John Bowers
Director of Academic Technology
IT Helpdesk

www.wku.edu/it/helpdesk
www.wku.edu/it/chat
270-745-7000

• Monday – Friday: 7:00 AM – 8:00 PM
• Weekends: 11:30 AM – 8:00 PM
# IT Service Catalog

## Service Catalog

### Categories (13)

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>AudioVisual and Conferencing Services</td>
<td>Tickets involving audiovisual systems, Adobe Connect Pro, electronic digital signage (EDS), Interactive Video Services classrooms, and conference rooms.</td>
</tr>
<tr>
<td>Classrooms and Labs</td>
<td>Tickets involving WKU classroom technology, Academic Technology computer labs, and departmental computer labs.</td>
</tr>
<tr>
<td>Internal IT</td>
<td>Requests for IT services within the IT Division not falling under any other category.</td>
</tr>
<tr>
<td>Library Systems Office</td>
<td>Tickets involving WKU library systems, equipment, databases, forms, and so forth.</td>
</tr>
<tr>
<td>Accounts</td>
<td>Tickets requesting rights added to or removed from WKU systems.</td>
</tr>
<tr>
<td>Computer and Hardware</td>
<td>Tickets involving PC and Macintosh desktop and laptop systems or computer hardware NOT utilized in a classroom or lab.</td>
</tr>
<tr>
<td>IT Projects</td>
<td>Tickets involving requests to initiate IT involvement in a project.</td>
</tr>
<tr>
<td>Network</td>
<td>Tickets involving the WKU Campus Network.</td>
</tr>
</tbody>
</table>

## Popular Services

- Trouble or Issue
- Request Recycled Computer - Faculty/Staff
- Active Directory > Modify Rights
- New Computer Installation - Faculty/Staff
- Phone or Fax Line Relocation - Faculty/Staff

## New Services

- Retiree Computer Purchase Request
- Non-Academic Audio/Video Issue or Request
- Adobe Connect Pro > Client Cannot Access Recording
- Non-Audio/Video Request
NetID Accounts

www.wku.edu/it/accounts

• Example NetID: bgr01906
• Use NetID to log in to your office computer, WKU email, Blackboard, TopNet
• Create/Reset My NetID Password
• Password: 8 characters minimum, alpha and numbers/special characters
WKU Email & Calendar

- Faculty: first.last@wku.edu (usually)
- Students: first.lastxxx@topper.wku.edu
- Official communications
- Use email.wku.edu anywhere
- In your office, use Outlook if you prefer
TopNet

topnet.wku.edu
WKU File Shares

- P: is your personal storage, not shared
- S: is a shared drive (department-wide, university-wide)
- Access these anywhere: mystuff.wku.edu
Technology Training

• Required Blackboard training is available fully online (IT Training tab in Blackboard)
• Other online training: www.wku.edu/it/videotutorials
• Calendar for face-to-face training: www.wku.edu/it/training
Technology Resource Center

www.wku.edu/it/trc

MMTH 257

• Multimedia equipment and services
• Equipment for checkout including digital cameras, video cameras, audio recorders, laptops, projectors
Audiovisual Conferencing Services

Solutions to cover a variety of needs and use cases... All Remotely with real-time Audio & Video!

- Discover alternatives for engagement:
  - Supplement online courses.
  - Facilitate group work.
  - Advise individual students.
  - Collaborate with Colleagues across the Globe.

Over 45 purpose-built video conferencing classrooms.
Desktop-based solutions from your computer or mobile device.

Stop by and see us at the New Faculty Info Fair today!
Student Technology Centers

www.wku.edu/it/labs

1. Cherry Hall
2. Snell Hall
3. Helm Library
4. Grise Hall
5. Mass Media & Technology Hall
6. South Campus (inset)
WKU Wireless (WiFi)

Available in all WKU buildings and many outdoor locations.

• “WKU-SECURE”: Recommended for most devices. Offers a higher level of security than other WKU wireless networks.

• “WKU-WIRELESS”: Alternate wireless network for devices that can’t support the higher level of security (always try WKU-SECURE first).

• “WKU-GUEST”: Recommended for guests of the University. No authentication required, limited speed, restricted network traffic. WKU employees and students should not use this network.
Software Center

www.wku.edu/it/sms

- Download free software for WKU computers
- Educational pricing on select software for WKU and personal computers
- Quotes and purchasing information
Other useful items

• Microsoft Office
• iWKU
• Tegrity
• Deep Freeze
## 5 - Information Technology

<table>
<thead>
<tr>
<th>NUMBER</th>
<th>POLICY</th>
<th>DOWNLOAD</th>
<th>REVISION</th>
</tr>
</thead>
<tbody>
<tr>
<td>5.1010</td>
<td>Web Governance - Participation in WKU Enterprise Content Management System (ECMS)</td>
<td>2011-07-01</td>
<td></td>
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<tr>
<td>5.1030</td>
<td>Web Governance - Appropriate Use of the WKU Enterprise Content Management System (ECMS)</td>
<td>2011-07-01</td>
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</tr>
<tr>
<td>5.5010</td>
<td>Information Security Policy</td>
<td></td>
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</tr>
<tr>
<td>5.5010</td>
<td>Information Security Plan</td>
<td></td>
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<tr>
<td>5.5020</td>
<td>Information Technology Acceptable Use Policy</td>
<td></td>
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<tr>
<td>5.5030</td>
<td>Accounts and Access Credentials Policy</td>
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<tr>
<td>5.5040</td>
<td>Hardware/Software Acquisition Policy</td>
<td></td>
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<tr>
<td>5.5050</td>
<td>Privacy of Electronic Information Policy</td>
<td></td>
<td></td>
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<tr>
<td>5.5050</td>
<td>Support of Departmental Systems Hardware/Software Policy</td>
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<tr>
<td>5.5070</td>
<td>Faculty Computer Allocation and Replacement Policy</td>
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<tr>
<td>5.5080</td>
<td>Research Data Requests Policy</td>
<td></td>
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<tr>
<td>5.5090</td>
<td>Cellular Allowance Policy</td>
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</tbody>
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College Technology Consultants

- College of Health and Human Services: Todd Chappel
- Gordon Ford College of Business: Cody Turner
- Honors College: Denis Mujic
- Ogden College of Science and Engineering: Casey Peden
- Potter College of Arts and Letters: Kurt Fattic
- University Libraries: Eric Fisher

- WKU Glasgow: Thomas Gaffin
- WKU Elizabethtown/Fort Knox: Sondra Johnson
- WKU Owensboro: Lee Underwood
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