

## Public Computing Procedures

Document outlining the policies for requesting changes to made to the public workstation image. Also contains deadlines for processing requests.

### **Image Change Policy for Public Systems**

1. The public image will be refreshed and modified twice a year: Summer and Winter breaks between semesters
2. Public Systems include – All Tier 1 and Tier 2 machines in the library system, Training Labs, circulation laptop loaners and look-up stations located in the stacks.
3. Requests for changes to the image must be submitted via RT. These requests will be reviewed by a Desktop Support staff member the day they are received. If it is not deemed an emergency, the request will be held over for review by the Desktop Support staff at the next staff meeting. If the request is approved and works within the security parameters of our image it will be incorporated into the image and will be available after the next rollout
4. “Emergency Changes” – An emergency change will be defined as a change that if not made users will be unable to use the system or university resources. These changes will be made within 24 hours after initial notification
5. A beta test image will be made available to library staff for testing one week prior to the image being deployed to the public areas. It is the responsibility of the staff to provide feedback. ISS staff will be responsible for taking staff feedback and making changes if possible.
6. The beta test image will be deployed to one system in Bostock, Perkins, and Lilly for testing. This system will be clearly marked for both staff and students. We will also provide a feedback mechanism for students using the system.
7. Time Frame for image deployment will be:

#### Fall Semester:

- Software requests due by the end of the first week in July
- Beta image installed third week in July
- Final image deployed first week in August

#### Spring Semester:

- Software requests due by the end of the first week in December
- Beta image installed third week in December
- Final image deployed first week in January

### Image Change Policy for Training Systems

1. The public image will be refreshed and modified twice a year: Summer and Winter breaks between semesters
2. Requests for changes to the image must be submitted via RT. These requests will be reviewed by a Desktop Support staff member the day they are received.
3. “Emergency Changes” – An emergency change will be defined as a change that if not made the scheduled class will be unable to be offered. These changes will be made as soon as possible – this will depend on the availability of the room to be imaged. At least 24 hours notice will need to be given in order to add new software to an entire classroom.
4. A beta test image will be made available to training staff for testing one week prior to the image being deployed to the public areas. It is the responsibility of the staff to provide feedback. ISS staff will be responsible for taking staff feedback and making changes if possible.
5. Time Frame for image deployment will be:

#### Fall Semester:

- Software requests due by the end of the first week in July
- Beta image installed fourth week in July
- Final image deployed second week in August

#### Spring Semester:

- Software requests due by the end of the first week in December
- Beta image installed third week in December
- Final image deployed second week in January

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## Systems Liaison Program Description

### Program Goals

The Systems Liaison Program in the Smathers Libraries was created to

- Provide basic local computer support within each Library unit
- Give work credit to people who perform computer support work, even when that is not the major portion of their job assignment
- Increase speed of response for Information Technology (IT) related problems
- Provide tiered support, so that basic problems are handled locally, while more complicated problems are escalated to be handled by the Systems Department

The first goal of the program is an effort to match available resources to need. The Libraries operate almost one thousand networked devices, including eight hundred computers of various types, scattered over nine different physical sites on and off campus. The Systems Department has only three positions that are dedicated to hardware and network support. The Libraries address the shortage of full-time IT staff by formally enlisting staff outside of Systems to cover basic support needs. These needs include keeping track of local IT inventory; initial setup of new workstations, and migration from old machines to new ones; installation of software; relocation of workstations; security functions, such as patching software and keeping virus scanners active; and basic troubleshooting.

The second goal of the program is to ensure that people get full credit for the computer support work they do. Most units have one or more people who are seen as the local computer expert. Whether this is because the person is a computer hobbyist or because the person is just more experienced and skillful at using computers, the result is that the person is called upon to do local computer support in addition to his job. If this is not recognized by management (by explicitly providing work time for the IT support function), the local expert will be constantly stressed between the official and unofficial functions. The Systems Liaison is always assigned at least 10% of his FTE (as recorded in the job description of the position) for computer support work.

The third goal of the program is to increase the speed of response to problems. The Liaison understands local IT needs and workflows, and can frequently fix things without the orientation session that would be required for someone assisting from outside the unit.

Where outside assistance is necessary, the Liaison can speed things up by translating between the local situation and the IT world. This fulfills the fourth goal of the program: Liaisons have Systems Department staff for backup on harder problems. This is more efficient at all levels, and effectively saves everyone time.

### Liaison Appointment

Liaisons are appointed by their local unit heads, and are chosen to best meet the IT needs in each unit. The criteria for selection vary across units. Each unit is expected to have at least a 10% FTE assignment to the Liaison program for every ten staff or fraction thereof. Units may pool Liaison assignments as long as this proportion is met. For example, two units with five staff each could have a single Liaison assigned to provide support for both areas. Increasing either unit staff by one person would either require the appointment of another Liaison, or increasing the existing Liaison's assignment to 20%. It is the responsibility of any Liaison who feels that insufficient time is being allocated to perform necessary Liaison work to notify the Systems Department.

### Procedures

Liaisons submit requests for routine assistance by calling the Systems Department or sending email to the SysHelp mailbox: This usually results in the creation of a Trouble Ticket, or ongoing record of the problem, which can be viewed at

<http://web.uflib.ufl.edu/ticketview/frames/ticketframe.htm>

Trouble Tickets are the primary way problems are tracked and solved. It is important that Liaisons do not send email or leave voice mail for particular Systems staff directly concerning a problem that must be addressed quickly. The absence of that staff member might lead to a long delay. Sending messages and calls to SysHelp enables efficient routing of requests. Please note that SysHelp is not the mailbox for the Systems Department. Sending requests to the entire department both confuses the issue and delays getting someone assigned to the problem.

