

CAS-IT Services & Software

Please use the [ISU Help Center](#) to quickly report issues with technology and make simple IT requests. IT knowledge articles (tutorials) can be found on the [Technology page](#) of the ISU Help Center. Detailed requests (e.g. onboarding, offboarding, computer setup or move) where IT staff need specific information to carry out the request can be submitted in the [Cherwell \(fka ITHelp\) Self Service Portal](#). See status or request updates on issues or request submitted.

The descriptions of Services intentionally align with categories in the [Cherwell \(fka ITHelp\) Self Service Portal](#). A complete IT Service Catalog for all ISU IT support teams can be found on the [Software and Service Catalog webpage](#).

Service Catalog

- [Accounts & Access](#)

See CAS-IT Services On-boarding Procedure, Off-boarding Procedure, and Data Retention Policy below for details.

CAS-IT offers numerous network file shares. The [CAS - Accessing Private, Office Files, Project, and Labs Drives article](#) outlines each file share system, as well as provides a tutorial for how to access them.

For the Student Hand-in folder and Instructor Public folder, see information under Deprecated Services in our Service Policies and Procedures below.

- [Device Support & Printing](#)

CAS-IT has implemented standards for the computers we will support. See the Minimum Support Requirements section below for details.

We update new computer purchase recommendations on our [Buying Computers page](#) as appropriate.

CAS-IT has made a list of commonly requested software available for install on supported Microsoft Windows-based computers via Software Center. These applications are pre-approved and tested for common functionality and integration with Illinois State systems. Faculty & staff may request software to be added to the list of available software. See our [Software Center tutorial](#) for details.

The CAS-IT [Event / Conference Support Guide](#) helps you welcome guests to campus. CAS-IT is not capable of providing event support staff but can help you during the planning process by providing consultation for your technology needs.

CAS-IT has begun installing Windows 11 and we have created an [Introduction to Windows 11 tutorial](#) to help ease the transition.

- [Microsoft 365 & Web](#)

CAS Faculty, department, or service unit website design and development.

- [About.IllinoisState.edu Websites](#)
- [Custom-developed Websites](#)

CAS-IT can host applications. Please consult the Director of CAS-IT before acquiring any applications.

- [Arc GIS](#) (licenses only)
- [Scientific Instruments Repair Requests System](#) (login required)
 - [Tech Login](#)
- [CAS Budget System](#) (login required)
 - [CAS Budget System Basic Video Tutorial](#)
 - [CAS Budget System Tutorial for Requesters](#)
 - [CAS Budget System Tutorial for Department Reviewers](#)
 - [CAS Budget System Tutorial for College Reviewers](#)
- [CAS Collaboration System](#)
- [CAS Faculty/Staff Intranet](#)
 - [Tutorials for CAS Dean's Office Staff with Editing Permissions](#)
 - [Terms & Conditions of Use \(TBD\)](#)
- [CAS Internship Posting System](#)
 - [Tutorial](#)
 - [Information and resources](#)
- [CAS Syllabus Database](#)
 - [Terms & Conditions of Use](#)
- [CAS Travel Funds System](#) (login required)
 - [Tutorial for Applicants](#)
 - [Tutorial for Department Application Approvers](#)
 - [Tutorial for Department Application Viewers](#)
 - [Terms & Conditions of Service](#)
- [Watermark Faculty Success](#) (formerly [Digital Measures Activity Insight](#)) (login required)
 - [Information and resources](#) (including tutorials)
- [Matlab](#) (licenses only)
- [PaperCut MF](#) - Printer allowances, secure code releases, and other management features
- [Psychology - School Psychology Annual Review of Doctoral Student Performance](#) (login required)
- [Psychology Services Center Observation System](#)

- Watermark Faculty Success (Formerly Digital Measures)



The university offers various documentation on Watermark Faculty Success for both general faculty and for department editors.

For a comprehensive overview of Watermark Faculty Success for general use by faculty, the [Watermark Faculty Success article](#) by the Technology Support Center is a useful resource.

For those with more advanced permissions, we have created a [Watermark Faculty Success for Department Editors Training Manual](#) that goes into further detail about some of the unique features that you have access to.

Service Policies & Procedures

- Minimum Support Requirements

A list of endpoint device minimum support requirements is provided below. Additional teaching, scholarship, or service responsibilities will most likely require more capable configurations. Software used by faculty or staff will have their own minimum and suggested specifications for hardware which may cause the need for different equipment. This list can be used to determine when endpoints (including desktops and laptops) are no longer usable and should be sent to surplus. Please coordinate all technology purchases with your local CAS-IT representative.

