Welcome

IT Exchange

August 13, 2015
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

- 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, bissonone3@msu.edu
Software Licensing

tech.msu.edu/licenses/
tech.msu.edu/licenses/microsoft.php
tech.msu.edu/licenses/redhat.php
Aligned Services

Barb Dawson

CampusAD [tech.msu.edu/campusad/](http://tech.msu.edu/campusad/)
Exchange [tech.msu.edu/campus-exchange/index.php](http://tech.msu.edu/campus-exchange/index.php)
EndPoint [tech.msu.edu/endpoint/](http://tech.msu.edu/endpoint/)
Kaltura [https://mediaspace.msu.edu/](https://mediaspace.msu.edu/)
SSL Certificates [tech.msu.edu/ssl-cert/](http://tech.msu.edu/ssl-cert/)
Zoom [https://msu.zoom.us/](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](http://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](http://techbase.msu.edu/article.asp?id=8068)
- Quick Start Guide
  - [techbase.msu.edu/article.asp?id=24726](http://techbase.msu.edu/article.asp?id=24726)
- Downloads for IT Administrators
  - [techbase.msu.edu/article.asp?id=24806](http://techbase.msu.edu/article.asp?id=24806)
- Guide for iOS
  - [techbase.msu.edu/article.asp?id=24607](http://techbase.msu.edu/article.asp?id=24607)
- Guide for Android
  - [techbase.msu.edu/article.asp?id=24606](http://techbase.msu.edu/article.asp?id=24606)
For Questions and Requests...

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