IT Administration Services

for staff members of
University of Oulu
Account is required

Either **Univ** account

- University’s Windows domain for staff
- Works with workstations and some other university computers
- Provides, e.g., network disk with backup, email, printing, Service Desk support

Or at least **UFO** account

- Univ account for those *not* employed by the university but who need the same services as staff: UniOGS members, researchers with grant, scholarship or Academy funding, close outside collaborators, etc.
- 240 € per year (paid by the Research Unit)
- Time limited, must be regularly renewed
IT Services in web

IT Services’ public pages

- http://www.oulu.fi/ict
- http://www.oulu.fi/th

E.g., User Account & Password > Self-services and e-Identification
https://www.oulu.fi/ict/authentication

Notio, University intranet

- https://notio.oulu.fi
- E.g., depending on the language
  > Data Management > IT Services
  > Tiedon hallinta > Tietotekniset palvelut

During fall 2019 Notio will be replaced with a new intranet, and the information here must be updated!
Service Desk for staff

Contact information
- servicedesk@oulu.fi
- asiakastuki@oulu.fi
- Phone (0294) 483124

No physical service point, so create tickets either by calling or via email

Installing, repairing and advising services, including Research IT support
- Also Notio > Acquisitions > Devices > Computers; money must come from the Research Unit

Help via phone, email, by remote access to customer’s computer, or on-site visits
- Remote access requires that your computer is in university network. LAN is best, but Eduroam (see below) works for smaller jobs too
A ticket should include

- Your name, email address and phone number, where the computer is (room number), its name (hostname), and OS version
- In Windows, some of the information is visible on the desktop

In addition, please be specific

- The information needed depends on the issue

For example, instead of “I cannot log on to a server, please help”, tell

1. what computer you are using
2. what connection program you are using
3. what is the target server
4. what account you are trying to use
5. what is the error message
Mobile Services and Helpdesk

**Service point** for both in Linnanmaa at KK241 (corner of Väylä and Kauppakatu, 2nd floor)

Mobile devices (staff)
- mobiilituki@oulu.fi
- Phone (0294) 483164

Helpdesk (students)
- helpdesk@oulu.fi
- neuvonta@oulu.fi
- Phone (0294) 483080
- See also
  - http://www.oulu.fi/ict/helpdesk
  - http://www.oulu.fi/th/neuvonta
- Chat in
  - http://www.oulu.fi/ict
  - http://www.oulu.fi/th
Printing

Provided by Canon; email canon@oulu.fi

See Notio > Data Management > IT Services > Print Services

Windows needs no action from the user. For OS X and Linux, see instructions in the above Notio page

- Missing from the instructions: Command “sudo system-config-printer” is required in Linux

Secure printing

- “…because one can release the print from the print queue only using the same username with which the print to the queue was sent. That's why you have to log in Canon device every time you want to release your print (e.g. print on paper), copy or scan.”

Includes also paper copying and scanning to your email address
University disk

Notio > Data Management > IT Services > Data Storage

Windows workstations will automatically mount some network drives

- K:\ = home directory with limited space
- S:\ = faculty level common drive
- Y:\ = university level common drive

You can have Research Unit folders in S/Y; do not put large data sets in K

Allows storage of sensitive data

Data in K/S/Y are backed up

- Local computer disk or flash drives should not be used with important data

Document your data! Use, e.g., readme.txt files in your data folders.

- Where the data comes from, what it contains and what has been done with it
University disk extensions

CSC Eduuni Workspaces (for specific projects only)
- http://www.oulu.fi/ict/eduuni
- Workspace link https://tt.eduuni.fi/SitePages/Home.aspx in Notio front page
- Works with univ accounts

Office 365 and G Suite Clouds
- Disk space provided under OneDrive / Google Drive (see below)
- Also these have univ integration

To some extend these can be used for collaboration with people outside our university. For example, Google Team Drive is an option for shared document editing.
Office 365 ProPlus

Provides, e.g., Word, Excel, PowerPoint, and Outlook email and calendar

- [http://www.oulu.fi/ict/office365](http://www.oulu.fi/ict/office365)
- Note that user activation is required!

