



TEXAS TECH UNIVERSITY HEALTH SCIENCES CENTER Information Technology

Greetings and thank you for choosing Texas Tech University Health Sciences Center (TTUHSC) - the most diverse health sciences center in the State of Texas and possibly, the nation.

With a commitment to education, research, services, and patient care, TTUHSC serves as the model for primary health care delivery and education for the nation.

TTUHSC uses a wide range of information technology (IT) resources to facilitate its mission of teaching, research, providing health care, and public service.

To that end, the Information Technology Division was created to provide support to the regional campuses, associated clinics, and the Health Sciences Center's outreach to rural communities and Texas Department of Criminal Justice's correctional facilities.

This IT welcome packet was developed to provide you with some basic information about the IT Division and the various departments within it, as well as, the many services available to the students, faculty, and staff of TTUHSC. In this packet, you will find a list of some of the services offered by the IT Division, a list of supported hardware and software, hours of operation, contact information, and a brief How-To-Guide for the more commonly requested support issues.

We hope the information contained herein will help you access all the technology services available to you and aid in making your integration into the TTUHSC community a smooth one.

What Is The Information Technology (IT) Division?

The IT Division is the Institutional information resources support unit under the leadership of Chief Information Officer, Chip Shaw EdD. The IT Division consists of five departments, which provide a diverse array of support services in multiple specialties:

- Technology Services manages the network and systems infrastructure; provides data security and operates TTUHSC's distance learning infrastructure (HealthNet Network Services).
- The Information Services Department provides application and web programming support, as well as data management and Customer Service.

- Security and Infrastructure Assurance provides information resource security and assures compliance with state and federal regulations assuring that major projects follow the Texas Project Delivery Framework.
- HealthNet Education Services produces and provides accredited and non-accredited education programs for 17 healthcare disciplines as well as Continuing Education Credits to 800 hospitals and military bases around the world.
- The Office of the Chief Information Officer (CIO) is the finance, administration, strategic planning and policy component of the IT Division.

IT Policies

IT policies and standards have been implemented to provide a common framework for adopting and deploying information technology resources within TTUHSC.

These policies and standards have been established in order to:

- Provide constituents with an integrated IT environment that supports the mission of TTUHSC,
- Safeguard privacy, confidentiality, and reliability of data,
- Protect and maximize TTUHSC's investment in IT resources,
- Reduce TTUHSC's business and legal risks, and
- Define the responsibility and the requirements for the use of IT resources within the TTUHSC environment.

Violation of any policies subjects the user to disciplinary action at TTUHSC and/or referral to the appropriate law enforcement or investigative agency. For more information on the Institution's IT policies, visit the TTUHSC IT Policies web page at www.ttuhsc.edu/it/policy or email itpolicy@ttuhsc.edu.

IT Services Available

The IT Division provides many services to the students, faculty, and staff of the Institution. These services are:

IT Help Desk

Help Desk technicians are available on all campuses, Monday through Friday from 8am to 5pm, to answer any technical or computer-related questions or concerns you may have.

Help Desk contact information for each campus is as follows:

- **Lubbock and Dallas Campuses**
(806) 743-2875
E-mail: ithelpdesk@ttuhsc.edu
www.ttuhsc.edu/it/helpdesk
The Lubbock Help Desk is available Monday through Friday from 8am to 6pm.
- **Amarillo Campus**
(806) 354-5404
E-mail: helpdesk.amarillo@ttuhsc.edu
www.ttuhsc.edu/it/helpdesk
- **El Paso Campus**
(915) 545-6800
E-mail: elp.helpdesk@ttuhsc.edu
www.ttuhsc.edu/elpaso/it
- **Odessa and Midland Campuses**
(432) 335-5108
E-mail: helpdeskodessa@ttuhsc.edu
www.ttuhsc.edu/odessa/it

PC Support

For technical issues that cannot be resolved over the phone by the Help Desk, each campus has PC Support technicians to provide advanced desktop support. Additionally, PC Support is available for hardware and software consultation, if needed.

Work orders can be submitted by contacting the Help Desk at the respective campuses or online. For instructions on submitting a work order online, please refer to the How-To-Guide.

IT Training

Empower yourself with free online training. Computer Based Training (CBT) is now available 24/7 for students, faculty, and staff via Skillport. Training is available on more than 340 IT, personal enrichment and professional development courses. This includes introductory and advanced web programming courses.

Skillport can be accessed whether you are on campus or off campus. Use your eRaider account to log in and begin your free online IT training at www.cbt.ttu.edu.

