



IT SERVICES

Welcome

IT Exchange

August 13, 2015

MICHIGAN STATE UNIVERSITY
SPARTANS WILL.

Agenda

- Announcements
- Student Email
- Campus-wide Software and Services
- Aligned Services
- Remote Access



Announcements

Student Email

Rob McCurdy

Campus-wide Software and Services

Michael Crow

Rachel Zakhem

Computer Store - Help and Repair

Michael Crow and Rachel Zakhem

Outward-Facing Approach

- Team engagement
- *Spartan Experience* in every interaction
- Best possible web experience
- The best Spartans in the best positions

What's changed lately?



- Organizational changes
- Student talent, growth and development
- Two tiered pricing
 - Non-Stock orders
- More diverse product lineup

Cultural Shifts

- More outward facing approach
- Being at *Best-in-Class* support service
- Listening for departmental needs



New for Departments

The logo for the Microsoft Surface Pro 3 is displayed on a dark purple rectangular background. The word "Microsoft" is in a small, white, sans-serif font above the words "Surface Pro 3", which are in a larger, white, sans-serif font.

Microsoft
Surface Pro 3

- Departmental sales only currently
- Bundles
- Cost controlled
- Three configurations

Help and Repair




- SafeWare
- Apple, Dell, Lenovo, HP laser printer repairs
- On-Site Consultations
- Prioritization based on departmental needs

What's coming next



- Further improvements to website
- Improvements to our checkout process
- Increased fluidity with software licensing information and distribution



<https://cstore.msu.edu/software-installation-and-use-instructions>

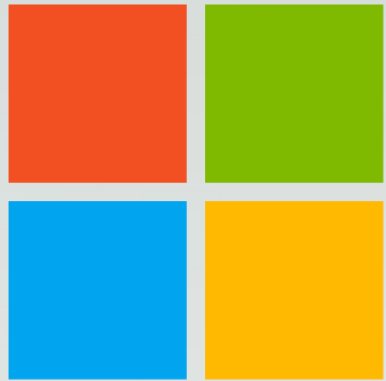
Helpful personnel information

- Michael Crow
 - Sales manager – (517) 432-4081, crowmich@msu.edu
- Rachel Zakhem
 - Software – (517) 432-5367, rz@msu.edu
- Kelly Weiler
 - Hardware special orders – (517) 432-5371, jackso73@msu.edu
- Ron Rivard
 - Help and Repair service manager – (517) 432-5365, rwr@msu.edu
- Jeff Bissonette
 - Inventory coordinator – (517) 432-1902, bissone3@msu.edu



Software Licensing

tech.msu.edu/licenses/



Microsoft

tech.msu.edu/licenses/microsoft.php



redhat

tech.msu.edu/licenses/redhat.php

Aligned Services

Barb Dawson

CampusAD tech.msu.edu/campusad/

Exchange tech.msu.edu/campus-exchange/index.php

EndPoint tech.msu.edu/endpoint/

Kaltura <https://mediaspace.msu.edu/>

SSL Certificates tech.msu.edu/ssl-cert/

Zoom <https://msu.zoom.us/>

Secure Remote Access

Nicholas Oas

Secure Remote Access

- Introduction to Central VPN
- Announcement of recent improvements
- Resources for more information

Secure Remote Access

- Virtual Private Networking
 - Protects communications over public networks
 - Confidentiality: Prevents eavesdropping with encryption
 - Integrity: Ensures authenticity with hashing and sequencing
 - VPNs can be used to grant access and bypass firewalls
 - Safe connectivity to private resources
- To avoid confusion:
 - vpn.msu.edu
 - Offered since 2006

Enhancements as of 8/6/2015

- Re-branded as Pulse Secure



Enhancements as of 8/6/2015

- Re-branded as Pulse Secure
- New software called Pulse Client
 - Easier to use
 - Faster re-connects for subsequent sessions
 - Overall less clicking/fuss
 - Especially when returning from sleep
 - More supported platforms
 - OSX
 - iOS, Android
 - Windows 10

New documentation on Tech Base

- Main Article (updated)
 - techbase.msu.edu/article.asp?id=8068
- Quick Start Guide
 - techbase.msu.edu/article.asp?id=24726
- Downloads for IT Administrators
 - techbase.msu.edu/article.asp?id=24806
- Guide for iOS
 - techbase.msu.edu/article.asp?id=24607
- Guide for Android
 - techbase.msu.edu/article.asp?id=24606

For Questions and Requests...

- Please contact us
 - IT Service Desk
 - (517) 432-6200
 - itservice@msu.edu

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