

2) Service Offerings for Partial Support Groups

Learn about the Chemistry IT's services available to members of opt-out groups.

See also

- [1\) Service Offerings for Full Support Groups](#)
- [All groups must use certain Chemistry IT services](#)
- [Draft Opt-out example from Michael Lenetsky](#)

This page is DERIVED from the Opt-in services page

- Therefore, DO NOT edit this page. Instead, edit the Opt-in page and we can carry those edits to this page as necessary.
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Groups who Opt-out of monthly billing may still utilized the following Chemistry IT services for free:

Desktop and laptop support

- Consultation on what hardware to buy and where (limit of 30 minutes). Includes consideration of best pricing and service, quality, and warranty options.
- Process purchasing of Dell or Apple (Mac) desktops and laptops through University Purchasing.
- Warranty service coordination for Dell and Apple systems, including packing and at-cost shipping.
- Consult on backups.
- Provide network connection to CIT's AccessNet or Chemistry's RedNet for systems not managed by ChemIT.

Application support

- Software consulting. Software vendor negotiations, purchase of select software (all are used by more than one group), and coordinating campus and other license management.
- Running departmental license servers. Managing off-network license keys for select software.

Printing support

- Consultation on what hardware to buy and where (limit of 30 minutes).
- Process purchasing of recommended printer.
- Providing network jack for printer to be added to 10-space (MAC address required), if desired.

Network support and IT Security

- Manage and coordinate jack network activation with CIT (Chemistry network, AccessNet, and RedNet).
- Coordinate RedRover/ eduroam service deficiencies with CIT.

Research Computing

- Group file shares, using CIT's SFS service. For both CIFS (Windows, Macs) and NFS (Linux) services.

Services paid for by the Group

Example of services we offer at subsidized hourly rates

Installing contemporary, factory-like Linux on Dell hardware less than 5 years old.

Application installation.

Installation media for Windows XP (asked for on 8//29/16).

Clusters and Servers

Baseline maintenance rates are calculated at 33% of CAC's rates for similar, though not identical, services.

Change requests, including installing applications, are charged at our "opt-in" labor rates.

Examples of baseline maintenance:

Consultation on needs and purchasing (20 hour limit)

Examples of above-baseline maintenance:

Labor

Subsidized hourly rates:

- Opt-in: \$20/hour
- Opt-out: \$40/hour

Service	Benefit	Notes