Computers that do not meet the following specifications (and cannot be easily upgraded to do so) are not supported by CAS-IT and should be decommissioned (last updated 11/21/2023).

- i-series encryption capable processor.
- 8 gigabytes RAM.
- 256-gigabyte hard drive.
- Windows 11 drivers available from the manufacturer or macOS Monterey capable.
- All devices that can store data must be encryption capable.

A standard exception to this policy is any computer hardware necessary for specific equipment that would impose an extensive financial or functional hardship to replace. For example, computers connected to scientific, or A/V distribution equipment. In these situations, other data security measures may be necessary and the computer will be supported to the best of CAS-IT's ability.

- Requesting New Access or Changes to Existing Access Procedure

According to University policies, requests for access to services or data must be approved by Unit Security Liaisons (USL). In CAS, the USL is the Dean for college-wide services or for CAS Dean's Office functions, a department chair or unit directors for their departments or units. This responsibility may not be delegated.

This is the general process for requesting access:

1. The requester should submit a Detailed Request.
 - a. Visit the [Get IT Help page](#).
 - b. Login using your ULID and password if you have yet to login.
 - c. Click 'Submit Detailed Request' under the 'Requests' heading.
 - d. Click 'Accounts and Security.'
 - e. Click 'Request or Change Access.'
 - Requests that fall on a weekend, university holiday, or administrative closure day will be processed the following business day.
2. The appropriate CAS-IT support person will get approval from the USL.
3. The USL indicates "approve" or "deny" in a reply-to-all email.
 - The address supportcenter@ilstu.edu should be included.
 - The subject of the email and the embedded CID code must not change.
4. CAS-IT support staff fulfills the request if approved.

Exceptions to the general policy in the case of:

- Instructor "lab folders" access requests may be approved by the instructor owner.
- Group or organization websites may have requests approved or denied by the director or faculty advisor of such group or organization.

Under no circumstances can a student approve or deny access requests.

- On-boarding Procedure

Getting Started

Employees who are new to the University or newly serving in a role, like an Assistant/Associate Director, should be onboarded to CAS-IT services. A ULID is not needed to initially inform us. To begin the CAS-IT onboarding process:

1. Visit the [Get IT Help page](#).
2. Click 'Submit Detailed Request' under the 'Requests' heading on the right-hand side.
3. Log in with your ULID and password.
4. Click 'Onboard an Employee.'
5. Provide all requested information.
 - a. The date on which access should be granted should be entered in the 'When is the employee's first day of work?' field, which does not need to be the employees' actual start date.
6. Click 'Save.'
7. Click 'Ok.'

Requests that fall on a weekend, university holiday, or administrative closure day will be processed the following business day.

Equipment

Equipment should be ordered by the school/department that will keep the equipment in inventory and should be available for deployment by the faculty member's start date or another agreed-upon date. New faculty may be allotted a specific dollar amount for startup equipment or may have negotiated for an amount needed to begin their research. CAS-IT maintains a list of recommended equipment at our [Buying Computers page](#). Please always consult with your local CAS-IT representative before ordering equipment.

Role Based Access Permissions

As much as possible, CAS-IT applies permissions to a CAS Role Group instead of an individual's ULID. Other IT teams and other ISU systems may also be able to utilize CAS Role Groups; CAS-IT encourages requesting permissions be applied to CAS Role Groups instead of ULIDs when possible. This practice helps for a smoother transition and more consistent experience when an employee's responsibilities change. A single person may fulfil multiple roles and can be a member of multiple CAS Role Groups. Many people may also fulfil a single role. CAS-IT can create as many CAS Role Groups as needed. To request onboarding to a particular role, simply submit a typical onboarding request and specify in the ticket description the role that should be applied.

New Employee Access Permissions

New employees will be given access to the following CAS-IT services as a part of the onboarding process, without further approval:

- Watermark Faculty Success (formerly known as Digital Measures Activity Insight).
- The department share on the Office Files drive (formerly known as the Shared Drive).
- The root department Teams site.
- Subscribed to CAS-faculty or CAS-staff listserv appropriately.
- PaperCut Managed Printer Access (if applicable).

