



# IT Services for Faculty, Staff, and Researchers

## About the Division of Information Technology

The Division of Information Technology or DIT is leading the way in providing the University of Maryland community with state-of-the-art IT resources to enhance the university's standard of excellence in education and research. DIT plans, develops, supports, and maintains numerous computing, networking, and telecommunications services.

The division supports tools and technologies for the academic environment, including classroom instructional technology and online course management.

Other general or administrative services we provide include, but are not limited to, email, wired and wireless network access, high-performance computing, and other Web services for performing university business. Additionally, the division manages the Terrapin Technology Store and discount programs for computers, software, and cellphone services and equipment ([www.it.umd.edu/techsavings](http://www.it.umd.edu/techsavings)).

### • Acceptable Use

The university has an Acceptable Use Policy that outlines the personal responsibilities that come with using the university's information technology resources. [www.umd.edu/aup](http://www.umd.edu/aup)

### • ARES: Administrative Resource Enterprise Services

ARES offers one-stop access to varied administrative resources, such as electronic timesheets, travel forms, payroll services, and advisor services. [www.ares.umd.edu](http://www.ares.umd.edu)

### • Box

The UMD Box service facilitates collaborating on, sharing, and storing files. [www.it.umd.edu/box](http://www.it.umd.edu/box)

### • Conference Calls and Web Meetings

Several options for meeting with colleagues on- and off-campus are available ranging from using desk phones for small conference calls to hosting Web meetings online for many attendees. [www.it.umd.edu/conferencing](http://www.it.umd.edu/conferencing)

### • Cyberinfrastructure Center

The Cyberinfrastructure Center houses a colocation facility that offers a specifically designed space to house the computing equipment and hardware faculty and researchers need to support their work. [www.it.umd.edu/CC](http://www.it.umd.edu/CC)

### • ELMS (Enterprise Learning Management System)

ELMS is the university's official online course and content delivery system. [www.elms.umd.edu](http://www.elms.umd.edu)

### • Email and Mailing Lists

Email accounts are available to all university community members and allow you to manage your email online. Email reflectors, Listserv lists, and other types of group mailing lists can make communication among groups more efficient. [www.it.umd.edu/email](http://www.it.umd.edu/email)

### • Enterprise Storage and Backup

University backup and storage services are available for a fee. [www.it.umd.edu/esb](http://www.it.umd.edu/esb)

### • Faculty Support Web Pages

These Web pages describe the division support services for faculty in teaching support, research support, administrative support, and professional development. [www.it.umd.edu/faculty](http://www.it.umd.edu/faculty)

### • Help Desk

The Help Desk is the primary resource for technical assistance and information about IT, including system and outage alerts, at the university. You can get tech support over the telephone, in person, or online. [www.helpdesk.umd.edu](http://www.helpdesk.umd.edu)

301.405.1500  
[www.itsc.umd.edu](http://www.itsc.umd.edu)

### • High-Performance Computing Clusters

High-performance computing clusters, including Deepthought2 and Bluecrab, are available to UMD researchers who require computer cycles for parallel codes and applications. [www.it.umd.edu/hpcc](http://www.it.umd.edu/hpcc)

### • ITforUM

ITforUM is the information technology newsletter published in the fall and spring semesters for the university's faculty and staff. [www.it.umd.edu/ITforUM](http://www.it.umd.edu/ITforUM)

### • Learning Technologies

Get information, training, and support for using in-class and online learning technologies such as ELMS, digital media, clickers, and more. [www.it.umd.edu/academic\\_technology](http://www.it.umd.edu/academic_technology)

### • Lucidchart and Lucidpress

Develop, collaborate on, and share flowcharts, org charts, mind maps, online publications, and more. [www.it.umd.edu/lucidchart](http://www.it.umd.edu/lucidchart)  
[www.it.umd.edu/lucidpress](http://www.it.umd.edu/lucidpress)

### • Project NETHics

Project NETHics promotes responsible use of information technology through user education and policy enforcement. [www.it.umd.edu/nethics](http://www.it.umd.edu/nethics)

### • Qualtrics

Qualtrics is a Web-based survey tool that supports teaching and research on campus. [www.it.umd.edu/qualtrics](http://www.it.umd.edu/qualtrics)

### • Software Downloads and Subscriptions

UMD contracts make popular software available for faculty/staff members (some for work-at-home and some for personal use): Microsoft Office, popular Adobe creative programs, anti-virus and virtual private networking (VPN) software, and more. [www.terpware.umd.edu](http://www.terpware.umd.edu)

### • Telephone Service and Voice Mail

Telephone service and voice mail accounts are available. [www.it.umd.edu/nct/voicesys](http://www.it.umd.edu/nct/voicesys)

### • Training

Watch educational videos from Lynda.com or attend in-person training on campus for professional development purposes. Topics range from acquiring new IT skills to enhancing teaching and learning. [www.lyndatraining.umd.edu](http://www.lyndatraining.umd.edu)  
[www.training.umd.edu](http://www.training.umd.edu)

### • University Directory

The University Directory offers a way to search for university community members' contact information. It is also the place for you to update your personal information and your Directory ID and password, which control your access to numerous university services. [www.directory.umd.edu](http://www.directory.umd.edu)

### • Virtual Private Networking (VPN)

VPN software is available for free from the division to make your computer communications from off-campus computers or wireless laptops more secure. <http://ter.ps/aboutVPN>

### • Webhosting

Webhosting provides a way for campus units to establish and maintain fully functional websites while minimizing their technical support requirements. [www.it.umd.edu/webhosting](http://www.it.umd.edu/webhosting)

### • Wireless Network

One of the largest known wireless networks among public research universities our size is available to the university community. All academic buildings and many public areas have full wireless coverage. The eduroam service offers easy wireless access when visiting participating institutions. Guest accounts are also available. [www.it.umd.edu/wireless](http://www.it.umd.edu/wireless)  
[www.it.umd.edu/eduroam](http://www.it.umd.edu/eduroam)