

Information Technology



Faculty Council

Fred Piazza

6/17/2022

Talking Points:



Overview of IT organizational structure, function, mission



Key activities that promote faculty productivity, streamline processes, and generally support the faculty



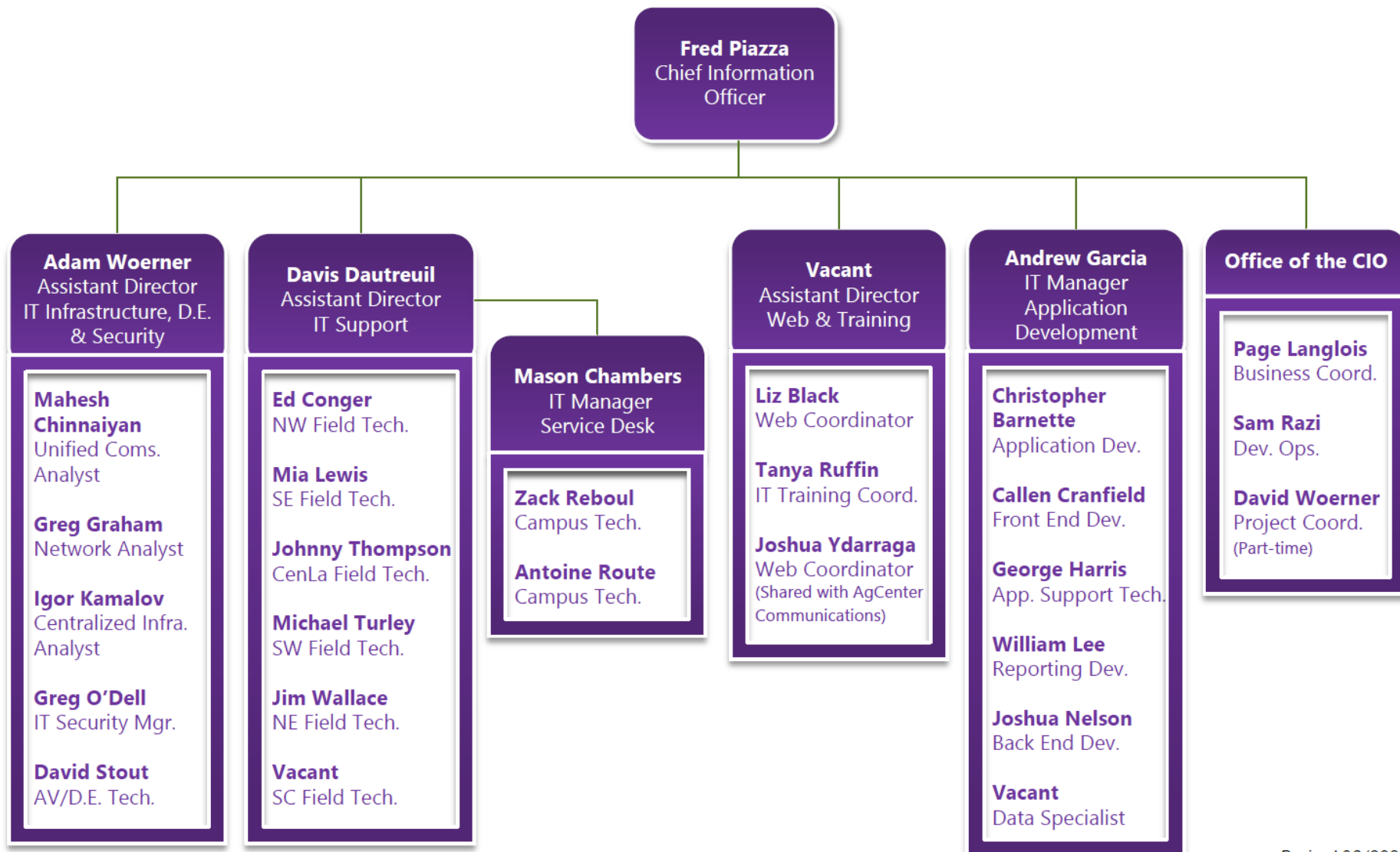
Plans on the near-term and long-term horizons that will positively influence the way the AgCenter provides information and utility to internal and external stakeholders

