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. User Services offers training workshops and seminars on relevant information technology topics, and it provides personal computer support to departments across campus. Additionally, User services operates the Campus Card Office, which produces the MSU ID Card, and it administers MoneyMate, the university's declining-balance spending account system.

Information Technology Infrastructure (ITI) is responsible for the design, deployment, and support of the University's information technology infrastructure. This infrastructure includes the voice network, central and departmental server resources, the Campus Card system, and wired and wireless data networks encompassing over 200 buildings on the Starkville and Meridian campuses as well as Research and Extension Centers and Extension Offices in all 82 Mississippi Counties. ITI provides connections to the Mississippi Optical Network, MissiON, as well as the commodity Internet and Internet2 via dual 10 Gbps wide-area connections. Additionally, ITI installs and supports instructional technology in over 110 classrooms, open-access computer labs in Griffis Hall, Allen Hall, and the Library Computer Commons, and departmental computer labs across campus.

Enterprise Information Systems (EIS) is responsible for development, maintenance, and support of a large and growing portfolio of information systems 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 learning management system, and the eForms electronic document routing and approval system. Primary operating systems include Linux and Windows, while primary database platforms include Oracle and Microsoft SQL server. General responsibilities include software design, development, and testing, system implementation, database administration, and ongoing maintenance and support.