Help Center
Try out our new Help Center. Help topics are arranged in groups, which are then sorted by popularity. Written and curated by our Help Desk to get you to the information you need quickly.

Are you a Desktop Supported Client?
Many staff in administrative units are supported by OIT Desktop Support, which supplies, patches, maintains, and supports your workstations, printers, and projectors. You can find out for sure by consulting the list of supported departments. Most faculty and staff within schools are supported by local IT staff.

OIT Security News
OIT’s IT Security team not only builds and supports UCI’s network defenses, but provides documentation and services to help you keep your own information secure from theft or damage. The Security website has information for protecting yourself, advocates the Cybersecurity training on UCLC, and hosts events such as Campus Records Clean-Up Day where you can conveniently and free of charge dispose of documents with sensitive information which are no longer needed.

OIT Teams You Should Know About
OIT is a diverse organization, and many of our teams work behind the scenes on infrastructure and servers. Other teams provide visible services, and it may help you to meet some of them.

- Business Intelligence/Data Warehouse - these teams allow you to query institutional data and generate reports
- eDocs - this team will help you convert your paper documents to searchable digital versions
- Educational Technologies - in support of instruction, these teams support EEE and Canvas
- Executive Applications - this team develops and supports tools for recruiting and retaining UCI faculty
- Classroom Technologies - this team manages labs and classrooms in support of instruction

OIT Numbers
OIT is a large organization, responsible for a wide range of IT services. Our help desk gets over 6,000 calls and emails a month asking for help. Our wireless network supports 176,000 devices. Desktop support manages more than 4000 workstations for administrative units. The campus firewall blocks almost 10 million malicious network connections every hour. Other statistics on OIT support can be found on the OIT Fact Sheet.

Digital Resources
Links to resources in this newsletter can be found online at

www.oit.uci.edu/bits-bytes/

Photo courtesy University of California, Irvine
OIT Milestones

In the course of a year, OIT not only supports existing services, but performs upgrades and deploys new services. Here are some highlights from 2016. Contact OIT for details on any of these milestones.

- Migration of key services to the cloud - saving money and improving reliability
- Cognos, FileNet, BigFix - new tools for more effective data reporting, document storage, and workstation management
- New phone and voicemail infrastructure
- Canvas Pilot - flexible new Learning Management System for instructors
- Hybrid/Flipped Classroom in SE 101
- COMPASS Student Success Initiative
- eSports Facility
- New modules for Kuali Coeus research administration suite
- Customer Satisfaction Survey led to key changes in OIT services
- Campus IT Security improvements

OIT Liaisons

As technology options, approaches, and campus needs have grown and evolved, so has the complexity of providing IT services. In order for OIT to work effectively with campus partners, we have instituted a framework for client and work management. Each major unit has a principal contact, or liaison, with whom you can discuss non-routine issues such as requests for new projects, or plans OIT may have for your unit’s infrastructure. The list of liaisons can be found on the OIT Web site.

How do I …

OIT has extensive documentation regarding common IT services and applications in use at UCI. If you have a question or a problem, you may be able to find an answer by yourself in the OIT Knowledge Base (UCInetID login). Searchable by keyword or category, the knowledge base has over 400 articles with new ones being added every month.

Who do I call?

When you need help, have a technology question, or notice a service is not working properly, the easiest thing to do is call the OIT Help Desk at (949) 824-2222 or write oit@uci.edu.

You can also check the OIT Web site (www.oit.uci.edu) to see if an unresponsive service is in planned maintenance or to see whether we’re already working on restoring service. Finally, you can create incidents and track your open issues at the Service Desk portal http://www.oit.uci.edu/ess/