

# *Information Technology Services*

*Christian Miller  
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# *Announcement #1: CSEGSA Elections!*

- The Computer Science & Engineering Graduate Student Association (CSEGSA) will hold general elections for 2009 – 2010 officers on **Friday, September 11, 2009 at 6:15 PM in Bell 242.**

# *Announcement #2*

- The Thursday, September 10, 2009 CSE 501 meeting will be in **Knox 109**.



- The most important thing to take away from today's talk...



# *CSE IT Services*

- When you're looking for help, start here first:
- <http://services.cse.buffalo.edu/>



# *IT Services Site Details*

- Content Management System (CMS)
  - Drupal
  - 546 articles
  - We add more articles all the time.
  - We'll document just about anything.
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# *CSE IT Services*

- If you can't find something IT-related in the Service Catalog, please tell us!
  - If you're wondering about something, then so are 20 other people.
  - The idea is to accumulate answers over time to eventually accommodate most questions.
  - Write to [cse-consult@buffalo.edu](mailto:cse-consult@buffalo.edu)
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# *CSE IT Services*

- You may login with your UBIT password (authentication is secure) to see pages that are more secure
- Contact us if you'd like to contribute to the service catalog
- Contact us if your research group needs a wiki





# *A Few Specifics*

1. What servers may I log in to?
  2. What is my password?
  3. How do I submit course files?
  4. My professor gave me an assignment where I have to use some programming language or software application that I've never even heard of. I don't even know how to get started.
  5. How do I create my personal CSE web page?
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# *1. What servers may I log in to?*

- Service Catalog -> Facilities -> Compute Systems  
-> Student Systems
- Search for 'student' in the search window



## *2. What is my password?*

- Service Catalog -> Services -> Accounts -> CSE UNIX/Linux Accounts
  - Search for 'account', 'accounts', or 'password' in the search window
  - If you want, your CSE password can be different from your UBIT password. Or you can set it to be the same.
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### *3. How do I submit course files?*

- Service Catalog -> Services -> Course Management -> Submit Script
- Search for 'Submit' in the search window



## 4. *Getting Started with Software*

- Service Catalog -> Software -> [Category] -> Application
- Search for the term in the search window



## 4. *Getting Started with Software*

- Introduction. Is this application going to be helpful or not?
  - Usage. How do I get started working with this application (and lets system administrators quickly test whether applications are working).
  - References. Where do I go for further information?
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## *5. How do I Create my Personal CSE Web Page?*

- Service Catalog -> Services -> Web -> How to Create Your CSE Web Page
- Search for 'web page' in the search window



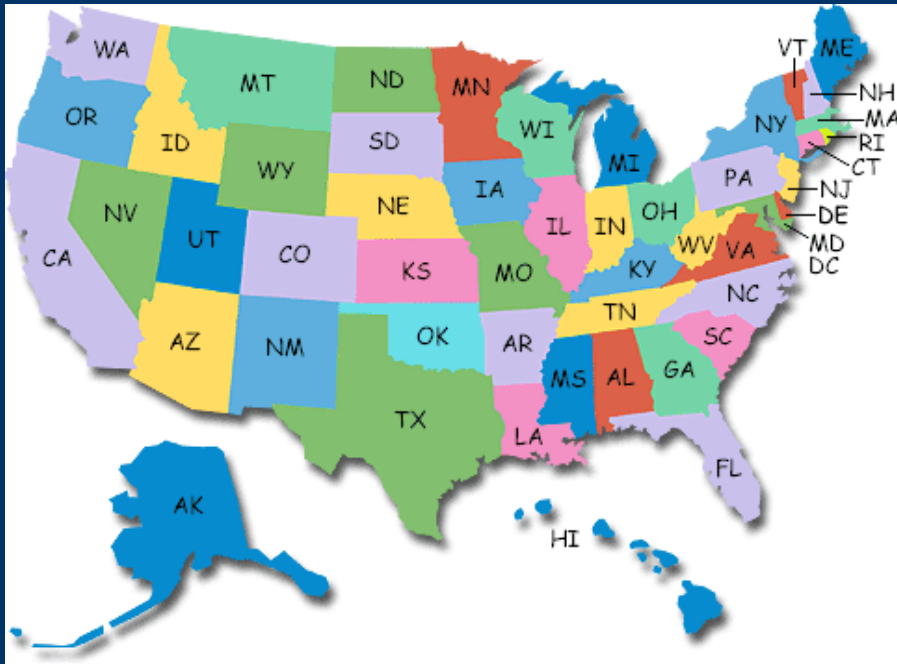
# *Policies*

- <http://www.cse.buffalo.edu/graduate/policy.php>
- Printer Abuse
- Food and Drinks in Lab



