INFORMATION SYSTEMS

Information Systems supports the instruction, research, and administrative needs of Wake Forest University through computing and telecommunications services. The campus computer network offers high-speed wired and wireless connectivity from all campus buildings and in some outdoor areas, such as Hearn and Manchester Plaza.

All undergraduate students are required to have a laptop with minimum configuration requirements to be able to handle all academic software. Students have the choice to bring their own device from home or purchase a laptop through the WakeWare program. These laptops are specially selected Apple and Dell models at a negotiated price with a four year extended warranty and accidental damage protection. Visit the WakeWare website at wakeware.wfu.edu (http://wakeware.wfu.edu) for more information about purchasing, prices, support, and Technology Grants. All students are able to download academic software at software@WFU (https://software.wfu.edu) to their personally-owned computer. Visit software.wfu.edu (http://software.wfu.edu) to view available software and downloading instructions.

Information Systems maintains an extensive array of online information systems that support University admissions, student registration, grade processing, payroll administration, finance and accounting services, and many other administrative and academic applications. In addition, the Wake Forest Information Network (WIN) provides the University community with features like internal directories; online class registration; and vehicle registration.

Students also have access to computing resources outside the University. The University is a member of:

- The Inter-University Consortium for Political and Social Research (ICPSR), located at the University of Michigan. Membership in ICPSR provides faculty and students with access to a large library of data files, including public opinion surveys, cross-cultural data, financial data, and complete census data.
- EDUCAUSE, a national consortium of colleges and universities concerned with computing issues.
- Eduroam, a global wireless network access service for research and education, accessed using Wake Forest credentials.

The University’s computing resources serve both academic and administrative needs. Wake Forest’s network infrastructure includes a ten Gigabit per second Ethernet backbone, a mixture of 100 Megabit and one Gigabit per second switched connectivity to the desktop, and pervasive wireless connectivity in all campus buildings. Linux and Windows-based servers provide for administrative computing needs and services. A mix of Linux systems and Windows-based systems provide for communication and collaborative tools, the Learning Management System, website hosting, various research needs and print services. A Linux High Performance Computing cluster provides supercomputing services a variety of research applications including physics, biology, computer science, math, business, and others. These systems are available to students, faculty, and staff 24 hours a day through the Wake Forest University network.

Wake Forest has a 10 gigabit Ethernet connection to North Carolina Research and Education Network (NCREN) for Internet access. NCREN is the Internet service provider for the majority of North Carolina colleges and universities in North Carolina. Through this connection, Wake Forest has access to additional extensive supercomputing facilities located throughout the state of North Carolina as well as access to all the premiere research networks in the world, including Internet2 and the National Lambda Rail. Wake Forest works closely with NCREN on other advanced network and Internet technologies.

All residence hall rooms are equipped with cable TV programming, Wi-Fi and the capability for VoIP technology. Students needing local phone service and voicemail in their residence hall room, may request a VoIP phone by contacting Residence Life and Housing after their arrival on campus at 336-758-5185 or housing@wfu.edu.

Cable television, while providing a recreational outlet, plays an important role by providing access to campus information and educational offerings. Information Systems offers cable TV service that includes HD and music channels to students in residence halls. The channel lineup can be found at is.wfu.edu (http://is.wfu.edu).

Information Systems provides assistance online at is.wfu.edu (http://is.wfu.edu), by telephone at 336-758-HELP (4357) and supports walk-in customers at the Service Desk located on the main floor of the Z. Smith Reynolds Library. The Service Desk provides general information technology assistance and laptop repair for students, faculty and staff. Hours of operation are posted online at http://is.wfu.edu/help/service-desk. Students have 24-hour access to online support resources at is.wfu.edu (http://is.wfu.edu). The Service Desk is a partnership of the Z. Smith Reynolds Library and Information Systems.