Use **FileSender** to send and – with guest voucher – receive large files

- [https://filesender.oulu.fi/](https://filesender.oulu.fi/) (max 150 GB)
- [https://filesender.funet.fi/](https://filesender.funet.fi/) (max 300 GB)
- One file at a time, so use zip if needed
- Language defined by browser settings

For secure email, see Notio

- Data Management > IT Services > Other email information > [Secure email service](https://www.oulu.fi/ict/office365)

Note that calendar can be used to arrange meetings
Office 365 web

Login [http://o365.oulu.fi](http://o365.oulu.fi); univ account as [user@univ.yo.oulu.fi](mailto:user@univ.yo.oulu.fi)

Office 365 Outlook works outside the university

- At home, or while traveling
- Works for Linux users as the main email software

Includes **OneDrive** for Business

- Can be used to share files with people outside our university
- However, tied to a specific univ account even when files are shared

A lot of other software too, e.g., **Teams**

Limited support from Oulu University
G Suite for Education

Login [http://edu.oulu.fi](http://edu.oulu.fi); integrates university accounts as [user@edu.oulu.fi](mailto:user@edu.oulu.fi)

In addition to **My Drive**, also **Team Drives** are available

- You define the members when creating a Team Drive

Instructions at [http://www.oulu.fi/ict/gafe](http://www.oulu.fi/ict/gafe)

Limited support also here

Example of sharing from My Drive

- Right click a folder, select “Share” and add individual emails, and/or click “Advanced” and then “Change” the default “Private - Only you can access” to, e.g., “Anyone with the link”. After saving, right click the folder again and select “Get shareable link”. Send the link to those needing access.
Disk for wider collaboration (dynamic data)

**EUDAT B2DROP**
- [https://eudat.eu/catalogue/B2DROP](https://eudat.eu/catalogue/B2DROP)
- Univ accounts can be used for authentication; no project creation necessary
- Desktop synchronisation available (complicated, though)
- Free version limited in space and time, premium service too expensive

**IDA Staging area**
- All CSC resources (see below), IDA included, require a CSC account and project; more information in [https://www.oulu.fi/ict/node/18020](https://www.oulu.fi/ict/node/18020)
- Requires that you download files to your computer for editing

For dynamic data we may end up having our own service (under investigation)
Sharing (non-dynamic) data after research

IDA Frozen area; see our IDA link in previous page

EUDAT B2SHARE

• https://eudat.eu/catalogue/B2SHARE

There are also discipline specific archives, e.g.,

• Finnish Social Science Data Archive https://www.fsd.uta.fi/en/
• Elixir https://www.elixir-europe.org/ (supports sensitive data for life sciences)

Note that some repositories have problematic terms of use

• http://libguides.oulu.fi/Researchdata/Data_archives
DMP and Fairdata

It is useful – sometimes compulsory – to have a **Data Management Plan** (DMP)

- [https://www.dmptuuli.fi/](https://www.dmptuuli.fi/)

With DMP and readme files it is easier to share the data after the research

- [https://www.fairdata.fi/en/](https://www.fairdata.fi/en/)

At least your **metadata** should be open

Use Fairdata **Qvain** (available 2019) to create public metadata

- With the created Persistent Identifier (PID) you can cite your data also in your own articles

Use Fairdata **Etsin** to search published metadata

Fairdata service includes also **IDA** and **Fairdata-PAS** archive
Using **Software Center**, you can install (and also uninstall) Windows software yourself

- Notio > Data Management > IT Services > Software from Software Center > [Software Center guide](#)

Some free programs are available in a **portable** format, which does not require installation or admin rights (see below)

Otherwise you can request installation from [servicedesk@oulu.fi](mailto:servicedesk@oulu.fi)

- Note: university has site licenses for only a limited number of software
- If you download free software from internet, put them in a folder like C:\install-these and only then ask for help
  - Some free programs require *registration* that you must do *yourself* before download
Create C:\Software where you can put, e.g.,

• Portable software
• Third-party MATLAB toolboxes
• Third-party R libraries

Portable software include Python and MobaXterm (see below)

In MATLAB you can command

• addpath 
  ‘c:\software\mytoolbox’

In R, the user’s own libraries may not fit to the default home, i.e., K drive

• Create environment variable 
  R_LIBS_USER and point it to, e.g., 
  C:\Software\MyRLibs
• In Win10 you can click the Windows icon in task bar, start writing env, and launch the “Edit environment variables for your account”
Software, cont.

License information and limited help for statistical analysis, qualitative data analysis and questionnaires can be asked from tilastotuki@oulu.fi. See also Notio’s

- Data Management > IT Services > Software; Licenses for units

**SPSS** for statistical analysis: [https://www.oulu.fi/jakelu/spss_amos.html](https://www.oulu.fi/jakelu/spss_amos.html)

**SAS** for statistical analysis: see the above units link

**NVivo** for qualitative data analysis: [https://wiki.oulu.fi/display/ITWiki/NVivo](https://wiki.oulu.fi/display/ITWiki/NVivo)

**Webropol** for questionnaires: [https://www.oulu.fi/ict/webropol](https://www.oulu.fi/ict/webropol)

**MATLAB** for general computing: [https://wiki.oulu.fi/display/ITWiki/MATLAB](https://wiki.oulu.fi/display/ITWiki/MATLAB)
Video conferencing

Skype for Business via Office 365
• Includes instant messaging
• “Normal” Skype is in Software Center

