

## Overview

The University of Tennessee, Office of Information Technology (OIT) is the central technology organization for the Knoxville campus, providing an extensive number of services to students, faculty and staff at UTK and for other University entities in the Knoxville area. OIT partners with a variety of units to provide the most thorough and comprehensive support possible to the campus community.

## OIT Services

### Communications

Audiovisual Technology: OIT Engineering Services provides audiovisual support to the university, from the smallest wall-mounted monitor up to the Neyland Stadium Jumbotron.

Cable TV: Cable TV is available to students living in university housing rooms and to Administrative Offices and Departments.

Telephone: Request departmental office phones, cell phones, and other voice services, set up a conference call with Zoom, and find user guides for all phone services.

Voice and Data Cabling: This service has the responsibility to design, develop, approve, install, maintain and manage telecommunications wiring and infrastructure in all Knoxville campus buildings and other venues.

### Security Services

Incident Response: Incident Handling & Escalation including on-site or remote analysis, containment and response to an incident. Incident Management consists of advisory and consulting services.

Security Administration: Security Administration develops procedures for information technology security at the University of Tennessee - Knoxville and implements the University's Information Technology Risk-based Security Strategy.

Security Infrastructure Systems: Security Infrastructure Systems is a risk-based service protecting the confidentiality, integrity, and availability of IT resources for the University.

Vulnerability Scanning: This service is provided by OIT to make information system owners aware of IT security issues that may exist within their assets.

### Student Information Services

Student Information Systems is a core campus service that supports the integration of all data and processes related to the student life cycle. The primary platform is Banner and a number of integrated systems.

### Network Services

Network Services is responsible for managing a complex network that spans the Knoxville campus, remote sites scattered around the region, a range of wide area connections, and Internet/Internet2 connectivity.

Wired Network: The Wired Network service's primary purpose is to provide a data Local Area Network for the University of Tennessee, Knoxville.

Wireless Network: Wireless Local Area Networking provides universally encrypted and open Internet access all around campus.

## Business Information Systems

Application Development Support: These services are available on an ongoing basis to support custom applications developed by the OIT Application Development team.

Document Imaging & Management: Support includes system administration, system upgrades, end user support, scanning software upgrades, and report generation. The primary platform is Hyland Onbase.

eCommerce Services: eCommerce service provides secure and reliable online payment processing along with an easy-to-use administrative interface for viewing transactional history and payment data. The primary platform is Touchnet.

Portal Services: Includes the necessary identity integration, single sign-on systems and resources necessary for implementation and delivery for campus and statewide portals. OIT supports MyUTK and central authentication services including LDAP, Active Directory, CAS, and Shibboleth.

## Information Management and Analytics

We provide support for business analytics and data informed decision making, including data mining, and the development of data models, predictive and descriptive analytic tools. Primary platforms are SAS and Argos.

## Help and Support Services

Computer Labs: Computer Labs Services provides full technical and logistical management of all OIT computer labs as well as a tiered support model for academic & non-academic computer labs.

Desktop Support: OIT offers computer support for students, faculty, and staff for all current versions of Windows or Mac operating systems, as well as wired network printers.

HelpDesk: The HelpDesk is the first point of contact for OIT support, services, and applications, including email, MyUTK, NetID, Duo Two-Factor, Microsoft Office, desktop support, security, and much more.

IT Service Management: Ticketing, Service Request & Asset Management. The primary platform is Team Dynamix.

Software/Hardware Procurement, Distribution, and Licensing: See what software is available, and how to order hardware.

Training: Learn new skills and software packages with the help of OIT Training. OIT provides support for LinkedIn Learning as well as other training opportunities.

## Instructional and Research Services

Classroom Technology: OIT Engineering Services designs, installs, and maintains state-of-the-art Technology Enhanced Classrooms (TEC) for use by the faculty, staff and students located at UT campuses across the state.

Course Delivery: The course delivery service is comprised primarily of Online@UT (Canvas) and LiveOnline@UT(Zoom) and their associated integrations (Unicheck, Proctorio, Canvas Studio, and others).

Digital Media Services: Provides support for instruction through the digitization and conversion of course materials into usable media formats.

Instructional Development: OIT provides classroom support and training with all the technology you may find in a typical Technology-Enhanced Classroom.

Teaching Tools: A wide array of instructional services are available to faculty, staff and students. Services include a Learning Management System (LMS), synchronous course delivery, technology-enhanced classrooms, personal response systems, and instructional video production and delivery.

Technology Resource Website: Provides detailed instructions on using all of UTK campus-hosted classrooms.

Research Computer Support: Helps UTK faculty, staff, and students with research study planning, data acquisition, analysis and reporting.

Webcasting services provide video streaming of academic events, such as classes, symposia, or special lectures for a modest fee.

## System Services

Account Management: This service is responsible for all authentication and authorization services provided centrally by OIT for all UT campuses statewide.

Backup and Recovery Services: Backup and Recovery is the service that allows customers to store their data away from their servers and protect it in the case of data loss.

Collaboration Tools: Provides a dynamic and robust framework for the sharing of information and ideas not only between the Faculty, Staff, and Students of the University of Tennessee but to people and groups outside of the University as well.

Data Center and Servers: OIT provides infrastructure and environmental support, server asset management, and monitoring of server/network hardware located in OIT managed data centers.

Database Administration: This service provides installation, management, and support of databases used by centrally managed campus applications that serve the entire campus community - faculty, staff, and students.

Email and Calendar: Email, calendaring, and instant messaging solutions are available to all faculty, staff, and students.

File Sharing & Storage: OIT Provides 4 services for File sharing: Microsoft OneDrive with Teams, Google Drive, T-Storage SMB shares, and Vault.

High Performance and Scientific Computing: Provides computing resources and support for research involving high throughput or high-performance computing.

System Administration: OIT provides system administration of various services to the UTK campus and the University System including Microsoft Windows Servers.

Websites: OIT offers a variety of web services to assist departments and academic units with providing content, workflow, and custom applications via the Internet. Whether you have an existing site or need one created for you, OIT can help.