WHAT WE’LL TALK ABOUT

• Who is Engineering IT?
• What does Engineering IT do?
  – What don’t we do?
• What makes Engineering IT different?
• How can Engineering IT help?
• Where can you find us?
“Our mission is to ensure that all faculty, students and staff in the College have easy and well-supported access to IT services that are second to none in support of their teaching, research, and learning.”
WHO IS ENGINEERING IT?

70+ IT Professionals dedicated to supporting the College of Engineering

- 10 specialized divisions
- 8 cross-divisional focus teams

ONE POINT OF CONTACT FOR YOU
DIVISIONS OF ENGINEERING IT

- Administration
- Infrastructure (servers and storage)
- Web Development (also, web and graphic design)
- Application Development (my.dot portal)
- Information Services

- Help Desk
- Administrative Support
- Instructional Support
- Research Support
- Outreach and Engagement
SPECIALIZED FOCUS TEAMS

- Manager and Director’s Group (CORE)
- Communications & Operations Group (COG)
- Client Relationship Management Team (CRM)
- User Services Management (HAIR)

- Network and Security Group (NSG)
- Linux Working Group
- Endpoint Management (EPM)
- Customer Service Roundtables
WHAT DOES ENGINEERING IT DO?

EASIER TO ASK WHAT DON’T WE DO

- We don’t make you change your password
- We don’t run the network (IllinoisNet)
- We don’t run Campus Cluster
- We don’t run Banner or iBuy
- We don’t run E-mail

WE DON’T PASS THE BUCK
HOW DO WE DO IT?

RELATIONSHIPS

• We’re here for you
• We know your history
• We know people
• We communicate with each other
• We’re all on the same team
## HOW CAN WE HELP?

### WITH YOUR RESEARCH
- Accounts for guests and collaborators
- Cluster Technologies
- Computer-based Training
- Consulting Services
- High Performance Computing
- Linux Support
- Networking
- Purchasing Assistance
- Server Management
- Software Installation
- Software Licensing
- Virtual Computing Solutions
- Web Design and Hosting

### IN YOUR CLASSROOM
- A/V and Multimedia
- Computer Labs
- Instructional Technology
- Learning Management Systems
- Lecture and Presentation Recording
- Remote Connectivity

### IN YOUR OFFICE
- Calendars and Meetings
- Centralized Data Storage and Backups
- Desktop Replacement Program
- Digital Signage
- Email and Mailing Lists
- HR Tools and Services
- Laptop Loan Program
- Printing Services
- Surplus Equipment Processing
- Telephony (Voice Over IP)
- VPN
GOT SOMETHING UNIQUE?

WE LIKE UNIQUE

• Dedicated roles within Engineering IT
• Outreach and Engagement
  • Instructional Technology Facilitator (ITF)
  • Innovation in the classroom
  • Research Technology Facilitator (RTF)
  • Innovation with your research
THE LIFE OF A SUPPORT REQUEST

• Unique or not, email engrit-help@illinois.edu
  – It gets to your IT Pro, and backups
• Call (217) 333-1313
• Or, come see us!
• We’ll take it from there…
THE LIFE OF A SUPPORT REQUEST

It starts when you contact your IT pro
YOUR IT PRO IS NOT ALONE
SOMETIMES YOU JUST NEED MINIONS

YOUR IT PRO

MINIONS
WHERE YOU’LL FIND US
REMEmBER

• engrit-help@illinois.edu is your friend
• We like ‘unique’
• We don’t pass the buck
• Your IT Pro is a 70-person team
• We’re here to help
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- **Overview:** Engineering IT & Campus
- **Using Skype for Business**
- **Using Outlook to Manage Email and Calendaring**
- **IT Security: Protecting Your Systems on Campus**
- **Wireless Networking Clinic**
- **Engineering Managed Linux Environment**
- **Data Center Shared Services**
- **Research IT Support Contracts and You!**
- **Purchasing: Hardware and Software**
- **File Service: Options, Backups and Best Practices**
- **Introduction to Cluster Computing**
- **Research Group Access Control: Using the Portal Groups Tool**

*will be in Deere Pavilion, MEL*