1) Service Offerings for ALL Groups, grid form

How can working more closely with Chemistry IT benefit you and your group?

See also

- Much of the initial source data came from <R:\Chem IT\IT Support\Support Standards>.

These services are provided to Opt-in groups

- Groups may elect not to use most of the listed Chemistry IT services.
    - The few exceptions are noted below. Some "required" services apply to all groups, including Opt-out groups.

Basic computer support, software, and IT security services

Service	Partial support	Full support	Notes
Buy standard, recommended computers. • Process purchasing of Dell or Apple (Mac) desktops and laptops through University Purchasing.			

- Buy standard, recommended computers.
- Install contemporary, factory-like Windows or Mac OS on Dell or Apple hardware, if hardware supports it (limit of 1 hour).
- Process standard warranty services for Dell and Apple systems.
- Configure and assist with Cornell's email and calendar services.
- Purchase software, and coordinate campus and other license management.
- Distribute software licenses and media.
- Consultation services, 30 minutes per issue.
    - Consult on what hardware to buy and where. Includes consideration of best pricing and service, quality, and warranty options.
    - Consult on personal mobile solutions.
    - Consult on support options for systems more than 6 years old or running non-contemporary operating systems.
    - Consult on backup strategies and options.
    - First-look for hard drive recovery situations, and referral as appropriate.
    - Assist graduate students regarding their personal systems.
    - Advise on IT security, as well as malware remediation options.

- Advise on Cornell IT policies and share Chemistry IT's best practices.
- **Opt-in extras:**
  - **Required:** Opt-in groups must support Chemistry IT's maintenance of a complete hardware inventory, including computers and printers.
  - By default, group computers are managed by Chemistry IT. Group may opt-out specific systems, but no change in billing. Services for managed computers include:
    - Installation, troubleshooting, and diagnostics on systems less than 6 years old running contemporary operating systems.
    - Arrange standard back-ups where needed, using CIT's EZ-Backup service.
    - Enable NetID-based log-on user-level accounts.
    - Provision admin accounts for faculty member and IT Rep.
      - If group distributes their Admin password to additional group members, this action will limit Chemistry IT's responsibilities.
    - Install and update contemporary applications.
      - Basic software includes MS Office, Adobe, ChemDraw, and Identity Finder.
      - Ensure computers configured following best-practices for security and other considerations.
        - Users must still engage in safe computing practices.
        - Antivirus installation, management, and scanning.
        - Software inventory and patching tools.
      - Malware remediation. Detect and remove malware when feasible. Reconstruct systems, as appropriate.
      - Manage IT Security incidents and warnings, coordinating with A&S IT Security Liaison and CIT as appropriate.
    - Attach computers to instruments or specialized peripherals (limit of 3 hours).
      - Instrument computers may not be used for general internet web surfing.
    - Linux workstations are set up using a standard configuration.
  - Process purchasing of almost any hardware and peripheral. Warranty service coordination.

Network and Cornell phone support

- **Required:** Manage and coordinate wired network activations with CIT.
  - MAC address of system is required by CIT.
- **Required:** Manage all Cornell phones.
- Coordinate WiFi service issues in Chemistry spaces with CIT.
- **Opt-in extras:**
  - For the group computers managed by Chemistry IT, manage Chemistry IT's network firewall settings.

Printing support

- **Required:** If a network is desired for a printer, Chemistry IT activates nearby network jack for printer.
  - MAC address of printer is required by CIT.
- Buy standard, recommended printers.
- Consultation services, 30 minutes per issue.
- **Opt-in extras:**
  - Option to have printer managed by Chemistry IT. Services for standard printers include:
    - Spare toner and ink supplies cached locally. And delivered and purchased on request, using group-provided default account number.
    - Troubleshoot and diagnostics on systems less than 6 years old (limit of 30 minutes) and consult on repair/ replace decisions.
    - Process warranty or service contract, if applicable.

Research group web sites

- Consultation services, 30 minutes per issue.
  - Consult regarding group web site hosting options.

Research Computing (not cluster or computational)

- **Required:** Process Sponsored NetID requests.
- Consultation services, 30 minutes per issue.
  - Recommend other on-campus or off-campus (commercial) resources, as appropriate.
- **Opt-in extras:**
  - Establish group file server services using CIT's service and maintain access groups.

Research Computing: Cluster and computational support

- **Required:** If a system is in Baker 248, it must be managed by Chemistry IT.
- Offer this support option even to groups who have otherwise opted-out. In which case:
  - Opt-in charges would include a group fee and a computer count of the cluster.
    - There would be no group member fee, or an accounting of any other computers in the group.
- Consider authorizing the grand-fathering in of extra Chemistry IT services to select groups.
- **Opt-in extras:**
  - Create and maintain research clusters and servers using contemporary operating systems.
    - For clusters, includes deploying specialized cluster-provisioning software
    - Services do not include research application installation, configuration, testing, or de-bugging.
    - Services do not include researcher's script creation, testing, or de-bugging.
  - Work with CIT and other campus computing partners to explore and refine their solutions.
  - Assist with research grant proposal IT requirements and associated IT-related budgeting.