Any additional access may be requested by adding specific systems to the 'Description/Additional Comments' field in the onboarding request form or by following the 'Requesting new access or changes to existing access' process. CAS-IT staff does not model access from other employees as this typically results in unnecessary access to systems or requests for access to systems not managed by CAS-IT. Additional access requests will require Unit Security Liaison approval. CAS-IT does not have the ability to grant access to campus-wide systems like Campus Solutions, iPeople, ReggieNet, etc. Separate access requests must be submitted for non-CAS-IT supported systems as the request likely will be processed by different IT teams across campus.

The appropriate CAS-IT support person(s) provisions access.

- CAS-IT Local support person owns the request until all work is completed and:
 - Collects any needed approvals for requested access (if applicable).
 - Adds the new employee to any other local security group as needed.
 - Runs the Cherwell One-Step called 'CAS-IT General On-Boarding.'
 - Coordinates any computer hardware or software requirements with the department designee.
 - Provides a brief overview of CAS-IT services to the new employee (does not need to be completed before the request is closed).
- A CAS-IT server team member:
 - Assigns the task for the Server Team to themselves.
 - Adds the new employee to department 'people' groups.
 - Adds the new employee to CAS-faculty or CAS-staff listserv.
 - Fulfills any other requested access as appropriate, if approved by the USL.
 - Marks the task as completed.
- A CAS-IT Training and Advanced projects staff person:
 - Assigns the task for the Training and Advanced Projects to themselves.
 - Adds the employee to the Department/Schools primary Teams/SharePoint Site with Member permissions.
 - Creates a Basecamp to-do for the Digital Measures GA to add the new employee and offer them training.
 - Provisions requested web-based resources as appropriate.
 - Marks the task as completed.

The requester is informed that all work is completed by a CAS-IT support person setting the request as 'fulfilled pending confirmation.'

- Off-boarding/separation Procedure

Employees who no longer serve in a role within CAS, like an Assistant/Associate Director, are offboarded from the role only. They maintain the IT permissions managed by CAS-IT associated to any remaining role(s) and lose IT permissions managed by CAS-IT associated with the role(s) they no longer serve. When submitting a ticket, indicate if the employee should be removed from a specific role only.

CAS-IT Off Boarding from all roles is necessary when an employee is no longer actively teaching, researching, or otherwise providing service to their hiring department. There are many people or groups to notify when an employee leaves your department or school. The HR web page [When an Employee Leaves](#) is a great guide. The [Department Separation Responsibilities](#) document guides departments to contact their IT support, this page describes CAS-IT's part in this. During the 'CAS-IT All Roles Off Boarding' process we generally:

- Disable their [Watermark Faculty Success \(formerly Digital Measures\)](#) profile (entered productivity information is not deleted).
- Remove access to shared department resources like the Office Files Drive, websites, Microsoft Teams, and SharePoint sites.
- Delete any CAS-IT hosted web presence the employee may have had including removing their profile on a department website.
- Remove the employee from the CAS faculty or staff listserv.

CAS Department chairs/directors/executive directors may initiate the CAS-IT Off Boarding process by notifying CAS-IT of an employee's change of status. If someone other than the chair/director/executive director notifies CAS-IT of the separation, the appropriate department chair/director/executive director (the Unit Security Liaison or USL) will be contacted for confirmation of the change in status. This process may be requested for a future date, and it is not necessary to wait until the offboarding date. If there are any confidential or special circumstances regarding offboarding, the chair/director should contact the CAS-IT Director to discuss before submitting any requests.

1. Visit the [Get IT Help page](#).
2. Click 'Submit Detailed Request' under the 'Requests' heading on the right-hand side.
3. Login with your ULID and password.
4. Click 'Accounts and Access.'
5. Click 'Offboard an Employee.'
6. Provide all the requested information.
7. Click 'Save.'
8. Click 'Ok.'

Requests that fall on a weekend, university holiday, or administrative closure day will be processed the following business day.

