Information Technology

The Office of Information Technology (OIT) located at 300 Lem Morrison Drive, offers computing and communication services to the university community and reports to the Office of the Chief Information Officer. OIT provides Auburn University with a reliable, secure information technology infrastructure and technical support that enables and encourages the effective use of information technology. Contact OIT via the OIT HelpDesk at (334) 844-4944, via email at helpdesk@auburn.edu, online at www.auburn.edu/oit and follow us on Twitter (AuburnOIT) and Facebook (Auburn University OIT).

Internet Connectivity

AU Net, Auburn University's campus network, is the Ethernet backbone linking computers and networks in all buildings to each other and Auburn University to the Internet. Auburn University is also a participant in the Internet2 initiative. The campus is connected to the Internet and Internet2 via redundant high-speed fiber optic circuits. A secure wireless network is available to AU students and employees in most public spaces on campus, in classrooms, and in the campus residence halls.

Servers

Servers provide campus-wide network services including email, web resources, user authentication, web and application hosting, and workgroup computing for departmental users.

Computing Access

Each currently enrolled student has a username and password, which provide access to AU Access (campus portal), TigerMail (AU email), network storage, OIT computing labs, network printing, restricted online class materials, and other computing resources. Students have web access to the online student information system, Tiger i, where they can register for courses, view grades, and access additional student services. eBill provides online payment of University fees as well as account summaries. Students log into AU Access for registration, billing, and academic records. Many online resources are also accessible through mobile devices via the official Auburn University mobile web app (http://www.auburn.edu/app).

Computing labs across campus are available for use by students and employees. OIT maintains several computing labs with networked multimedia Windows machines, most of which are available 24 hours a day. An Auburn username and password are required to use the OIT labs. OIT computing labs have general purpose software for database, spreadsheet, word processing, web browsing, email, and course-specific software. Network laser printing is available in all OIT Labs, and color printing is available outside the HelpDesk on the third floor of the RBD Library for a nominal fee.

Identity Management

Identity Management issues ID cards for all Auburn University affiliates and employees, facilitates VPN access, assists in resolving username and password issues, and manages faculty access to appropriate resources. To request access for an ID for an affiliate, please use the Access Request Form located at www.auburn.edu/oit/idm. For more information contact IDM at idm@auburn.edu or call (334) 844-4386.

World Wide Web

Auburn University is committed to providing convenient and secure web applications to the University community. Student admissions, registration and records, campus directory services, administrative systems, email, and instructional and research tools are available to the Auburn University students and employees via the World Wide Web. The official AU website resides at www.auburn.edu.

University colleges, schools, and departments maintain websites specific to their areas. The Auburn website includes online directory services, news, calendars, a campus map, and a search engine. AU Access, the campus portal, SharePoint and restricted webspace are provided for sensitive information (such as copyrighted material). The Office of Information Technology website is located at www.auburn.edu/oit. It serves as a central dissemination point for information about and assistance with computing, information technology, multimedia, and telecommunications at Auburn University.

Instructional Technology

Auburn University is dedicated to providing all faculty and students with effective technology to enhance teaching and improve learning. Canvas provides ways for faculty to manage course activities and content, and ways for students to interface with their course material, teachers, and each other. Streaming media and web-based technologies are available for hybrid and distance education programs and to enhance the online learning experience for all students. Several technology-enhanced classrooms are available on-campus, as are several special course-specific computer classrooms and general computer labs.
Telecommunications
OIT provides telephone, data network (wired and wireless), and Cable TV services for all campus buildings, including dormitories. Additional information on Telecommunications services available to AU students including cellular service discounts is provided at www.auburn.edu/oit/students.

Infrastructure Planning
OIT participates on all building committees for new buildings and major renovation projects. Through this process, OIT ensures that telecommunications, audio/visual, and networking needs are addressed and that these systems are properly designed. OIT meets regularly with the Facilities Division to coordinate necessary infrastructure improvements. In support of Auburn University’s mission, OIT is continually planning and upgrading its backbone copper, fiberoptic cabling infrastructure, and core network equipment to meet Auburn University’s growing data and telecommunications needs.

Hardware
OIT manages AU Lease (aulease@auburn.edu), a computer leasing program for campus departments, and the Student PC Shop, a computer setup and repair shop for students. Additional information on the Student PC Shop is available at http://www.auburn.edu/oit/spcs). Additional information on AU Lease services is available at www.auburn.edu/aulease.

Support
Training, documentation, and consulting are provided for Auburn University students and employees via orientations, seminars, workshops, publications, and the OIT HelpDesk. The HelpDesk is available on University business days and Sundays to answer questions and offer assistance on IT-related issues. Contact the HelpDesk at (334) 844-4944, via email at helpdesk@auburn.edu, or drop by the third floor of the RBD Library. Hours of operation can be found at www.auburn.edu/oit/helpdesk.

Online technology support is always available at www.auburn.edu/oit. The Survival Guide site at www.auburn.edu/oit/sg is designed to help new students and their parents become familiar with computing services and resources available at Auburn University.

The Office of Information Technology does not administer an academic program. Inquiries concerning computer curricula should be directed to the Samuel Ginn College of Engineering or the Raymond J. Harbert College of Business.

Policies
Auburn University’s Information Technology policies are on the web at www.auburn.edu/oit/policies. Email (username@auburn.edu) is an official means of communication at Auburn University. As such, students are responsible for checking their Auburn University issued email account in a timely fashion and on a regular basis.