Various instructor-led and on-demand courses are available through the Information Services department. On-demand and instructor-led IT courses are available for WebCT training. Luminis Content Management (LCMS) training is available through instructor-led courses. More information can be found online at www.ttuhsc.edu/it/webct and www.ttuhsc.edu/it/lcms.

Amarillo IT provides instructor-led IT courses in conjunction with the Department of Training and Staff Development. For more information, go to www.ttuhsc.edu/hr/training/amarillo.aspx. Instructor-led IT short courses are also available through the Technology Support department of TTU's IT Division in Lubbock. For more information on the courses available and their schedules, go to www.depts.ttu.edu/itts/training/shortcourses.

HealthNet Education Services provides academic support services for all faculty teaching via the TechLink videoconferencing system. Services include training in TechLink technology and system equipment for the technology classrooms. We also offer ad hoc training for meetings and presentations, teaching and learning resources for effective teaching, and workshops focusing on integrating teaching and learning with technology.

Microsoft Campus Agreement (MCA)

Through an exclusive licensing agreement, TTUHSC students, faculty, and staff can now obtain many Microsoft software products by downloading it free from the official TTUHSC - MCA site or by purchasing it from the Advanced Technology Learning Center (ATLC) in the TTU Library basement on the Academic campus for \$5 per CD or \$10 per DVD (to cover material cost).

The MCA licensing agreement also grants students, faculty, and staff work-at-home rights, whereby they may install MCA software on their computers at home to perform TTUHSC-related work.

Graduating students are granted a perpetual right to run the version of the software that is installed on their computer at the time they graduate.

Available MCA software:

- Windows OS upgrades
- Office Suites
- Visual Studio

To download your MCA software, go to www.ttuhsc.edu/it/mca.

Summus/Dell Premier

TTUHSC has entered into a special contract with Dell Corp. to make quality Dell products, upgrades, software, and peripherals available at competitively discounted prices. Bundles specifically configured for TTUHSC are priced well below normal purchasing channel rates.

Access the TTUHSC Summus/Dell Premier page at www.ttuhs.edu/it/dell.

Wireless Classroom Cart

In order to make more efficient use of classroom space, the Information Technology Division acquired Wireless Classroom Carts with 24 wireless-enabled laptops. The wireless capabilities of this system will convert any available classroom into a computer lab.

Wireless Classroom Carts are available in Lubbock, Amarillo, El Paso, and Odessa. For more information or to make a reservation on your campus, please contact:

- **Lubbock Campus**
(806) 743-2288
Classroom Support
Charles Henderson
E-mail: charles.henderson@ttuhsc.edu
- **Amarillo Campus**
(806) 354-5404
IT Help Desk
E-mail: helpdesk.amarillo@ttuhsc.edu
- **El Paso Campus**
(915) 545-6800
Educational Media
IT Help Desk
E-mail: elp.helpdesk@ttuhsc.edu
- **Odessa Campus**
(432) 335-5152
Information Technology
Brad Erwin
E-mail: brad.erwin@ttuhsc.edu

TechLink

TechLink is the Institutional videoconferencing network supporting distance learning, telemedicine, and general business applications.

To schedule free training on the use of the Teaching Podium and related classroom technologies, call HealthNet Education Services at (806) 743-1555.

For technical support at each TTUHSC campus, see the TechLink Contact Information at the end of this packet.

To schedule TechLink services such as the audio bridge, videoconferencing facilities, or satellite uplink/downlink, contact the Network Scheduling Office at (806) 743-9200 ext. 277 or 266 or e-mail Brenda Thomas at brenda.thomas@ttuhsc.edu.

To schedule the use of other TechLink facilities such as distance learning classrooms and networkable conference rooms, contact:

- **Lubbock Campus**
(806) 743-2288
AV/Classroom Support
Charles Henderson
E-mail: charles.henderson@ttuhsc.edu

Lyn Russell
E-mail: lyn.russell@ttuhsc.edu
Lauren Hart
E-mail: lauren.hart@ttuhsc.edu

- **Amarillo Campus**
(806) 354-5411
Schools of Medicine & Allied Health
Peggy Furness
E-mail: peggy.furness@ttuhsc.edu

(806) 354-5595
School of Allied Health
Sherry Skidmore
E-mail: sherry.skidmore@ttuhsc.edu

(806) 354-5418 ext. 234
School of Pharmacy
Sharon Harrison
E-mail: sharon.harrison@ttuhsc.edu

- **El Paso Campus**
(915) 545-6600
Regional Campus
Lynne Mijarez
E-Mail: lynne.mijarez@ttuhsc.edu
- **Midland Campus**
(432) 620-9905 ext. 232
Aaron Medical Sciences
Dawn Jankowski
E-mail: dawn.jankowski@ttuhsc.edu
- **Odessa Campus**
(432) 335-5140
Linda Rhea
E-mail: linda.rhea@ttuhsc.edu

Web Site Design and Programming

Students are given 40MB of free web space for their personal use.

