

Chemistry IT Services By Support Level

Chemistry IT: We help your group **Identify**, **Build**, and **Fly** better IT solutions. We are **brokers** and **fixers** (Cambridge's tag line)

See also

- [Chemistry IT Services Overview](#)
- [See also](#)
- [Identify, Build, and Fly](#)
- [General Computing Support, by Level of Service](#)

Identify, Build, and Fly

- **Identify:** Understand your needs so we may explore and propose options.
- **Build:** Fulfill your needs, as we both learn more of your needs and adjusting accordingly.
- **Fly:** Maintain and ensure a smooth journey, adjusting to unexpected conditions.

General Computing Support, by Level of Service

Base-line support for all groups in Chemistry	Full support for groups billed monthly	Special Request considerations Hourly, fee-based service	Notes
Install new Cornell owned (including grant-funded) computers with contemporary operating systems.	Enable NetID access, via Active Directory	Special or old operating system, or unique or troublesome configurations.	Contemporary operating systems for Windows, Macintosh, and CentOS Linux.
Faciliate installation of Cornell-licensed software, whenever Chemistry IT is a gate-keeper.	Install any required software and develop strategies to update it.	Old or unsupported applications or drivers.	
none	Maintain updates and migrate to contemporary operating systems and applications.		
Hardware repairs, warranty service coordination.			
Secure disposal & recycling of computing equipment			
none	Configure & help with email		This is a CIT service
none	Backups – consult & arrange where needed.		
none	Troubleshooting, Diagnostics		
15 minute limit on user assistance. <ul style="list-style-type: none">• If not resolved, expect a referral or a quote for additional services Chemistry IT services, at \$40/hr rate.	Included		

Software

- Application consultation
- Software vendor negotiations, purchase, campus and other license management
- Installation, updates, troubleshooting

Printing

- Printer specification, purchase, setup, networking and configuration
- Toner & ink supplies (Stock standard supplies, purchase others)

Mobile computing

- Recommend & purchase department phones, tablets, phone services
- Consult on personal mobile solutions

IT Purchasing

- Computers, clusters, printers, accessories, software for department and research needs

- Consult on specifications, quality, service, best pricing, warranty options, and University purchasing policies.
- Identify recommended products special deals from Cornell approved vendors.
- Process orders through University Purchasing systems.

Research Computing

- Group file sharing needs- Local and CIT Servers, cloud services, etc.
- Create and maintain Research clusters, High Performance Computing
- Linux OS consulting, configuration, management
- Instrumentation and Group computers
- Recommend other on campus or off campus resources where appropriate.

Telecommunications – Phone & Network

- Orders and service for phones and network connections
- Phones feature requests – Audix, call groups, number changes etc.
- Maintain department networks, machine registrations, firewalls

Computer Accounts

- Manage User Accounts
- Create & maintain special administrator accounts
- access authorization to group and department resources
- assistance with Cornell NetID and other Cornell accounts

IT Security

- Manage security of department IT resources – computers, file shares, networks, etc.
- Keep up-to-date on IT issues & policies
- Antivirus installation, management, scanning
- Malware remediation – help find, and remove malware (when possible). Reconstruct systems
- Advise on security settings / implementation

Web management

- Manage chemistry.cornell.edu department web site
- Consult / assist with group web sites

General Consulting

- Needs analysis, design, time estimates, recommendations
- Project specification and management
- Work with CIT and other campus computing partners.
- Advise on Cornell computing policies.
- Referrals to campus and commercial resources
- Assist with research grant proposal IT requirements, budgeting.