Information Technology Services

Christian Miller
September 8, 2009
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.
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
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?
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.
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?
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/](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
Academic Nodes

- [http://www.cio.buffalo.edu/nodedirectors.shtml](http://www.cio.buffalo.edu/nodedirectors.shtml)
- Usually one node per deanship
  - Architecture & Planning
  - Dental Medicine
  - Education
  - Law
  - Management
  - Medicine
  - Nursing
  - Social Work
  - etc.
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
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
CSE IT

- [http://www.cse.buffalo.edu/people/index.php?group=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
OK, But...

• ... Where should I go for help?
  – UBIT?
  – SENS?
  – CSE?
CSE Request Tracker (RT)

- Send help requests to: 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 (3rd Floor)
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
• See MOTD when you SSH to a CSE system
Questions?

• What else would you like to know?