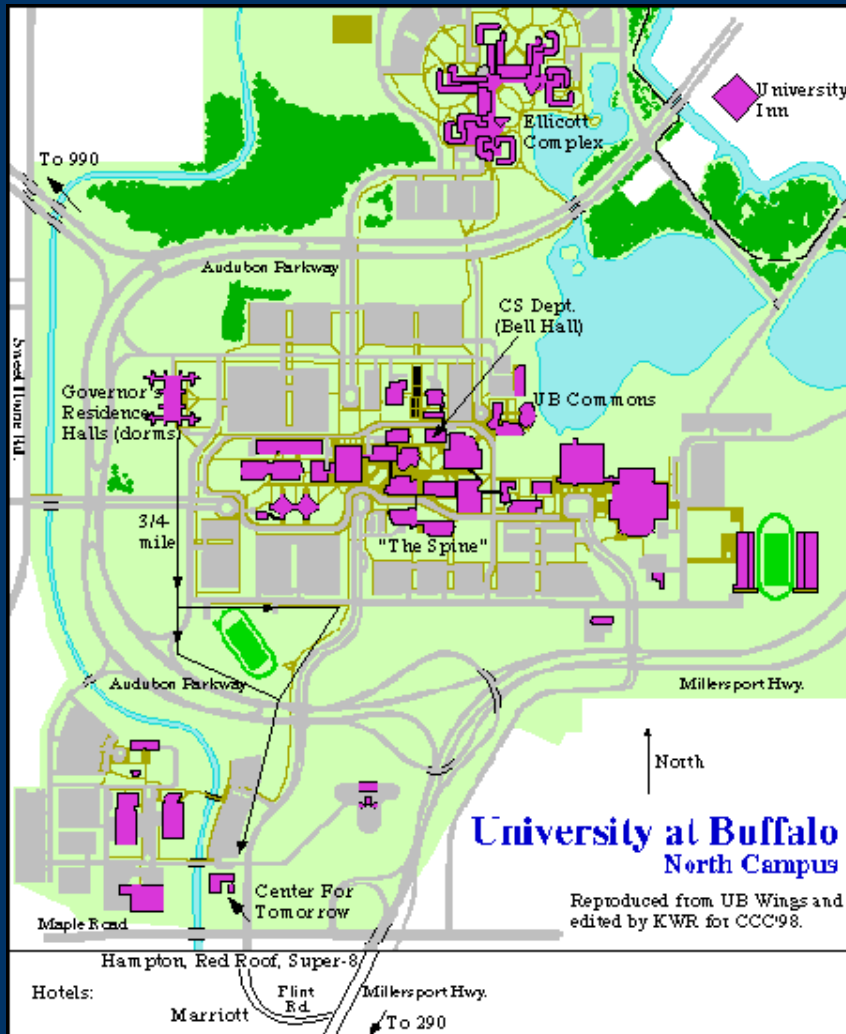


# *UBIT is organized similarly to the USA*



- United States government organization
  - Federal government
  - State governments

# UB Information Technology (IT) organization



- University at Buffalo Information Technology (UBIT) organization
  - CIT
  - Academic Nodes
    - SENS
    - CSE
    - etc.
  - Administrative Nodes

# *UBIT Services*

- <http://ubit.buffalo.edu/>
  - Enterprise-wide computing services
  - In theory, all compute services that span UB
    - E-mail
    - Helpdesk
    - Networking
    - Course Scheduling
    - Grades
    - Transcripts
  - Staff
    - 308 professional staff
    - 291 student assistants
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# *Academic Nodes*

- <http://www.cio.buffalo.edu/nodedirectors.shtml>
  - Usually one node per deanship
    - Architecture & Planning
    - Dental Medicine
    - Education
    - Law
    - Management
    - Medicine
    - Nursing
    - Social Work
    - etc.
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# *The School of Engineering and Applied Sciences*

- <http://www.eng.buffalo.edu/>
  - The School of Engineering and Applied Sciences has two (2) academic computing nodes
    - School of Engineering Node Services (SENS)
      - Chemical and Biological (CBE)
      - Civil, Structural, and Environmental (CSEE)
      - Electrical (EE)
      - Industrial (IE)
      - Mechanical and Aerospace (MAE)
    - CSE IT
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# *School of Engineering Node Services (SENS) Services*

- <http://www.sens.buffalo.edu/>
- Dave Yearke, Director
- Bell 101 suite offices
- Staff
  - 13 professional staff
  - 4 student assistants

# *CSE People*

- 1735 Students registered in one or more CSE course
  - 38 Faculty
  - 11 Staff
  - UBIT community
  - UB Community
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# CSE IT

- <http://www.cse.buffalo.edu/people/index.php?group=IT>
  - CSE-specific services
  - Staff
    - 4 professional staff
      - Kevin Cleary
      - Maria-Rose Frisina
      - Christian Miller
      - Ken Smith
    - 2 student assistants
      - James Andrix
      - Nikita Kovalev
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# *OK, But...*

- ... Where should I go for help?
  - UBIT?
  - SENS?
  - CSE?

# *CSE Request Tracker (RT)*

- Send help requests to:
  - [cse-consult@cse.buffalo.edu](mailto:cse-consult@cse.buffalo.edu)
- Emails sent to this mail alias create projects in our Request Tracker (RT) project management system
- We'll make sure that your request goes to the right person or group.



# *cse-consult Help Requests*

- Projects By Year
  - 2009: 4895 (so far)
  - 2008: 4789
  - 2007: 2456
  - 2006: 2576
  - 2005: 3042
  - 2004: 3671
  - 2003: 5007
  - 2002: 4207
  - 2001: 4299

# *A Few Helpful Pages*

- <http://services.cse.buffalo.edu>
    - Facilities -> Compute Systems -> Student Systems
    - Facilities -> Compute Labs -> Instructional Labs
    - Services -> Web -> How to Create Your CSE Home Page
    - Services -> Email -> Email Clients -> Mozilla Thunderbird
    - New Building -> CSE Departmental Layout (3<sup>rd</sup> Floor)
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# Summary

- Overview of CSE
    - <http://www.cse.buffalo.edu>
  - Browse CSE IT Services
    - <http://services.cse.buffalo.edu>
  - Ask for Help
    - [cse-consult@buffalo.edu](mailto:cse-consult@buffalo.edu)
  - See MOTD when you SSH to a CSE system
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# *Questions?*

- What else would you like to know?

