

Information Technology Services

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The mission of Information Technology Services (ITS) is “to enable learning, service and research through an advanced information technology environment.” In fulfillment of this mission, ITS makes available a broad array of information technology resources and services to the students, faculty, and staff of MSU.

User Services operates the Help Desk, which serves as the primary point of contact for the campus community when requesting services or reporting problems to ITS. Additionally, User Services provides support services and offers training workshops and seminars to MSU students, faculty and staff. User Services also provides personal computer support to departments and their employees and operates the Campus Card Office, which produces the MSU ID Card, and administers MoneyMate, the university’s declining-balance spending account system.

Information Technology Infrastructure (ITI) is responsible for the planning, deployment, support, and operation of the University’s information technology infrastructure. This infrastructure is comprised of the voice network, central and departmental server resources, the Campus Card system, and wired and wireless data networks (encompassing 196 buildings at the Starkville campus and connections to the commodity Internet, Internet2, National Lambda Rail, and other national and global networks). Further, ITI installs, maintains, and supports the instructional technology infrastructure in 104 campus classrooms, open computer labs in the Academic Computer Laboratory, Griffis Hall, Allen Hall, and Mitchell Memorial Library Computer Commons, and departmental computer labs across campus.

Enterprise Information Systems (EIS) is responsible for development, maintenance, and support of a broad portfolio of software systems that are used throughout the university. Systems range from departmental web applications to the comprehensive, integrated Enterprise Resource Planning system (Banner) for financial, human resources, student, financial aid, and advancement administration. In addition, EIS supports the myState portal, the myCourses course management system, and the eForms electronic document routing and approval system. Primary database platforms include Oracle and Microsoft SQL server. General responsibilities include software design and development, software testing, system implementation, database administration, and ongoing maintenance and support.