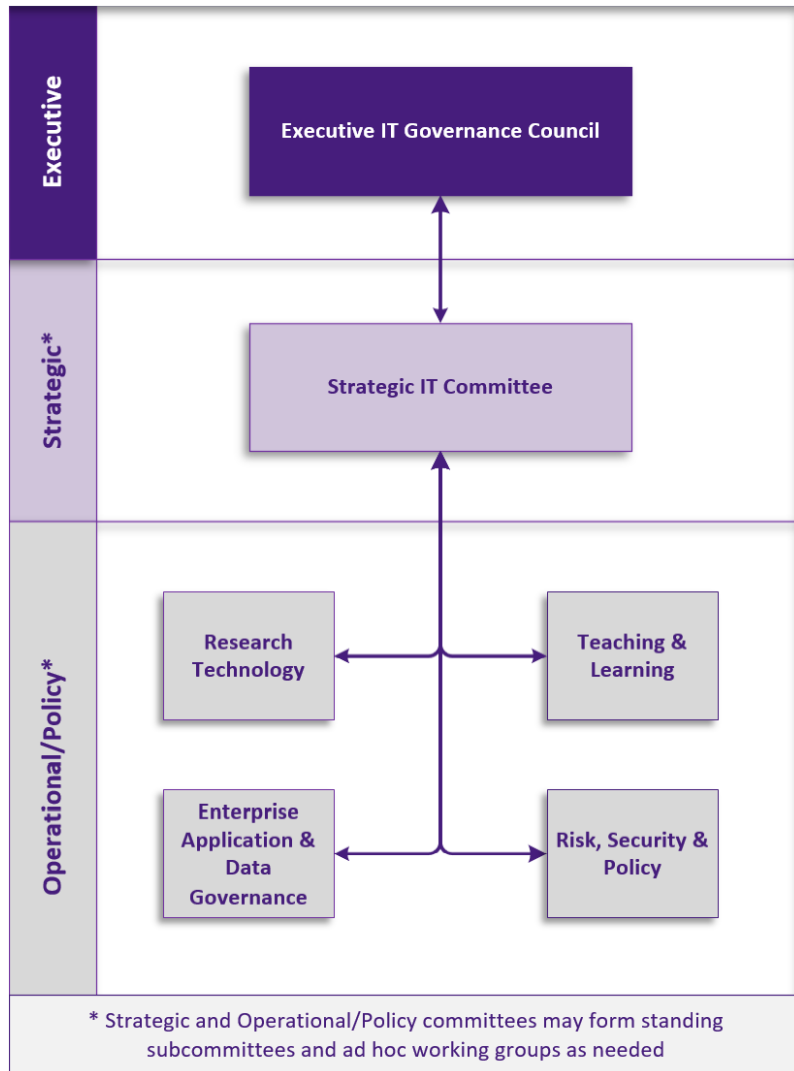


IT FAQ's



Q&A



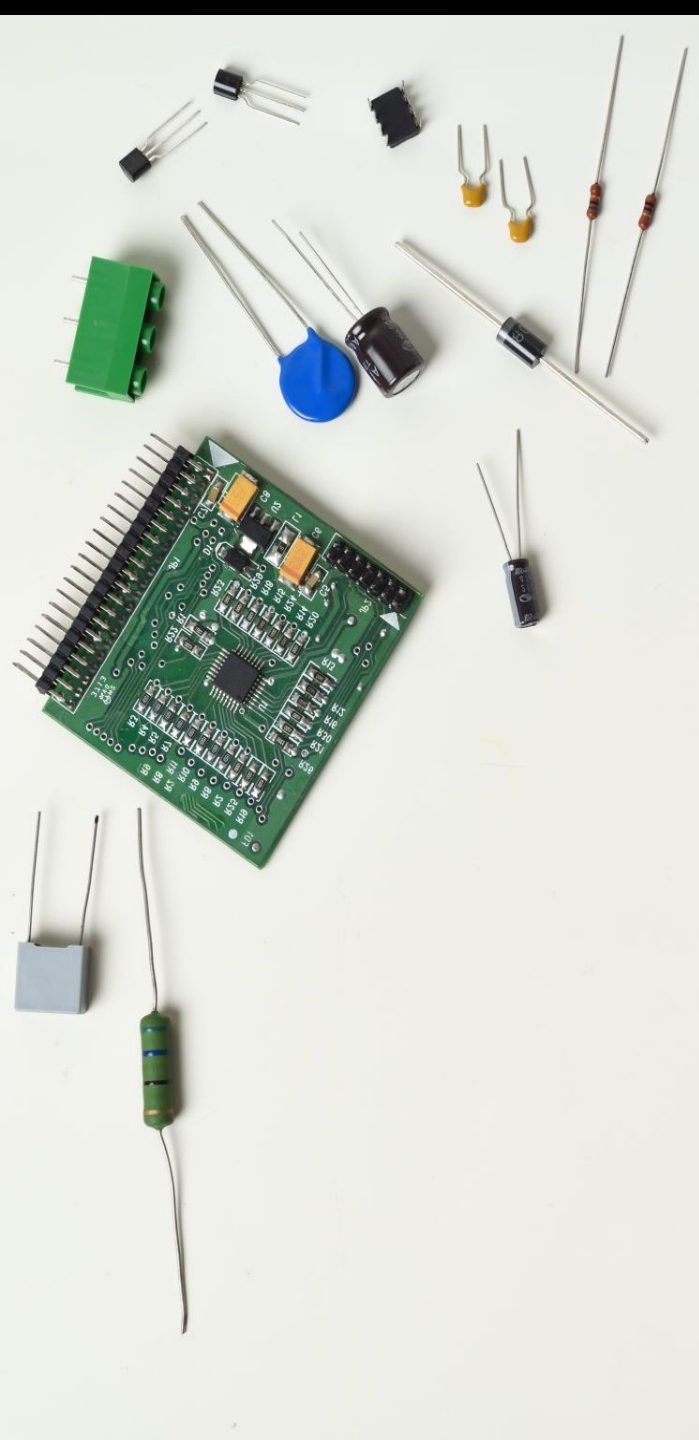


IT Governance:

