Agricultural Economics IT Guide

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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

September 6, 2023
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](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](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/department/agit/Standard-Leased-Systems.html](https://ag.purdue.edu/department/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](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](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](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](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](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](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

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