest new software titles to be considered for distribution by Software Distribution Services, for use in the campus computing labs, or as academic courseware that can be downloaded by eligible teaching faculty. Requests must be submitted using the New Software Title Request form available at technology.pitt.edu.

Relevant Policies and Guidelines

» 10-02-05 Computer Access and Use
» Acceptable Computing Access and Use Statement
» Departmental Audit Guideline
» Guideline for Suggesting New Software
» Software Compliance Guideline for Students
Technical Support Desks

Overview

Computing Services and Systems Development (CSSD) operates two Technical Support Desks at the University Store on Fifth and Litchfield Towers Lobby. Students, faculty, and staff can stop by during normal business hours to meet with a CSSD technical consultant or call the Help Desk in advance to schedule an appointment.

Consultants at both locations can help students, faculty, and staff connect to Wireless PittNet, configure a smartphone or tablet to receive Pitt email, install Microsoft Office, or change passwords. Consultants at the University Store on Fifth location can also help students remove viruses, connect to Pitt Print stations, install or repair software, and fix or even rebuild operating systems. If repairs on a computer require more time than an in-person appointment allows, students may drop off their computers and pick them up once repairs have been completed.

Students, faculty, and staff may also purchase software titles at the Technical Support Desk at the University Store on Fifth.

The University’s Technical Support Desks were honored by University Business magazine in its spring 2014 “Models of Efficiency” national recognition program, which recognizes innovative approaches for streamlining higher education operations through technology and/or business process improvements.

Relevant Policies and Guidelines

- 10-02-05 Computer Access and Use
- Acceptable Computing Access and Use Statement
- Personal Computing Support Guideline
- Software Compliance Guideline for Students
- Student Code of Conduct
Technology Loaner Program for International Travel

Overview

International travel poses security risks to data stored on computers and mobile devices. Taking a laptop or mobile device when traveling significantly increases the possibility of data and identity theft. The Technology Loaner Program for International Travel offers loaner laptops, iPads, and smartphones to individuals traveling abroad to lessen the associated security risks while allowing full use of required software applications.

Devices are available to faculty and staff for the purpose of conducting University business and program activities during international travel. Devices and a limited data plan are provided at no charge. Other costs such as data overage charges; international voice; text messaging; and lost, stolen or damaged equipment are the responsibility of the borrower and his or her department.

Faculty and staff who would like to take advantage of the program should register their trip through the Travel Registry community at My Pitt (my.pitt.edu) and then submit the Technology Loaner Program Device Request form located on the community page.

Relevant Policies and Guidelines

» 07-02-06 Security of Electronic Medical Records - Compliance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA)
» 10-02-04 Computer Data Administration
» 10-02-05 Computer Access and Use
» 10-02-06 UACD Security Privacy
» 10-02-08 Use and Management of SSN and UPI Numbers
» Technology Loaner Program Loan Terms and Conditions
» Data Classification Matrix
» Downloading University Data Guideline
» Personal Computing Support Guideline
Technology Training

Overview

Computing Services and Systems Development provides a variety of training resources for students, faculty, and staff. Technology workshops are offered through the Human Resources Faculty and Staff Development Program, and business areas can also request technology workshops tailored to their specific departmental needs. Orientation sessions are provided to new Enterprise Digital Signage content administrators and iTunes U content administrators. Self-paced, online training videos are available for the Student Information System (PeopleSoft). Computing Services and Systems Development also provides an overview of computing resources at the University for students, faculty, and staff orientation sessions throughout the school year.

Relevant Policies and Guidelines

» 09-08-01 Access to and Release of Education Records
» 10-02-04 Computer Data Administration
» 10-02-05 Computer Access and Use
» 10-02-06 UACD Security Privacy
» 10-02-08 Use and Management of SSN and UPI Numbers
» Acceptable Computing Access and Use Statement
» Residential Networking Acceptable Use Statement
» Software Compliance Guideline for Students
» Student Code of Conduct
Telephone Operators

Overview

The main University number is 412-624-4141. The University provides telephone operators who are available 24x7 to help direct calls and respond to requests for assistance.

Relevant Policies and Guidelines

» 06-03-03 Harassment by Telecommunications
» 10-02-05 Computer Access and Use
» Acceptable Computing Access and Use Statement
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