Students and student organizations wanting to set up their web accounts need to submit an online request at student.ttuhs.edu.

The TTUHSC Lubbock Web Team has helped several students and student organizations, including the Student Senate and Emergency Medical Student Association, set up their web sites and will be available to assist students and student organizations with their basic web publishing needs. Assistance is provided by appointment.

Departmental web sites are updated through the use of Luminis Content Management System (LCMS). For more information on LCMS, please visit www.ttuhs.edu/it/lcms.

Questions or requests for more information should be directed to it.webmaster@ttuhsc.edu or call (806) 743-2870 and ask to speak to a web programmer.

Remote Access Services

A Virtual Private Network (VPN) account is available for students, faculty and staff at no charge. VPNs allow a secure, encrypted connection over a shared public network, typically the Internet, which simulates the behavior of a local area network (LAN) connection. For more information about VPN accounts, visit www.ttuhs.edu/it/helpdesk/vpn.

To set up an account, please contact your campus IT Help Desk.

eRaider

eRaider is the Institution-wide login process that allows students, faculty, and staff authenticated access to IT online information and services at Texas Tech.

Students activate their eRaider accounts when they are accepted through application process. Faculty and staff will need to go to eraider.ttuhs.edu and click on the link **Activate Account** to set up your eRaider account. This process requires an 'activation code', which, if you have not already received, can be obtained by contacting your IT Help Desk. During the initial activation process, you can select a randomly generated password or create your own.

You can change your password by signing in to the eRaider account manager at eraider.ttuhs.edu. Your eRaider password will expire every 90 days and you will be notified that it needs to be changed at that time.

List of Supported Hardware and Software

Hardware

- Dell (for computers and printers)
- Apple
- Hewlett Packard (for printers and scanners)
- Canon (for printers and scanners)

PC Software

- Windows 2000 and above
- Outlook 2000 and above
- Outlook Express 5.5 and above
- Office 2000 and above
- McAfee Antivirus
- Adobe Acrobat and Reader
- Internet Explorer 6.0 and above
- Terminal emulators (IDX Term, HostExplorer)

Macintosh Software

- OS 9.2 or above
- Entourage for Exchange
- Office 2001 and above
- McAfee VirusScan for Mac Antivirus

Generally, Information Technology supports most PC and Macintosh hardware and software. However, the IT Division has adopted a set of recommended computer, printer, and other hardware configurations. These recommendations can be found at www.ttuhs.edu/it/helpdesk/configurations.aspx.

For more information or help, please contact the Information Technology Help Desk on your respective campuses.

Information Security

Protecting the integrity of Institutional data is the responsibility of each student, faculty and staff member. This includes medical, scientific, academic, administrative, financial, and other Institutional information on your state-owned computers.

Every TTUHSC workforce member is required to complete "IT Security Awareness Training" biennially. This training is required to comply with federal, state and Institutional statutes and policies, which includes the HIPAA Security Rule, Gramm-Leach-Bliley Act, and the Texas Administrative Codes.

To complete the IT Security Awareness Training online, go to www.ttuhs.edu/it/training. Questions about the training can be directed to your local campus IT Help Desk.

How-To-Guide

WebCT

How-to guides on WebCT processes and techniques are located at www.ttuhs.edu/it/webct. Guides include tools, overviews and video instructions for faculty, staff and students.

Luminis Content Management System (LCMS)

Tutorials for the web site development program, LCMS, are available on www.ttuhs.edu/it/lcms. How-to guides, style guides and worksheets are available for faculty and staff needing assistance.

Access Your Exchange Account on the Web via Outlook Web Access (OWA)

Outlook Web Access instructions are as follows:

Navigate to mail.ttuhs.edu using a standard Web browser, such as Internet Explorer.

Enter your log on credentials:

ttuhs\user name: ttuhs\eRaider_username

eRaider Password: eRaider_password

And then click the button 'Log On'.

