CIT EZ-Backup subscription process and inventory

Process to order EZ-Backup subscriptions by ChemIT, for efficient and consistent requests and order trouble-shooting. Includes template answers. Links to inventory of subscriptions.

Chemistry staff backups status chart

List of Chemistry and Chemical Biology (CCB) staff, and whether or not they have backups of their computers.

CIT's EZ-Backup info for Chem/Physics

Info we would appreciate getting from CIT regarding ChemIT's management of Chemistry and Physics EZ-Backup accounts.

Process to order, and template

Scan the completed. signed form

Scan into a PDF the signed Form-85 and email it, as an attachment, to CIT <ezbackup>.

- http://www.it.cornell.edu/services/ezbackup/howto/subscriptions.cfm
  - http://www.it.cornell.edu/cms/services/ezbackup/howto/upload/Fillable-Form85-kfs-2011-december.pdf
  - ChemIT mostly pre-filled version
- No need to campus-mail original paper copy.

Email the form

Example message:

From: You!
Sent: Thursday, January 8, 2015 11:47 AM
To: EZ-Backup Mailbox <ezbackup@cornell.edu>
Subject: Create NetID.LAPTOP.EZBACKUP

Hello,

Please see the attached scanned PDF authorizing the creation of the NetID.LAPTOP.EZBACKUP node.

Please place it into the midday backup schedule and NOT the nightly backup.

If you have any questions or concerns, please let me know. Thank you!

-Oliver <oh10>
255-6278

- In the **Subject line**, Include the node name, along with action desired, such as:
  - Create (for a new node)
  - Cancel node
  - Change node
  - Change billing
- In the **body** of the email, WE MUST ENTER:
  - Our group's phone number (preferred), 255-6278.
- Recognize this process is not optimal since when we do it this way, others in our group won't have any record of CIT's Remedy ticket associated with your request.
  - CIT requests that we don't use an EGA <crcf> to resolve this communication issue since using an EGA introduces other problems, at their end.

Additional notes:

- Helpful if different processes were submitted as different requests (e.g. new node requests and node cancellations requests should each be treated as separate requests).
- See text template, available only to TSPs (not public).

Above info informed by conversation in Remedy tickets INC000000999507 and INC000001002186, between Oliver and Randy at CIT, Dec. 2013.