Zoom video conferencing
• [https://oulu.zoom.us/](https://oulu.zoom.us/)
• Works in Linux too

For more information see Notio
• Data Management > IT Services, subtitle “Video communication”
where also video production services are presented

For scheduling events with outsiders, see also Doodle
• Notio > Data Management > Information Systems > [Doodle](https://example.com)
Running your own services is a problem

Univ computers are workstations in which running server software is difficult

• Temporary admin rights are available only in special cases
• Notio > Data Management > IT Services > Administrator rights of UNIV workstation

Instead, one could use, e.g., CSC cPouta virtual machines (see below) to create a proper “virtual software laboratory”

• In cPouta users can create new virtual Linux boxes and, if and when they get corrupted while experimenting, they can be deleted and a new ones created

See slides of a separate “Oulu Linux course” for WSL usage as a LAMP platform
Computing services in Oulu

Linux computing servers kataja1 - kataja5
  • Hundreds of gigabytes of memory, but its availability depends on the load
  • Login with the univ account, and in use the univ home directory

Use, e.g., MobaXterm for ssh connection
  • https://mobaxterm.mobatek.net
  • Includes also drag-and-drop scp and X11 (Linux graphics) support
  • Local terminal provides bash shell and its Linux tools
  • License requires that you download the portable version and unzip it yourself

The Linux course mentioned above is useful here too
CSC services as projects

Information, customer portal and help
- https://www.csc.fi/home
- https://sui.csc.fi
- servicedesk@csc.fi

CSC services are free for us
- But “Billing Units” are used

You’ll need a CSC account to use most services, which are project-based

Only a senior researcher (e.g., a postdoc) can apply for a project
- Somebody must be responsible for the project members, billing units, etc., but this person can be changed during the project

When the project exists, resources must be requested (and allocated) for it

See the CSC introduction in
- https://wiki.oulu.fi/display/ITWiki/Koulutus
CSC resources

**Computing** resources
- See below for differences with the Oulu university systems mentioned above

**Virtual machine** resources
- cPouta for basic projects, e.g., web services
- ePouta for more secure work
- See the pouta material in https://wiki.oulu.fi/display/ITWiki/Koulutus

**Disk** resources
- IDA (see above)
- Fairdata (see above) PAS provides long term archive for selected data
The CSC computing resources require you to use **job queues**, i.e., you cannot just ssh into a calculating computer and start local interactive work

- If there is interest, we can get someone from CSC to visit Oulu and teach us
- [https://research.csc.fi/taito-user-guide](https://research.csc.fi/taito-user-guide)

Some software work online, like

- [https://chipster.csc.fi/](https://chipster.csc.fi/)

Some (but fewer in the future) software can be installed in your own computer

- [https://sui.csc.fi](https://sui.csc.fi) > Downloads
- Typically user must request license
Home pages

Staff members can have profiles in Drupal
• Faculty and Research Unit web pages
• Notio > Communication and Marketing > Public Website > Researcher profile

One can also have a Personal Space in Wiki, https://wiki.oulu.fi/
• Although staff members can create as many separate wiki spaces as needed, https://moodle.oulu.fi should be used with courses

Although you can create, in your home directory, a public_html subdirectory with index.html file and create your own code, this is not for official personal pages
• http://www.oulu.fi/ict/node/28695
Certia portal

University of Oulu Administration services

- [https://portti.certia.fi](https://portti.certia.fi)
- E.g., human resources management

Works best if you make a Remote Desktop Connection to lippu.oulu.fi and use Certia from there. Software to connect:

- Windows: Remote Desktop Connection provided by the OS
- OS X: Microsoft Remote Desktop for Mac download from internet
- Linux: e.g., Remmina

Can be used from home using VPN (see below)
VPN and networks

VPN allows the use of university services from home (or while traveling) by providing a university IP number

- [http://www.oulu.fi/ict/vpn](http://www.oulu.fi/ict/vpn)

For example, one can read online journals restricted to the university

Note: University laptops have **Pulse Secure** installed by default

- For personal home computers you’ll have to make the installation manually

In campus you can use **LAN** or wireless **Eduroam**

- In university laptops Eduroam should work off-the-box
- [http://www.oulu.fi/ict/eduroam](http://www.oulu.fi/ict/eduroam)
Competence development

For university training services, see Notio > [Development of Personnel](#)

- Includes **Staff Training Portal**, a.k.a. Henkilöstökoulutusportaali
- E.g., Office 365 and G Suite courses are available
- Library courses (e.g., about Fairdata) will be announced here
- Many courses only in Finnish, though

For Science-IT training material from IT Administration, see

- [https://wiki.oulu.fi/display/ITWiki/Koulutus](https://wiki.oulu.fi/display/ITWiki/Koulutus)

For CSC training services, see

- [https://www.csc.fi/web/training](https://www.csc.fi/web/training)