The following roles have the described responsibility in the offboarding process:

1. The USL:
 - Informs this leaving employee that access will be removed according to the CAS-IT Data Retention Policy (see Data Retention Policy below) and that they should immediately make any personal backups of files as they wish to keep.
 - Indicates "approve" or "deny" in a reply-to-all email.
 - Include any changes in Rank (ex: Professor to Emeritus or Professor to Retired, etc.).
 - The address supportcenter@ilstu.edu should be included in the reply.
 - The subject of the email and the embedded 'CID' code must not change.
2. CAS-IT support staff:
 - CAS-IT local support person owns the Cherwell request until all work is completed and:
 - In Cherwell:
 - Change the Customer field to the person being offboarded.
 - Open the Approvals page in the arrangement.
 - Click 'New Approval.'
 - Enter the USL in the 'Approval Name' field.
 - Save the Request record (do not click the Approve button).
 - Run the Cherwell One-Step called 'CAS-IT All Roles Off Boarding - Step 1.' This process:
 - Properly categorizes the Record Type as Service Request, Service as Accounts and Security, Category as Onboarding/Offboarding, subcategory as Offboard an Employee.
 - Emails the employee's name, effective offboarding date, and a link to the CAS-IT web page that describes the off-boarding procedure to the USL and asks them to approve or deny.
 - Occasionally check the request record for an unread mail or approval status to change to "approved" then proceed if approved. If denied, close the request with this as a resolution.
 - Run the Cherwell One-Step called 'CAS-IT All Roles Off Boarding - Step 2.' This process:
 - Creates tasks for Server Admins, Training and Advanced Projects, and local support staff.
 - Auto-populates the resolution field.
 - Removes access to any department-specific resources as necessary.
 - Disables automated folder sync redirections (ex: My Documents to Private Drive).
 - Coordinates any computer hardware moves with the department's inventory steward.
 - Coordinates any computer software changes with the department's fiscal agent.
 - When all tasks are complete set the Cherwell record to 'fulfill pending confirmation.'
 - A CAS-IT Server Team member will:
 - Take ownership of the task.
 - Remove the employee from:
 - CAS related AD Groups, including the 'people' groups.
 - CAS-faculty and CAS-staff listservs.
 - Mark the task as completed.

The requester is informed that all work is complete by a CAS-IT support person setting the request as 'fulfilled pending confirmation.'

- Data Retention Policy

As approved by the CAS Technology Advisory Committee on 02/13/2015, data associated to a specific employee as the data owner will be deleted no sooner than 6 months after that person is no longer an active employee. For example, a faculty member that takes employment elsewhere is no longer an active employee. The 'Private Drive' and a faculty member's personal website are examples of data that belong to a specific employee. Retirees or emeriti faculty can be considered active if their ULID is still active and they still teach, conduct research, or otherwise provide service to CAS. Exceptions may be requested to the Director of CAS-IT before the deletion occurs as outlined. Data that does not have a specific owner but is shared between multiple people may be retained while it serves a purpose or as other factors dictate. The 'CAS Office Files Drive,' organization websites, or SharePoint collaboration sites are examples of data that shared between multiple employees.

- Maintenance Windows

CAS-IT strives to keep all of our services up-to-date and free of any disruptions or unscheduled downtime. To facilitate this, we implement a planned maintenance window in which we might take some to all of our services off-line to perform maintenance or upgrades. Most Maintenance Windows will begin on the 3rd Friday of each month at 7:00 p.m. (Friday) – and end at 7:00 a.m. (Saturday). Planned outages will be rescheduled when they fall on the first week, last week, finals week, or the time between finals week and the time grade submission are due during the Spring or Fall semester. An extended maintenance window will be scheduled each May beginning the day after grades are due at 8 a.m. through 5:00 p.m. the following day. An extended maintenance window will be scheduled each December beginning the day after grades are due at 8 a.m. through 5:00 p.m. two days later. [Click here for the scheduled maintenance dates.](#)

The following services may not be available or may be degraded (slow) during this time:

- CAS-IT server shares including CAS Private Drive (FKA R: Drive), CAS Office Files Drive (FKA S: Drive), CAS Project Drive for temporary projects, CAS Lab for research labs, etc.
- Printing to CAS network printers and print management with PaperCut
- License servers for MATLAB, Maple, Intergraph, GE Healthcare, FlexNet, Texas Instruments, Harris Geospatial, WinEdt, EViews, PTC Mathcad, Excelis, Bruker Top Spin, Cambridge Crystallographic Data Centre (CCDC)/ Cambridge Structural Database (CSD), and MaxQDA
- CAS-IT hosted websites, including department websites, CAS Syllabus Database, CAS Collaboration System, CAS Internship Posting system, Mind Project, WGLT Audio Clip Downloader, WZND, Water Research, etc.
- All other CAS-IT hosted servers or services, including CAS-IT remote application server, Inception, some functions of the CAS Chemical Inventory System, etc.