- Established by LSU PM-49 (01/2021)
- Representation from each LSU top-level institution on every committee
- Local IT Governance Committees exist at every institution

IT Support Services:

- Help desk support for hardware, connectivity, & software issues
- Software specification, acquisition, installation, & configuration
- Hardware specification, acquisition, setup, operation, & maintenance



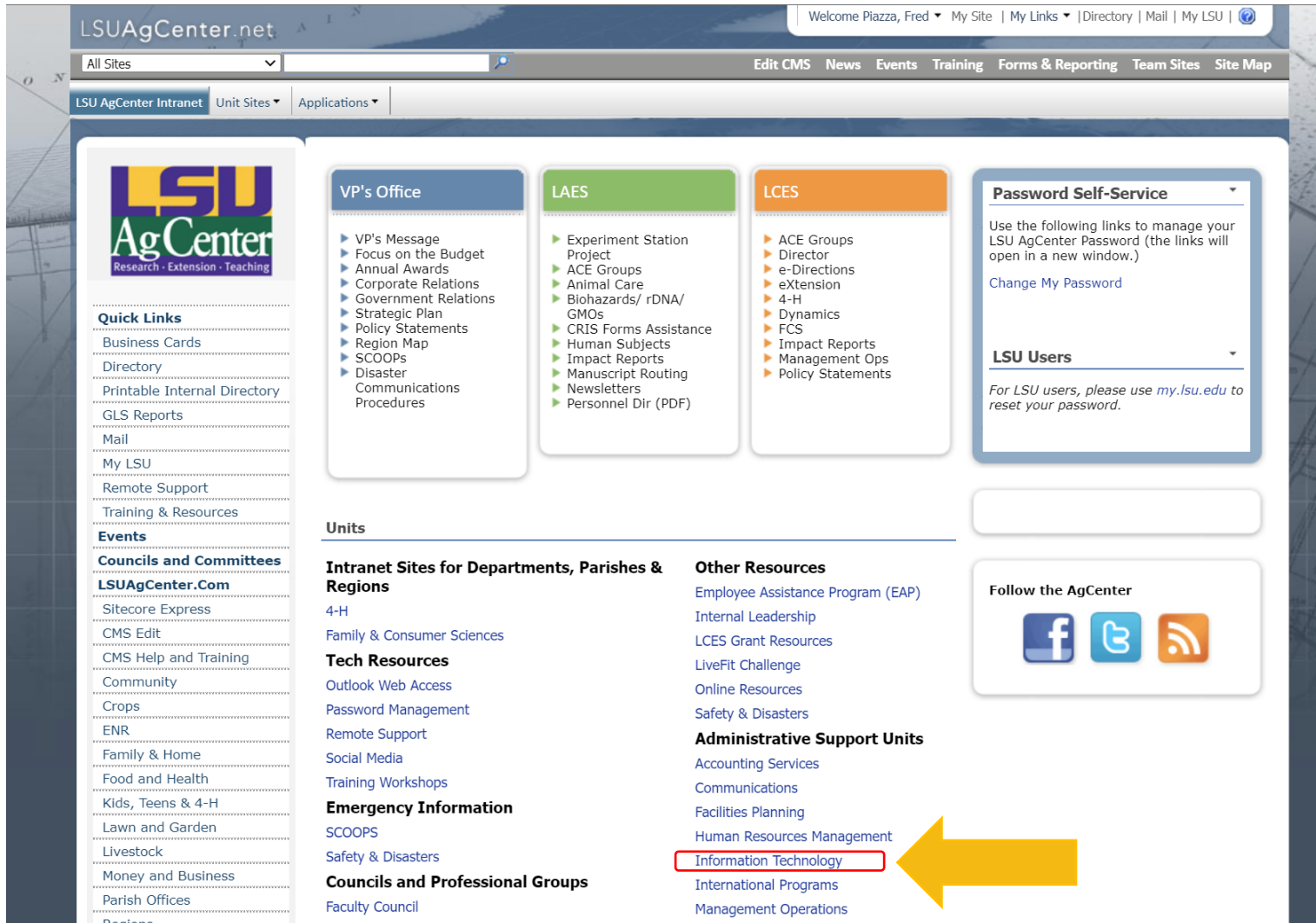
Web, Application & Data Services:

- Custom application development
- Data management, analysis, & visualization
- Web & multimedia creation



IT Infrastructure & Security Services:

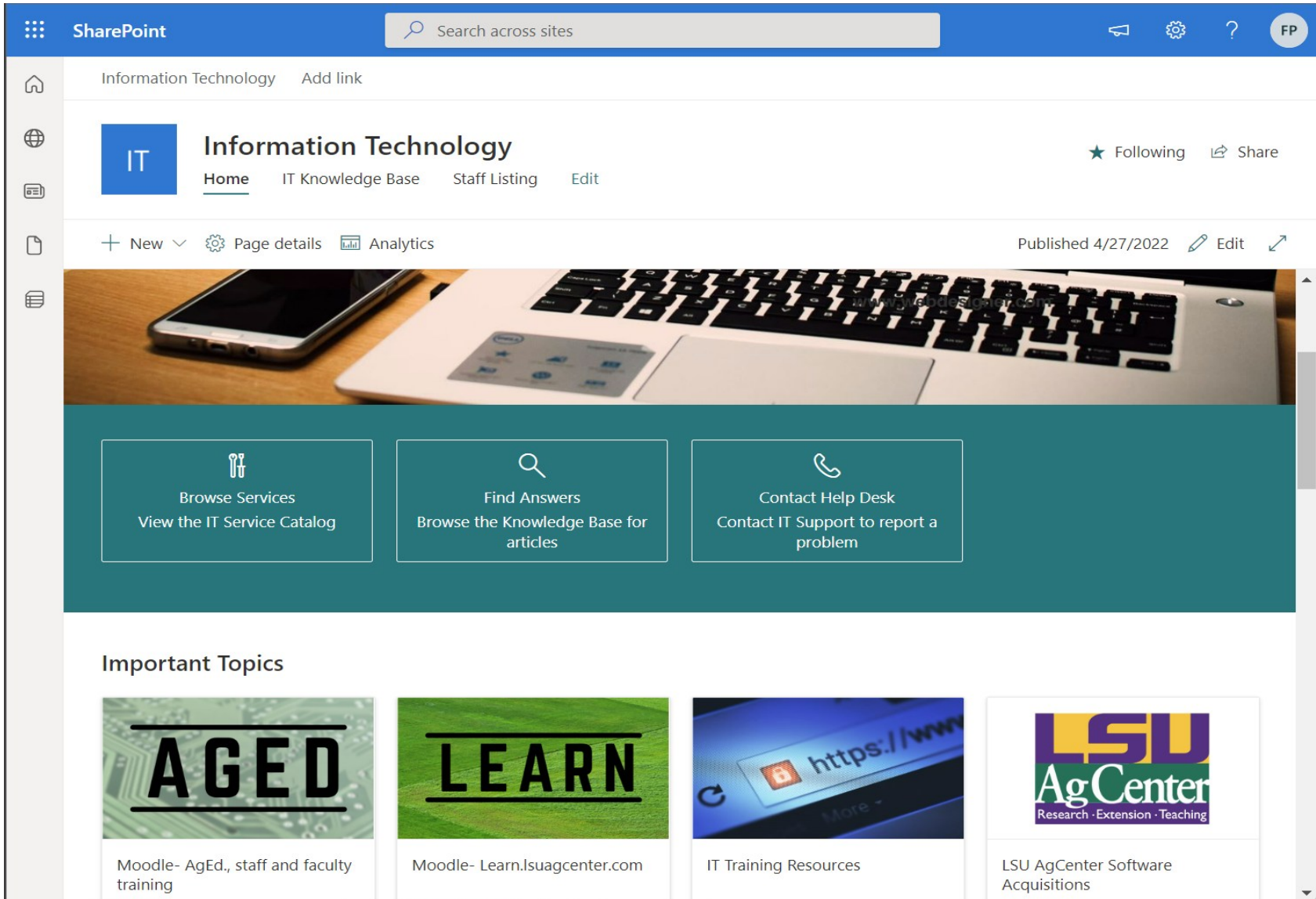
- Voice, data, telepresence, video conferencing, & other electronic communications
- Server specification, acquisition, set-up, operation, & maintenance
- Installation and maintenance of network cabling
- Network architectural design, implementation & maintenance
- Cyber security services



The screenshot shows the LSU AgCenter website homepage. At the top, there is a navigation bar with the site name 'LSUAgCenter.net' and a search box. Below this is a secondary navigation bar with links for 'Edit CMS', 'News', 'Events', 'Training', 'Forms & Reporting', 'Team Sites', and 'Site Map'. The main content area is divided into several sections:

- Left Sidebar:** Contains the LSU AgCenter logo and a 'Quick Links' menu with items like Business Cards, Directory, Printable Internal Directory, GLS Reports, Mail, My LSU, Remote Support, and Training & Resources.
- VP's Office:** A blue box containing a list of links such as VP's Message, Focus on the Budget, Annual Awards, Corporate Relations, Government Relations, Strategic Plan, Policy Statements, Region Map, SCOOps, Disaster Communications, and Procedures.
- LAES:** A green box containing links for Experiment Station Project, ACE Groups, Animal Care, Biohazards/ rDNA/ GMOs, CRIS Forms Assistance, Human Subjects, Impact Reports, Manuscript Routing, Newsletters, and Personnel Dir (PDF).
- LCES:** An orange box containing links for ACE Groups, Director, e-Directions, eXtension, 4-H, Dynamics, FCS, Impact Reports, Management Ops, and Policy Statements.
- Password Self-Service:** A box with instructions on how to manage passwords and a link to 'Change My Password'.
- LSU Users:** A box with a note for LSU users to use my.lsu.edu to reset passwords.
- Units:** A section with sub-sections: 'Intranet Sites for Departments, Parishes & Regions' (listing 4-H, Family & Consumer Sciences), 'Tech Resources' (listing Outlook Web Access, Password Management, Remote Support, Social Media, Training Workshops), 'Emergency Information' (listing SCOOps, Safety & Disasters), and 'Councils and Professional Groups' (listing Faculty Council).
- Other Resources:** A section listing Employee Assistance Program (EAP), Internal Leadership, LCES Grant Resources, LiveFit Challenge, Online Resources, Safety & Disasters, and 'Administrative Support Units' (listing Accounting Services, Communications, Facilities Planning, Human Resources Management, Information Technology, International Programs, and Management Operations).
- Follow the AgCenter:** A box with social media icons for Facebook, Twitter, and RSS.

A yellow arrow points to the 'Information Technology' link under the 'Administrative Support Units' section.



The screenshot shows the SharePoint interface for the Information Technology site. The top navigation bar includes the SharePoint logo, a search bar, and utility icons. The left sidebar contains navigation icons. The main content area features a header for 'Information Technology' with a 'Home' link and sub-links for 'IT Knowledge Base', 'Staff Listing', and 'Edit'. Below the header is a banner image of a laptop and smartphone. A teal section contains three buttons: 'Browse Services', 'Find Answers', and 'Contact Help Desk'. The 'Important Topics' section at the bottom lists four items: 'Moodle- AgEd, staff and faculty training', 'Moodle- Learn.Lsuagcenter.com', 'IT Training Resources', and 'LSU AgCenter Software Acquisitions'.

SharePoint Search across sites

Information Technology Add link

IT Information Technology Following Share

Home IT Knowledge Base Staff Listing Edit

+ New Page details Analytics Published 4/27/2022 Edit

Browse Services
View the IT Service Catalog

Find Answers
Browse the Knowledge Base for articles

Contact Help Desk
Contact IT Support to report a problem

Important Topics

- AGED Moodle- AgEd, staff and faculty training
- LEARN Moodle- Learn.Lsuagcenter.com
- IT Training Resources
- LSU AgCenter Software Acquisitions



Near-term:

Extension Activity Reporting System

Teams calling plans for campus

IT Security policy rewrites

Single-Sign-On (SSO) with LSU A&M



Long-term:

Teams calling plans statewide

Full IT policy and operating procedure overhauls

Service Desk portal upgrades

Sitecore CMS upgrades

Enterprise-level data warehouse and data mart

- What's happening to Extension Activity Reporting?
- Are there new IT policies?
- What approvals do I need for acquiring hardware?
- What approvals do I need for acquiring software?
- How do I find my stuff in the cloud?
- Can I take my computer equipment away from the office to work remotely?
- How do I keep my personal email, contacts, and files private?
- What IT training is available?
- How can I edit LSU AgCenter web pages?

System Level Permanent Memoranda (PM Statements):

- [PM-49](#) (01/2021) - Information Technology Governance
- [PM-50](#) (06/2021) - Review and Approval for Acquisition of Software and Services
- [PM-36](#) (08/2021) - Information Security

Corresponding AgCenter Policy Statements (PS):

- [PS-32](#) (2001) - Computer Hardware/Software Management Policy
- [PS-47](#) (2012) - Use of AgCenter Information Technology Resources
- [PS-45](#) (2006) - Wireless Mobile Communication Devices

IT Hardware Approvals



Q: What approvals do I need for purchasing IT hardware?



A: IT approval is needed for purchases of any devices that process, store, or transmit data/information.



Q: How do I get approval?



