

Agricultural Economics IT Guide

Contents

Document Purpose.....	2
AgEcon AITS, AgIT, and ITaP	2
A note about IT support tickets	2
AITs Data Analyst.....	2
Data Storage	3
Graduate Student Offices and Computing.....	4
Print	4
Printing from Personal Devices.....	5
User Accounts and Requests	5
Guest Access and Internet.....	6
University Owned Computer Purchasing.....	6
Email	6
Department software, Matlab, Mathematica, and other Software.....	7
Virtual Private Network (VPN), computer and file access	8
WebEx Web Conferencing	8
Filelocker	8
Lynda.com	8
BoilerKey - Two Factor Authentication	8
RCAC Coffee Break Consultation	8
AgIT's BRM Team (Business Relationship Management).....	8
Ag Data Services	9
Dell Personal Device Discount	9
Apple Personal Device Discount	9
AT&T Discount Plan	9
Contact information	10
References and Links	11

Document Purpose

This document is intended to inform you about general IT services within the department, college, and university. There are links provided at the end of the document.

AgEcon AITS, AgIT, and ITaP

Agricultural Economics (AgEcon) has one Academic IT Specialist (AITS) who reports directly to associate director of AgIT. Currently the AgEcon AITS position is shared with Botany and Plant Pathology. The focus of the AgEcon AITS position is assisting with teaching, research, and extension work via consulting, project management, and engaging with both the college and university in terms of IT policy, processes, and guidelines. AgEcon AITS is available to investigate research instrument computers and can provide limited support for those devices.

Day-to-day IT support is the responsibility of Agriculture Information Technology (AgIT) and Information Technology at Purdue (ITaP), which allows AgEcon AITS to focus on more specialized duties. AgIT is the central IT group for the College of Agriculture with which AgEcon AITS is affiliated. ITaP is the central IT group for the university with which AgIT is affiliated. When someone calls into AgIT's phone number, 494-8333, it routes through ITaP first. This is to answer simple questions pertaining to accounts, passwords, PAL3.0, and so forth directly, and anything more complicated is handled by AgIT.

AgEcon AITS, Jessica Holsinger can be found in KRAN 583(M &Th) or the Instructional Resource Center (IRC) in LILY 1426B (Tu &W). Jessica can also be contacted by phone at 765-494-4659 or email at jessica@purdue.edu .

Please note that personal devices (i.e. devices not owned by Purdue University) such as cell phones, tablets, and other computers cannot be supported by Purdue IT services, which includes AgEcon AITS. While questions can be asked, limited consulting is all we can provide. ITaP is available to assist with getting your personal device connected to PAL and set up for email. It is possible that ITaP's Gold Answers Knowledge Base (<http://www.purdue.edu/goldanswers>) may contain the answer to your question. Otherwise, a third party would be required to solve your issue.

A note about IT support tickets

AgIT and ITaP leverage the FootPrint ticketing system to keep track of IT support requests. These generate emails that have your ticket information in it as well as updates. Be sure to provide as much information as you can when submitting any ticket whether by email or phone.

If you feel that you are in an emergency situation, your only computer has stopped working for example, please call 48333 instead of sending in an email. Let them know you are in a "work stopped", critical, or time-sensitive situation.

AITS Data Analyst

Currently BTNY and AgEc share a Data Analyst, Diane Berg, who reports directly to the director of Ag Data Services, Aaron Walz. This position will be responsible for assisting faculty and graduate students in extracting, manipulating, analyzing, and assessing data to support research.

The position will also contribute in identifying and resolving data gaps, developing assessment methodologies, and tools to create reports, identifying data patterns or trends, making recommendations, and validating data to ensure accuracy and integrity.

If you would like to request a consultation, please email data.agaits@purdue.edu and we will work with you to schedule a time to meet.

Data Storage

Departmental

Everyone in the department receives a personal user folder in the department Isilon share. Currently there is a one (1) terabyte (TB) quota for each user. This folder is only accessible by you and IT staff.

University Provided

OneDrive

All students, faculty, and staff have access to one (1) terabyte (TB) of storage via **Microsoft OneDrive**. Education IT has a nice site with a video that describes how to leverage OneDrive found here <https://social.education.purdue.edu/edit/2015/05/how-to-onedrive/> Additional information about OneDrive can be found here: <https://www.itap.purdue.edu/shopping/software/product/office365.html>

Box.com

All students, paid faculty and staff also can utilize 5 TB of cloud storage and its associated collaboration tools from **Box.com**. Visit <https://purdue.box.com> and log in using your Purdue Career Account and BoilerKey to create an account. For more information visit: <https://ag.purdue.edu/it/Pages/Box-FAQ.aspx>.

