



IT STAFF TECHNOLOGY RESOURCES

Visit tech.msu.edu/it-staff page for information for IT staff.

SERVICE STATUS

Service Status shows information on planned maintenance and service notifications for various technology systems.

View Service Status updates at servicestatus.msu.edu. Click “subscribe” on the site to receive notifications by email, SMS, or webhook.

GUIDELINES AND POLICIES

- Acceptable Use for MSU Information Technology Resources (tech.msu.edu/aup)
- Web Accessibility Policy (webaccess.msu.edu)
- Institutional Data Forms and Policy (tech.msu.edu/idp)
- Other guidelines and policies (tech.msu.edu/about/guidelines-policies)
- IT Security Checklists (secureit.msu.edu/checklists)
- MSU Information Technology Security Standard (secureit.msu.edu/standard)



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HARDWARE AND SOFTWARE

- Technology purchases for department and personal use (cstore.msu.edu)
- Software licensing (tech.msu.edu/licenses)
- Departmental printing (tech.msu.edu/printing)
- Computer Help and Repair (cstore.msu.edu/help-repair)
- Desktop support (tech.msu.edu/support/desktop)

NETWORK

- MSU Network and Data Management (tech.msu.edu/network)
- Authentication and Authorization (tech.msu.edu/network/authentication-authorization)
- Dynamic Host Configuration Protocol (DHCP) (tech.msu.edu/network/dhcp)
- Wireless (tech.msu.edu/wireless)
- Firewalls and VPNs (tech.msu.edu/network/firewalls)
- Domain Name System (tech.msu.edu/network/dns)
- Resources for network administrators (tech.msu.edu/network/resources-network-admin)

MSU IT SERVICE DESK

- Call (517) 432-6200/toll free (844) 678-6200.
- Log into itservicedesk.msu.edu for incident and request processing or tracking.
- Email ithelp@msu.edu.

tech.msu.edu/it-staff/

TECHNOLOGY SUPPORT

MSU offers a variety of technology support options. Full details are at tech.msu.edu/support.

Security incident

Call (517) 432-6200 or email abuse@msu.edu.

Spartan ID card services and NetID provisioning

Walk-in help at the MSU ID Office in 170 International Center or call (517) 355-4500.

CENTRAL IT RESOURCES

- CampusAD (tech.msu.edu/campusad)
- Campus Exchange (tech.msu.edu/campus-exchange)
- Storage Solutions (tech.msu.edu/storage)
- Server Management (tech.msu.edu/network/server-management)
- Desktop Support (tech.msu.edu/support/desktop)
- SSL Certificates (tech.msu.edu/ssl-cert)
- Web Hosting (tech.msu.edu/web-hosting)
- Web Content Management System (cascade.msu.edu)
- * Gartner Research (gartnerportal.itservices.msu.edu)
- Departmental Licenses
(tech.msu.edu/technology/hardware-software)

MSU IT COMMUNITY

- Technology Events (tech.msu.edu/events)
- Technology News (tech.msu.edu/news)
- IT Community (tech.msu.edu/about/it-groups)
- IT Council (tech.msu.edu/itcouncil)
- Technology Training (tech.msu.edu/training)

WORKING WITH DATA

- Request access to data (tech.msu.edu/access-requests)
- FileDepot and data file transfer (filedepot.msu.edu)
- Securing Institutional Data (secureit.msu.edu/sid)
- Enterprise Business Systems (ebs.msu.edu)
- Credit card payments
(tech.msu.edu/technology/payment-ecommerce)
- Records management (archives.msu.edu/records)
- Two-Factor Authentication (secureit.msu.edu/two-factor)

SECURING INSTITUTIONAL DATA

Mitigating the risk of unauthorized exposure and protecting the university's information assets is the responsibility of every member of the MSU community.

Institutional data are all of the data held by Michigan State University, in any form or medium, for normal business operations. We all have roles to play in managing institutional data responsibly. Learn more about the MSU Institutional Data Policy, data-specific responsibilities, and resources at secureit.msu.edu/sid.



Information Technology
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