A: Contact the IT Help Desk or your IT Field Technician
IN ADVANCE of purchase

IT Software Approvals



SharePoint Search across sites

Information Technology Add link

Information Technology

Home IT Knowledge Base Staff Listing Edit

★ Following Share

+ New Page details Analytics Published 3/14/2022 Edit

Browse Services
View the IT Service Catalog

Find Answers
Browse the Knowledge Base for articles

Contact Help Desk
Contact IT Support to report a problem

Important Topics

LSU AgCenter Software Acquisitions

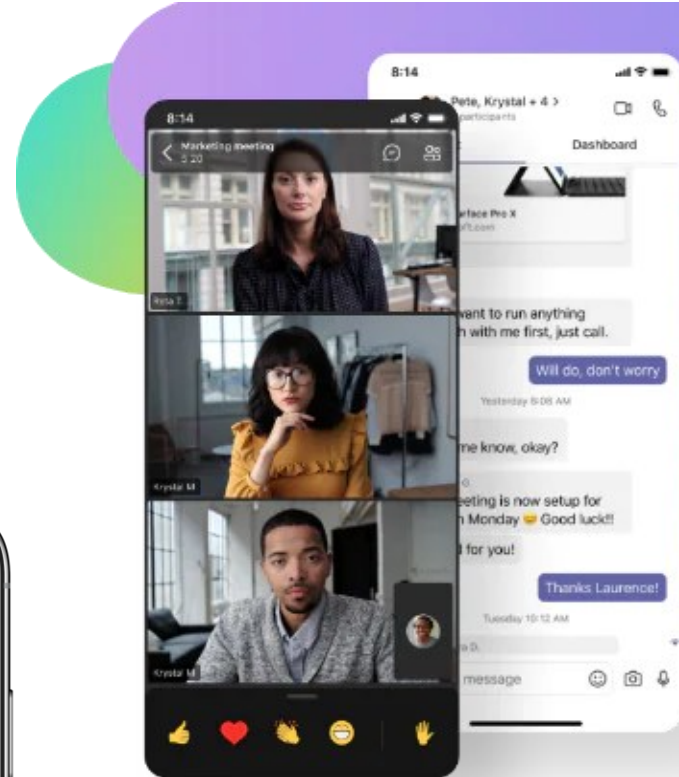
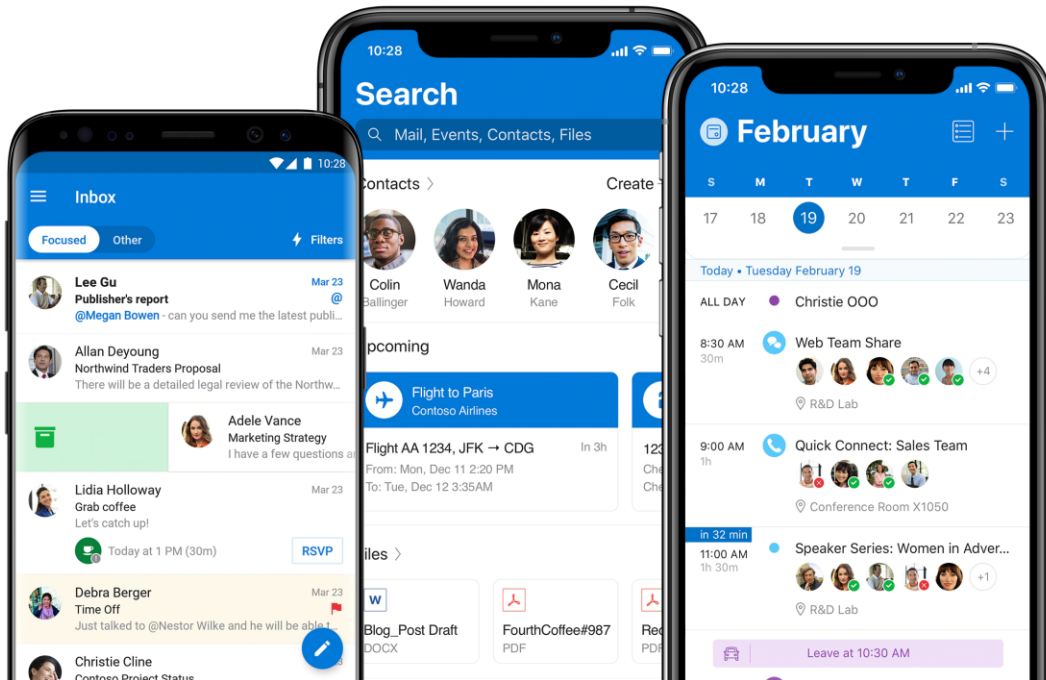
Approved Software and Services

Prohibited Software and Services

LSU A&M Software Licenses

Mobile Outlook & Teams Apps

- **Outlook:**
Email, contacts, & calendar
- **Teams:**
Video calling, text messaging, voice calling and texting, files in Teams sites



- Android and Apple (iOS) versions
- Phones & Tablets/iPads
- Go to Google Play or Apple Appstore
- Logon to the apps with AgCenter Email & Password

Mobile Outlook & Teams Apps

Apple

Mail



Calendar



Contacts



Android



For WORK, use
these apps instead!