Submit a Computer Work Order

If you require IT assistance, requests can be submitted into the IT work order system STARS (Support, Tracking, And Reporting System) via the following methods:

Lubbock Campus

- Call the Help Desk at (806) 743-2875.
- E-mail your request to ithelpdesk@ttuhs.edu.
- Submit the work order online at www.ttuhs.edu/it/helpdesk

Amarillo Campus

- Call the Help Desk at (806) 354-5404.
- E-mail your request to helpdesk.amarillo@ttuhs.edu.
- Submit the work order online at www.ttuhs.edu/it/helpdesk

El Paso Campus

- Call the Help Desk at (915) 545-6800.
- E-mail your request to elp.helpdesk@ttuhs.edu
- Submit the work order online at www.ttuhs.edu/it/helpdesk

Odessa Campus

- Call the Help Desk at (432) 335-5108.
- E-mail your request to helpdeskodessa@ttuhs.edu.
- Submit the work order online at www.ttuhs.edu/it/helpdesk.

The status of your work orders can be monitored online by logging into www.ttuhs.edu/IT/STARS and checking 'My Requests'.

Submit a TechLink Work Order

Work orders can be submitted to your campus HealthNet Network Services via the following methods:

Lubbock and Dallas Campuses

- Call HealthNet Network Services – Network System Control at (806) 743-9200 ext. 253 or 284.
- E-mail your request to hnet.network_system_control@ttuhs.edu.

Amarillo Campus

- Call HealthNet Network Services at (806) 356-4629.
- E-mail your request to hnet.amarillo_sub-hub@ttuhs.edu.

El Paso Campus

- Call HealthNet Network Services at (915) 545-6407.
- E-mail your request to hnet.elpaso_sub-hub@ttuhs.edu.

Midland Campus

- Call HealthNet Network Services at (432) 620-9905 ext. 236.
- E-mail your request to HealthNet Network Services at hnet.midland_sub-hub@ttuhs.edu.

Odessa Campus

- Call HealthNet Network Services at (432) 335-5197.
- E-mail your request to HealthNet Network Services at hnet.odessa_sub-hub@ttuhs.edu.

TechLink Hours of Operation

Monday – Friday
7am – 5pm (and all other scheduled broadcast periods).

TechLink Contact Information

Lubbock and Dallas Campuses

HealthNet Network Services - Network System Control
3601 4th Street, MS 7755
Lubbock, TX 79430
(806) 743-1500 - Reception
(806) 743-9200 ext. 253 or ext. 284 - System Control
E-mail: hnet.network_system_control@ttuhsc.edu

Amarillo Campus

HealthNet Network Services
1400 S. Coulter St.
Amarillo, TX 79106
(806) 356-4629
E-mail: hnet.amarillo_sub-hub@ttuhsc.edu

El Paso Campus

HealthNet Network Services
4800 Alberta Avenue
El Paso, TX 79905
(915) 545-6407
E-mail: hnet.elpaso_sub-hub@ttuhsc.edu

Midland Campus

HealthNet Network Services
3600 North Garfield, Room B15
Midland, TX 79705
(432) 620-9905 ext. 236
E-mail: hnet.midland_sub-hub@ttuhsc.edu

Odessa Campus

HealthNet Network Services
800 West 4th Street
Odessa, TX 79763
(432) 335-5197
E-mail: hnet.odessa_sub-hub@ttuhsc.edu

IT Help Desk Hours of Operation

Monday – Friday
8am – 5pm
8am – 6pm (Lubbock only)

IT Contact Information

Lubbock Campus

Technology Services & Information Services
3601 4th Street - MS 9083
Lubbock, TX 79430
(806) 743-2870 - Reception
(806) 743-2875 - Help Desk
E-mail: ithelpdesk@ttuhsc.edu
www.ttuhsc.edu/it

Office of the CIO & HealthNet Education Services
3601 4th Street - MS 7755
Lubbock, TX 79430
(806) 743-1500 - Reception
(806) 743-1555 - HealthNet Education Services
www.ttuhsc.edu/it

Amarillo Campus

Information Technology
1400 S. Coulter St.
Amarillo, TX 79106
(806) 354-5404
E-mail: helpdesk.amarillo@ttuhsc.edu
www.ttuhsc.edu/it

El Paso Campus

Information Technology
4800 Alberta Avenue
El Paso, TX 79905
(915) 545-6800
E-mail: elp.helpdesk@ttuhsc.edu
www.ttuhsc.edu/elpaso/it

Odessa Campus

Information Technology
800 West 4th Street
Odessa, TX 79763
(432) 335-5108
E-mail: helpdeskodessa@ttuhsc.edu
www.ttuhsc.edu/odessa/it