Please Note - Computers may restart as a result of installed updates. Logging in to Windows computers maintained by CAS-IT will take longer than usual.

The following services are not impacted by CAS-IT maintenance:

- Zoom, Canvas, Microsoft 365, Qualtrics, [Remote.illinoisstate.edu](#), [About.IllinoisState.edu](#), Adobe Creative Cloud, ArcGIS, Omni Update/OU Campus/Modern Campus CMS department websites, Proctor Track, or other University-wide services
- Faculty Success (Formerly Digital Measures) by Watermark, faculty may still enter teaching research and service work information, run reports, and submit workflow tasks: <https://www.digitalmeasures.com/login/ilstu/faculty/>.
- CAS Faculty/Staff Intranet: https://illinoisstateuniversity.sharepoint.com/sites/CAS_DEAN_HUB/
- CAS Budget System: <https://illinoisstate.knack.com/cas-budget-system>
- CAS Travel Funds System: <https://illinoisstate.knack.com/cas-travel-fund>
- CSD Noah and Cochlear systems
- Scientific Instrument Repair Request System: <https://illinoisstate.knack.com/scientific-instrument-repair-requests>
- School Psychology Annual Review System: <https://illinoisstate.knack.com/psy-doctoral-evals>

We recommend that all Faculty and Staff computers are logged off, yet remain powered on, when not in use to help facilitate system updates.

A list of future CAS-IT scheduled maintenance windows is available at <https://help.illinoisstate.edu/x/b4xUBw>.

If you experience any trouble with these CAS-IT supported services after this maintenance window, please attempt to restart your computer and if the issue persists, report it on the [Help.IllinoisState.edu](#) website (<https://help.illinoisstate.edu/get-it-help>) or by calling 438-HELP (4357).

Workarounds - Move files from CAS-IT servers to OneDrive (<https://help.illinoisstate.edu/technology/support-topics/file-storage/microsoft-onedrive>) or Microsoft Teams (<https://help.illinoisstate.edu/technology/support-topics/communication-and-collaboration-tools/microsoft-365/microsoft-teams>) ahead of the maintenance window. Websites might show a temporary page announcing that the servers are under maintenance.

- Service Interruption Notification Procedure

Non-emergency, planned maintenance, planned degraded performance, or planned outages of any CAS-IT service will be posted on the [Alerts website](#). CAS-IT highly recommends that all faculty and staff subscribe to Tech Alerts by clicking the 'Subscribe to Updates' link. Emergency maintenance, unplanned outages, and unplanned service degradations of CAS-IT services that affect multiple CAS departments will be posted to the [Alerts website](#) and emails will be sent to CAS Faculty and Staff list-servs. Planned or unplanned events of single department services will be coordinated with their service owners and notifications may vary.

- Deprecated Services

The following items are services that are no longer being offered but current users may be grandfathered use.

CAS URG System

In 2018 the [CAS-IT custom developed URG system](#) was decommissioned. URG applications were moved to Watermark Faculty Success at that time.

Select Survey

As of 12/19/2017 the CAS-IT hosted version of Select Survey is no longer available. Qualtrics Survey Platform is available as of 05/17/2017 to all Illinois State faculty, staff, and students. Select Survey was outdated and no longer supported by the vendor.

CAS Open Journal Systems (OJS)

As of 07/19/2016, OJS is no longer available. OJS was a journal hosting system used primarily by the SPORA journal, the Center for Mathematics, Science, and Technology, and by the English Department's Publications Unit. The system was outdated and no longer secure. Both SPORA and CeMaST began using BePress from Milner Library as an alternative.

CAS Hand-in & Instructor Folders

Deprecated as of 11/05/2015.

COINS

COINS (CAS Intranet) was a system that allows faculty and staff of CAS to keep an updated profile, store syllabi digitally, and securely distribute grades to students.

Deprecated as of 01/05/2015.

WordPress Blog Hosting

Deprecated as of 07/01/2014.

CAS Secure Folders

Deprecated as of 03/01/2014.

Faculty HTML (non-cms) Website Development

Service replaced by [About.IllinoisState.edu content management system \(CMS\)](#).

Deprecated as of 07/01/2014.

CAS Files Private and Shared Drives Web View

Deprecated as of 06/23/15 due to a purchased product failure. This product was no longer supported, and a replacement was not available. [The interface for this system was at this address.](#)