Outlook



Text Messages



Video Calls



Phone Calls

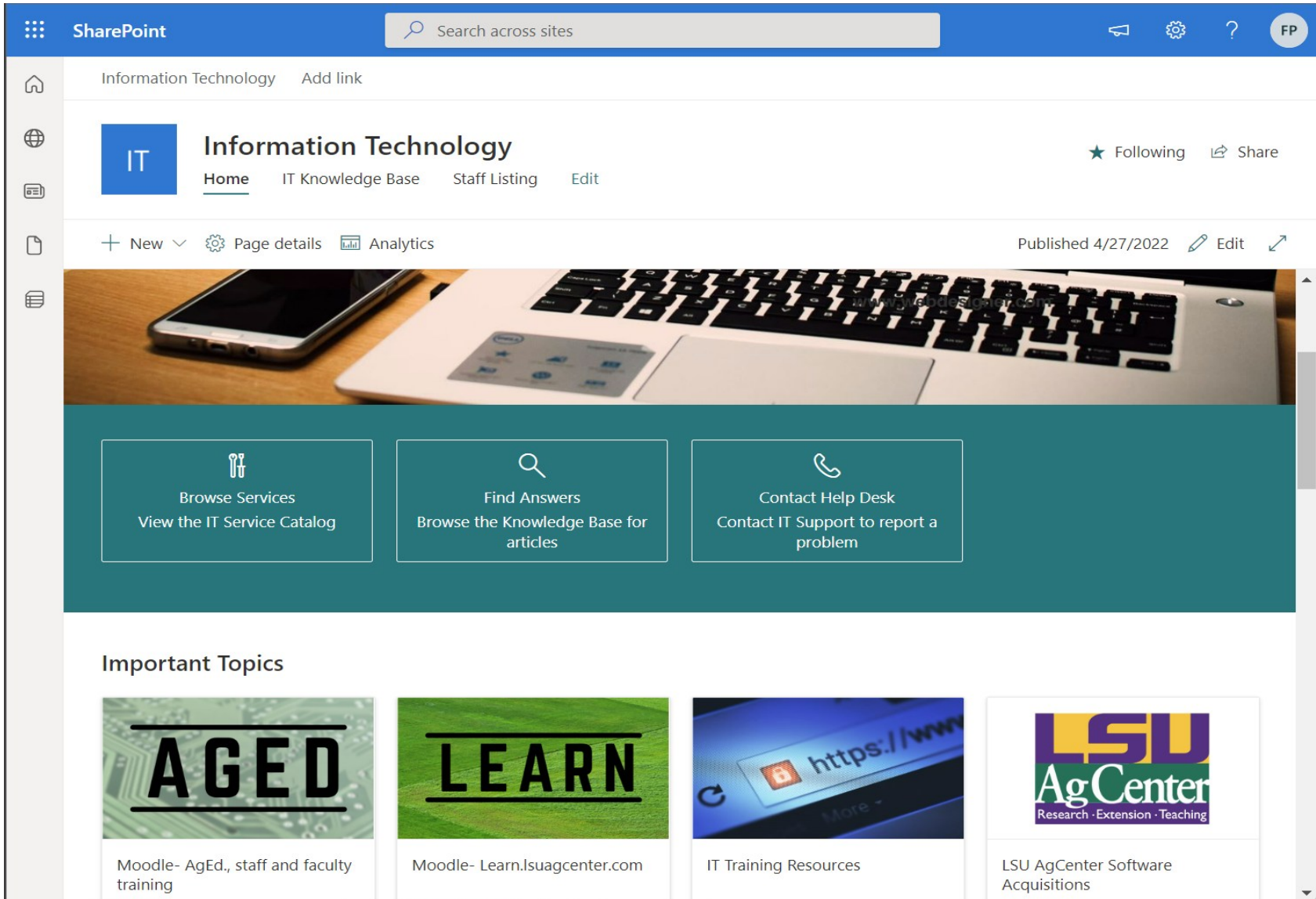


(Phone #s possible for \$6/mo)



Teams





The screenshot shows the SharePoint interface for the Information Technology site. The top navigation bar includes the SharePoint logo, a search bar, and utility icons. The left sidebar contains navigation icons. The main content area features a header for 'Information Technology' with a 'Home' link and sub-links for 'IT Knowledge Base', 'Staff Listing', and 'Edit'. Below the header is a banner image of a laptop and a smartphone. A teal-colored section contains three buttons: 'Browse Services' (with a wrench icon), 'Find Answers' (with a magnifying glass icon), and 'Contact Help Desk' (with a telephone icon). Below this is an 'Important Topics' section with four tiles: 'AGED' (Moodle- AgEd, staff and faculty training), 'LEARN' (Moodle- Learn.Lsuagcenter.com), 'IT Training Resources' (with a browser address bar image), and 'LSU AgCenter Software Acquisitions' (with the LSU AgCenter logo).