Research Data Depot

Research data is encouraged to be placed on Rosen Center for Advanced Computing's (RCAC) Data Depot. To stay competitive with commercial providers, RCAC charges \$70 per one (1) terabyte (TB) annually. User management can be done by the PI or someone they designate via a web portal. Additional information about Data Depot can be found here: <https://www.rcac.purdue.edu/storage/depot>

Research Fortress

For those with research data that can be archived, RCAC provides a service called Fortress. This is for long-term storage and can handle large data sets. Additional information about Fortress can be found here: https://www.rcac.purdue.edu/knowledge/fortress/all#overview_fortress

Purdue University Research Repository

Purdue Libraries offers the Purdue University Research Repository (PURR), which is “a research collaboration and data management solution for Purdue researchers and their collaborators.

PURR allows you to collaborate on research and publish datasets online. Examples of research data may include spreadsheets, instrument or sensor readings, software source code, surveys, interview transcripts, or images and audiovisual files. Sharing the data that supports your research enables other scholars to reuse and cite your data as well as to reproduce your research.”

Additional information about PURR can be found here: <https://purr.purdue.edu/about>

Graduate Student Offices and Computing

Graduate student offices will have a computer dedicated to them unless stated otherwise. If you are affiliated with a group within the department, i.e. GTAP or CAB, or your funding PI (faculty member funding your project and/or assistantship) requires specific hardware, then you may need to inquire about a computer. If you move offices the computer you are using, unless provided/funded by your funding PI or otherwise stated, stays with the office.

If you are in need of a computer please speak to your funding PI or supervisor. If you are moving to a new office and all you need is specialized software, not hardware, AgIT can assist with installing software if you move to a different computer.

Please note that you are not allowed to swap office space, computers, and other equipment without consulting the Graduate Program Chair. The swapping of office keys is prohibited by the University.

Print

Clerical, AP-staff, and faculty do not receive print quotas. However, graduate students and Post Docs receive \$25 per semester. The intention of the department provided quota is to support your paid work activities, whether research or teaching assistantship work. When you run out of funds there is no way to get this increased until the next semester. You are encouraged to use an ITaP lab printer, such as the one in the 3rd floor library in KRAN, which leverages a separate quota for your coursework or student-related printing needs. Student-related printing needs are distinct from those required in the course of your employment and should be allocated to your ITaP quotas. Using an ITaP lab printer will enable your department provided quota to be preserved for your research and/or teaching assistantship (employment-related) needs. There is always the option to print to PDF; you are highly encouraged to think carefully about what printing is necessary versus what can be accomplished via PDF.

If you are a student and are teaching a course, please reach out to the Undergraduate or Graduate Chair to let AgEcon AITS know. We will ensure you are able to print what you need for the semester.

There are several department copiers and printers available to faculty, staff, and students. Students can leverage the Toshiba copiers in KRAN 583. If you need to add any printers to your computer, you can follow the macOS guide [here](#) and the Windows guide [here](#). How you can set a default printer for both macOS and Windows can be found [here](#). If you are having difficulty installing a device please reach out to AgIT (494-8333) for assistance.

Printing from Personal Devices

If you need to print from a personal device, please use this guide, https://it.purdue.edu/facilities/instructionallabs/printing/mobile_printing.php

Please note that you will need to be connected to the VPN regardless of whether or not you are on campus.

Poster Printing

For your poster printing needs please leverage Purdue's Print & Digital Services Center or a company like FedEx Kinko's. For Purdue's Print services you can login to the web site using your Purdue career account here <https://wlprint.xeps.net/open/login>. You can enter account information straight into the site. Please give yourself some time as posters over the size of 14x26 are outsourced and can take a few days to get back. Print services recommends using Xerox expedited shipping instead of Purdue mail, at no extra cost. This ensures you will get it delivered straight to you. They allow different materials and prices on the site. Should you need any assistance please contact the Purdue Print & Digital Services Center:

Location: 698 Ahlers Drive
Hours: Monday- Friday
8:00 a.m. - 5:00 p.m.
Phone: (765) 494-2006
PurduePrintDigital@xerox.com

If you are a grad student who is in need of poster printing for active participation in a professional conference, and do not have project or faculty funds available for poster printing, you can leverage your professional development allocation for poster printing.

Purdue students also have a wide format/poster printer available to them, at a cost, in both HICKS Underground Library and WALC 2nd floor. Additional information is here, <https://www.lib.purdue.edu/services/print>

User Accounts and Requests

All user requests (i.e. new users, visitors, or transfers) are part of the HR process and are handled by the business office. Managers should inform the business office when employees join the department and when they leave.

