The IT Service Group provides a number of services in support of Cornell academic and research missions. If you have any questions about the services listed below please submit an ITSG Help Desk Ticket: [https://help.coecis.cornell.edu](https://help.coecis.cornell.edu)

### Classroom Support

**AV and VC Support**: The ITSG can assist with video conference and av support needs

- Contact your department administrative staff for information on available rooms and features.
- Cornell utilizes the ZOOM service which is maintained by IT@Cornell. For additional information about ZOOM follow this link: [https://it.cornell.edu/zoom](https://it.cornell.edu/zoom)

**Distance Learning**: The ITSG works in concert with IT@Cornell and department administrative staff to support distance learning opportunities. Please contact your department for information setting up a distance learning course.

**Schedule r25**: The ITSG provides support for College of Engineering schedule r25 rooms. Contact information is posted in each r25 room and issues can be submitted to the ITSG ticket system. Additional information on r25 rooms can be found here: [CoE R25](https://help.coecis.cornell.edu)

**Additional Support**: For additional information on AV, Video Conferencing, r25, and Distance Learning support please follow this link: [AV and Video Conference Support](https://help.coecis.cornell.edu)

### Course Support

**Web Pages**: Information on the hosting of Course and other web pages can be found at: [CoE CIS Tech Web Hosting](https://help.coecis.cornell.edu)

**Labs and Virtual Labs**: The ITSG supports the majority of Labs in CoECIS, including department sponsored virtual labs. For more information labs, please contact your embedded IT or department staff.

**Microsoft Imagine**: Cornell STEM Faculty, Instructors, Graduate Students and Majors are eligible for access to either the CIS or CoE Microsoft Imagine portal. Enrollment is automatically uploaded prior to the first day of instruction and is re-loaded after the last day of the class add period. Students in specific classes can be added on a case by case basis as requested by Faculty Instructor.

**Cornell Available Software**: IT@Cornell provides information on available software and applicable licenses at the following link: [Available Software](https://help.coecis.cornell.edu)

**Net-Print**: Net-Print is the Cornell supported print management solution. More information can be found here: [Net-Print](https://help.coecis.cornell.edu)

### Semester Startup

Prior to the start of the semester, embedded IT staff will reach out to the instructor communities to prepare labs and other resources for the upcoming classes.

<table>
<thead>
<tr>
<th>Fall (Dates are approximate)</th>
<th>Spring (Dates are approximate)</th>
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<tbody>
<tr>
<td>Date</td>
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<td>Milestone</td>
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<td>Date</td>
<td>Event Description</td>
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<tr>
<td>July 1</td>
<td>Department Contacted</td>
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<tr>
<td>July 15</td>
<td>Lab Requests Due</td>
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<td>July 25</td>
<td>Department Contacted (2nd notice)</td>
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<td>Final Requests Due; Lab Images Finalized</td>
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<td>First Day of Instruction</td>
<td>Student Lab/Computer Accounts Uploaded</td>
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<tr>
<td>Last Day of Add Class</td>
<td>Student Lab/Computer Accounts Updated</td>
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</tbody>
</table>

**Room and Lab Door Access:** Is coordinate between your department and CoE CIS facilities

**Research Support**

**Amazon Web Services:** In conjunction with Cornell Cloudification Services, the ITSG is the point of contact for facility and staff to onboard, initiate, troubleshoot as well as monitor Amazon Web Services instances.

**GitHub:** The IT Service Group manages a GitHub repository for academic use by CoECIS. For more information see the following link: CoE CIS Tech GitHub

**Shared Compute Resources:** The ITSG has a pair of shared compute clusters for use by the community; The MAGMA Rocks Cluster, and the Linux Compute servers.

**Cluster and Large Data Storage:** The ITSG can assist you in designing, procuring, and configuring compute cluster and servers for both large and small jobs and the best data storage option for you.

**Additional Support:** For more information on research support, please see the following link: CoE CIS Tech Research Support

**Additional Resources**

**Department Support:** In addition to the above listed resources, you may have access to department sponsored resources. Please check with your department’s faculty support staff or your department specific IT support pages.

- Biomedical Engineering (BME)
- Chemical & Biomolecular Engineering (CBE)
- Computing & Information Science (CIS)
- Electrical & Computer Engineering (ECE)
- Mechanical & Aerospace Engineering (MAE)
- Operations Research & Information Engineering (ORIE)
- Tech Campus (TEOH)

**CIT Support:** IT@Cornell also provides a number of resources for teaching, faculty, and instructors which can be found at the following link: https://it.cornell.edu/faculty