SharePoint Search across sites

Information Technology Add link

Information Technology ★ Following ↗ Share

Home IT Knowledge Base Staff Listing Edit

+ New Page details Analytics Published 4/27/2022 Edit

Browse Services
View the IT Service Catalog

Find Answers
Browse the Knowledge Base for articles

Contact Help Desk
Contact IT Support to report a problem

Important Topics

- AGED**
Moodle- AgEd, staff and faculty training
- LEARN**
Moodle- Learn.Lsuagcenter.com
- IT Training Resources
- LSU AgCenter Software Acquisitions

IT Training On-Demand Portal



<https://www.lsuagcenter.com/workingremotely>



Information Technology Training Portal

Portal that provides LSU AgCenter employees training on a wide variety of information technology related topics.

Provides training on:

- Using Windows
- Using Microsoft Office 365 including:
 - OneDrive
 - Teams
 - Word
 - Excel
 - PowerPoint
 - Access (Office 2019)
- Information Security

Great resources for working at home, or brushing up on your IT skills

Live Microsoft Office Training:



Microsoft hosts training for LSU AgCenter employees!

Sessions Held Mondays 2 – 3 pm & Thursdays 9 – 10 am via Teams

APR 25	Cloud Storage and Sharing in OneDrive and SharePoint Mon, Apr 25, 2:00 PM	MAY 12	Manage Your Projects and Events Using To Do and Planner Thu, May 12, 9:00 AM	MAY 30	Power Up with PowerPoint Mon, May 30, 2:00 PM
APR 28	Cloud Storage and Sharing in OneDrive and SharePoint Thu, Apr 28, 9:00 AM	MAY 16	Information Tracking with Lists Mon, May 16, 2:00 PM	JUN 2	Power Up with PowerPoint Thu, Jun 2, 9:00 AM
MAY 2	Getting More with SharePoint Mon, May 2, 2:00 PM	MAY 19	Information Tracking with Lists Thu, May 19, 9:00 AM	JUN 6	OneNote - Your Digital Binder Mon, Jun 6, 2:00 PM
MAY 5	Getting More with SharePoint Thu, May 5, 9:00 AM	MAY 23	How to use Microsoft Forms Mon, May 23, 2:00 PM	JUN 9	OneNote - Your Digital Binder Thu, Jun 9, 9:00 AM
MAY 9	Manage Your Projects and Events Using To Do and Planner Mon, May 9, 2:00 PM	MAY 26	How to use Microsoft Forms Thu, May 26, 9:00 AM		

Teams Conferencing Support



Training and Q&A for Teams Conferencing – Contact David Stout

- David is offering 1 on 1 trainings as well as question and answer sessions regarding audio, video and telephone conferencing with Teams

Invite DStout@agcenter.lsu.edu to your Teams meetings.

- David and his student workers can assist with meetings.

Adobe Creative Cloud Suite



Photoshop

Edit, composite, and create beautiful images, graphics, and art on desktop and iPad.



Illustrator

Create beautiful vector art and illustrations on desktop and iPad.



Acrobat Pro DC

The complete PDF solution for working anywhere (includes desktop, web, and mobile access).



Premiere Pro

Professional video editing for film, TV, and the web.



InDesign

Page design and layout for print and digital media.



After Effects

Cinematic visual effects and motion graphics.

To get Adobe desktop products go to the AgCenter IT intranet site:

<https://intranet.lsuagcenter.net/unit/InfoTech>

Search for “Adobe” in the top search bar.

Replaces Canva



<https://express.adobe.com/>



Adobe Creative Cloud Express

Easy Web or Mobile based design tool

For training on switching from Canva:

<https://aged.lsuagcenter.net/course/view.php?id=30>

Adobe Help Tutorials



helpx.adobe.com/creative-cloud/tutorials-explore.html

Creative Cloud tutorials | Learn how to use Creative Cloud

→ ↻ <https://helpx.adobe.com/creative-cloud/tutorials-explore.html> 🔒 🔊 ⭐ ⭐ 📄 FP ⋮

☰ **Adobe** Sign In

Creative Cloud tutorials 🔍

[View all Creative Cloud tutorials](#) 🎓

All your tools. All in one place.

Learn the basics, or refine your skills with tutorials designed to inspire.

Sort by:

BEGINNER EXPERIENCED

Sitecore/CMS Page Editor

- For those that often need to do webpage creating and editing
- More complicated and more difficult to use
- Can save time to publish content
- To use, get training from Liz Black:
lblack@agcenter.lsu.edu

Sitecore Express

- For users who infrequently need to create or edit web pages
- Simple to use form
- No training required
- Web professionals do all the heavy lifting of creating or editing pages
- May take longer to get things published
- To use go to:
<http://lsuagcenter.net/SitecoreExpress>

Thanks!



Let us know if you need **training**:

Contact Tanya Ruffin, IT Training Coordinator

Email: TRuffin@agcenter.lsu.edu

Let us know if you need **help**:

Contact your local AgCenter IT Tech or the IT Help Desk

Email: itsupport@agcenter.lsu.edu

Phone: 225-578-8534