The business office asks that all user requests be completed prior to the users start date to minimize complications. To get these requests completed on time please contact the business office 3-4 weeks prior to the users start date. Requests that are submitted closer to the start date run the risk of not being completed when the user arrives.

Guest Access and Internet

If you are having someone visit campus for a short period of time and they only need Wi-Fi (not access to other Purdue resources), Purdue and AT&T provide free Wi-Fi for guests, titled “AT&T Wi-Fi.” There is also “Eduroam.” Additional information for both AT&T Wi-Fi and Eduroam can be found here: <https://it.purdue.edu/services/wifi.php>

If you have a guest who needs access to Purdue resources and not just Wi-Fi, please follow the information provided here: <https://it.purdue.edu/services/wifi.php>

University Owned Computer Purchasing

If you need to purchase a computer for your lab or office, AgIT provides a site of procured computers here: <https://ag.purdue.edu/departments/agit/Standard-Leased-Systems.html>

You can request that any of these devices have different hardware specifications by emailing AgIT at agitorders@purdue.edu. Any questions in regards to the procurement program should be sent to AgIT as well.

Computers cannot be purchased from Best Buy, Walmart, etc. as Purdue has vendors we must purchase computers through. If you have a computer need such as workstation or instrument based computing, please contact AgEcon AITS.

Email

The university provides Office 365 hosted email for students, faculty, and staff. Everyone receives fifty (50) gigabytes (GB) of email storage. Email related questions should be directed to ITaP.

Spam and Phishing

Like every institution, Purdue is susceptible to spam and phishing attacks. While Purdue employs Cisco Spam filtering (additional information found here:

https://itap.purdue.edu/newsroom/news/170720_email_scanning_faq.html), the occasional message still makes it through. If you are concerned about a suspected phishing attempt, please follow the steps in this guide:

<https://www.purdue.edu/securepurdue/bestPractices/securityIncident.html>

Department software, Matlab, Mathematica, and other Software

Besides Office 365, Purdue offers several options in terms of using software remotely and purchasing software:

- **Office 365** is available to all faculty, staff, and students at no cost. Office 365 is the full Microsoft Office suite. This is available for install on up to five devices, including personally owned devices. Information can be found here:
<https://www.itap.purdue.edu/shopping/software/product/office365.html>
- **GTAP GEMPACK** software is available by request through AgIT. Any licensing questions should be directed to Jeremy Douglas, dougla32@purdue.edu.
- **GAMS** software is managed by Dr. Preckel, preckel@purdue.edu, and should you require a license please contact him.
- **ITaP's GoRemote** site allows users to access software, such as Matlab and SAS, remotely on a personally owned device. Available here:
<https://goremote.itap.purdue.edu>
- **Adobe Creative Cloud** is required if you need access to Photoshop, InDesign, or any other Adobe application that is not Acrobat Pro on a university owned machine. The software can be requested from the AgIT. Additional information on the Adobe license can be found here:
<https://www.itap.purdue.edu/shopping/software/product/adobe.html>
- **Purdue's Community Hub** is home to software for both personally owned devices and university owned devices. Please note that personally owned software licenses cannot be installed on university owned devices and vice versa. Other licensing information is provided on the Community Hub site per software package. Software such as **Stata** and **Matlab** are available, too. Available here:
<https://communityhub.purdue.edu/>

Other software options can be found below. Please note that personally owned software licenses cannot be installed on university owned devices and vice versa.

- [Mathematica](#) is web based and can be leveraged on any device. There is a fee for this software.
- [Software for Students](#) on **personally owned machines**.
- [Software for Faculty and Staff](#) on **personally owned machines**.
- [Software for Departmental or College](#) on **university owned machines**.

Virtual Private Network (VPN), computer and file access

The College of Agriculture offers a VPN to establish a secure connection back to campus. Please note BoilerKey is required to login to the web site and VPN. Information found here:

<https://webvpn.purdue.edu/Ag-General>

To access Data Depot resources, please visit their support site here:

<https://www.rcac.purdue.edu/knowledge/depot/all>

WebEx Web Conferencing

Purdue offers web conferencing for free via the WebEx portal. Information can be found here:

<https://www.itap.purdue.edu/learning/tools/webex.html>

Filelocker

Purdue provides a web service that, “allows you to share files with other people both inside and outside of Purdue University. It is a temporary and secure storage system for sharing files and data.” It is available here: <https://filelocker.purdue.edu/>

Lynda.com

Purdue offers online video training on lots of services through Lynda.com. Information can be found here <https://www.purdue.edu/hr/lod/lyndaTraining/>

BoilerKey - Two Factor Authentication

Purdue has implemented two factor authentication known as Duo. This leverages either an app on your Android or iOS device, or a physical token known as a key fob. Two factor authentication allows Purdue to better protect users, their devices, and their information.

