

Bob Lieberman gets IT support from CIT

Clarifying that PhysIT does not provide desktop or printer IT support for Bob Lieberman <rh110>. That support comes from DFA/CIT. Exception: Cornell phone and wired network

Summary

Bob's IT support is primarily DFA/CIT (CIT Help Desk).

Details:

- 9/12/16: CIT confirmed they have taken on LSC staff support, including Bob's.
 - 9/9/16, INC000001768927: "They (LSC: Learning Strategies Center) were moved out of SSIT's support system almost a year ago", according to SSIT, formerly SAS IT.
- Original understanding, March 2014: In Bob's <rh110> words, "[Physics IT] are the phone/network guys and SAS are computer support." (3/10/14)
 - <https://it.sas.cornell.edu/>

Wired network and Cornell phone service issues go to PhysIT

Bob Lieberman's office, part of the Learning Strategies Center, is in Physics's space. As such, issues Bob may encounter with the **wired network** itself or **Cornell phone services** should be directed to Physics IT (PhysIT).

Physics IT can help resolve issues with the network or phone services themselves (by working with CIT) or funding-related issues with those services (by working with the Physics Admin office). Examples include:

- providing wired network configurations (necessary for new networked devices, such as printers; ChemIT needs the MAC address)
- getting jacks activated
- getting a Cornell phone number changed or added

Scenario example:

If Bob has a network-related problem, but the network jack is working correctly, DFA/CIT should be contacted (CIT Help Desk). If for some reason DFA/CIT believes, as part of their response to Bob's request for help, that the problem may be a network configuration problem, we welcome them contacting us at PhysIT and together we can help address Bob's needs.

All other IT-related services issues do not go to Physics IT (PhysIT)

- Bob's official IT support is through DFA/CIT.
 - This includes day-to-day IT support, such as configurations on the computer to properly use the network or networked devices, such as printers.
 - DFA/CIT also provides Bob with funding for his hardware and software, if analogous to when SAS IT supported Bob.

Related links, for context

- <http://www.physics.cornell.edu/professorspeople/lecturers/?page=website/lecturers&action=show/id%3D7>
- <https://instruct1.cit.cornell.edu/courses/phys012/>