Additional information can be found here:

https://www.it.purdue.edu/login/?_ga=2.262432906.740509092.1694016852-116276203.1694016852

RCAC Coffee Break Consultation

RCAC hosts Coffee Break Consultations three days a week where people can ask questions on any topic with no appointment needed. Times and locations are kept up to date along with additional information here: <https://www.rcac.purdue.edu/coffee/>

AgIT's BRM Team (Business Relationship Management)

The Business Relationship Management Team at Purdue Agriculture is responsible for building trusted relationships with faculty and technology partners to help optimize the value received from technology solutions used in research, teaching, and engagement activities. Through these strategic relationships, BRM will identify current and emerging technology needs, navigate and

connect the faculty to appropriate technology partners across campus, and work to become a trusted advisor to both the faculty and technology partners.

Contact Leanne McGiveron for more information @ lmcgiver@purdue.edu.

Ag Data Services

The Ag Data Services team exists to connect researchers across the college with infrastructure, expertise, and collaborators, enhancing their ability to harness data to accelerate discovery and outreach. <https://ag.purdue.edu/arge/Pages/Ag-Data-Services.aspx>

Dell Personal Device Discount

Dell offers a discount on personally owned devices through this site: <http://www.dell.com/purdue>

Apple Personal Device Discount

Apple offers a discount on personally owned devices through this site:

<https://www.itap.purdue.edu/shopping/hardware/apple.html>

AT&T Discount Plan

AT&T offers a 20 percent monthly service discount on qualified voice and data plans to both students and employees. Additional information can be found here:

<https://www.itap.purdue.edu/shopping/att/index.html>

Contact information

AgIT Contact Information:

agithelp@purdue.edu

765-494-8333

AGAD Room 21

Hours of operation:

Monday – Friday

8:00 am – 5:00 pm

ITaP Contact Information: itap@purdue.edu

765-494-4000

HSSE/STEW Room 135

WALC First floor information desk Hours
of Operation:

Monday – Thursday

7:00am - 8:00pm

Friday

7:00am - 6:00pm

Saturday

11:00am - 5:00pm

Sunday

1:00pm - 6:00pm

Jessica Holsinger – Academic IT Specialist

jessica@purdue.edu

LILY 1426-B and KRAN 583 494-4659

References and Links

AgEcon

<https://ag.purdue.edu/agecon/Pages/default.aspx>

AgIT

<https://ag.purdue.edu/department/agit/index.html>

AgIT Order Site

<https://ag.purdue.edu/department/agit/Standard-Leased-Systems.html>

ITaP

<https://www.itap.purdue.edu/>

ITaP Gold Answers Knowledge Base <http://www.purdue.edu/goldanswers>

Purdue Directory

<https://www.purdue.edu/directory/>

HR Employee / Supervisor Hierarchy Search

https://www.purdue.edu/hr/HR_Operations/BPM/employee_hierarchy.html RCAC

<https://www.rcac.purdue.edu>

RCAC User Guides <https://www.rcac.purdue.edu/knowledge/>

RCAC Coffee Consultation <https://www.rcac.purdue.edu/coffee/>

PURR

<https://purr.purdue.edu/>

Secure Purdue <https://www.purdue.edu/securepurdue/Got>

VoIP

Support: www.itap.purdue.edu/telecommunications/rollout

FAQ: <https://www.itap.purdue.edu/telecommunications/rollout/faq.html>

Phone Mangement: <http://myphone.voip.purdue.edu/>

Voicemail: <http://voicemail.voip.purdue.edu/>

Office 365 from ITaP

<https://www.itap.purdue.edu/shopping/software/product/office365.html>

AgVPN

<https://webvpn.purdue.edu/Ag-General>

WebEx

<https://www.itap.purdue.edu/learning/tools/webex.html>

Lynda.com Purdue Portal

<https://www.purdue.edu/hr/lod/lyndaTraining/>

BoilerKey – Two Factor Authentication

<https://it.purdue.edu/login/index.php>

ITaP Software Shopping

<https://www.itap.purdue.edu/shopping/software/>

Purdue Community Hub <https://communityhub.purdue.edu/>

Dell Personal Device Discount <http://www.dell.com/purdue>

Apple Personal Device Discount <https://www.itap.purdue.edu/shopping/hardware/apple.html>

AT&T Discount <https://www.itap.purdue.edu/shopping/att/index.html>