End users should always go to their Liaisons for help, and not submit requests to SysHelp directly. Systems will keep the local Liaison informed of any IT work or support being done in the area. Following this protocol will minimize duplicative effort and get problems solved faster.

Liaisons must keep records of all IT equipment maintained in their areas, as well as knowing details of network assignment and workstation usage for all computers. These records are sometimes needed to track down problems that are affecting the campus at large, and must be kept current.

When software updates are required to protect network security, they must be installed as scheduled by the Systems Department. In some cases, this will require an immediate full-time effort to the exclusion of all other tasks. This is fully supported by the Library Directors. Unless a Liaison reports to the Systems Department that there is some local obstacle to compliance with this policy, it is his personal responsibility to comply for all of the workstations under his jurisdiction. Failure to do so can lead to serious disruptions, including loss of network connectivity for entire buildings.

Liaison orientation sessions are conducted by the Systems Department to update procedures and introduce new Liaisons to the program as necessary. Individual consultations about IT issues or the program are always available for Liaisons on request.

[Staff Web](#) | [Staff Directory](#) | [Library Hours](#) | [Privacy Policy](#)

Cheers and jeers to: [dohfelz@uflib.ufl.edu](mailto:dohfelz@uflib.ufl.edu)  
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## ISS HELP DESK > Hardware

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### Hardware

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ITS will provide hardware support for GW equipment through appropriate repair channels. ITS will diagnose the equipment and determine how best to proceed with the repair. Depending on the manufacturer and warranty status, ITS staff may perform the repairs or assist the client by facilitating a repair with the manufacturer or a service provider.

In many cases, arranging a repair through either the original equipment manufacturer (OEM) or an OEM-authorized service provider is the most effective way to repair the equipment. In these cases, ITS can facilitate the repair process for the client. Such facilitation can include obtaining quotes, obtaining RMAs for depot repairs, and arranging for on-site service when appropriate. Costs incurred in the course of facilitation will be borne by the client.

In other cases, ITS staff members may perform the repairs themselves. The staff member will either order the required parts directly (in the case of warranty repairs), or provide the client with the information needed to order the parts (in the case of non-warranty repairs). The staff member will install the parts once they have arrived, and assist the client with the parts return process.

ITS will provide many value-added services during the course of a repair, which are not covered by the terms of the manufacturers warranty. As such, ITS will assess a standard labor charge for each incident to cover these services.

#### Repair Services by Manufacturer

Dell or Apple equipment that is under warranty will be either repaired or facilitated, depending on the situation and the manufacturers service guidelines.

Dell or Apple equipment that is not under warranty may be repaired or facilitated, depending on the situation and the manufacturers service guidelines.

Toshiba equipment will be referred to a Toshiba authorized service center. [Please see the repair contacts list for more information.](#) ITS will facilitate Toshiba repairs at the clients request.

IBM portable computers will be processed via IBMs EZ-Serve depot repair facility. ITS will facilitate IBM portable computer repairs at the clients request.

HP Printers will be either repaired directly or referred to an HP authorized service provider, depending on the nature of the problem.

ITS may facilitate other equipment, depending on the manufacturer.

For equipment such as copiers and multifunction office devices, service should be arranged through the vendors service agreements. Please consult the service agreement for service details.

#### General Information about Repairs

All diagnoses and repair attempts are best effort. Problems such as backorders or incorrect part shipments can arise during the repair process that affect the speed and quality of the repair. ITS will make reasonable efforts to prevent and correct such problems, but cannot guarantee the performance of vendors or shippers.

In some cases, repairing a system is not the best course of action. ITS staff members can provide an assessment of the clients needs, but cannot require a department to replace equipment. It is the clients responsibility to determine whether a system should be repaired or replaced.

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#### Submit My Suggestions

If you would like a response, please send an email to the ISS Suggestion Box at

[suggest@gwu.edu](mailto:suggest@gwu.edu)

**Support & Contact Info:**

Help Desk: (202) 994-5530  
EAS Help Desk: (202) 994-5530, option 4  
System Status: (202) 994-5530, option 3  
Support: [IT Help Request](#)  
Suggestions: [suggest@gwu.edu](mailto:suggest@gwu.edu)



**Help Desk Hours:**

Monday-Friday: 7:00AM - 7:00PM  
44983 Knoll Square, Bldg II, Suite 351  
Ashburn, VA 20147  
ITS Fax: (202) 994-0101  
Help Desk Fax: (202) 994-5454

## Microcomputer & Peripherals Support in the Rutgers University Libraries

### A Description of Current Policies and Guidelines

Microcomputers in the Rutgers Libraries are purchased, installed, and maintained by the Systems Department and representatives from local units and departments to support the work of the library. This document focuses on support from the Systems Department.

Hardware and software supported in the Libraries is listed below. The list includes supported products currently recommended for purchase as well as older products no longer recommended but currently installed and, therefore, still supported. Factors considered in developing the list are: performance, price, availability, ease of repair, vendor support, and use on campus and within the libraries. This list is not static; it evolves as products and software changes occur. If specific hardware or software is required for a project and it is not on the support list, the Systems Department should be consulted before the purchase. Changes to the public machines to support new software necessary for the curriculum are done only via the regularly scheduled new machine image that is updated twice a year.

### Roles and responsibilities in microcomputer support in the libraries

#### **The Systems Department**

1. Reviews microcomputer and peripheral purchases prior to placement of order to ensure the system is complete and appropriate for the defined use.
2. Installs all library workstations.
3. Installs the initial software (except CD-ROM workstation software) as part of the initial installation of a public microcomputer work station.
4. Installs and maintains all Novell servers and assists in the support of NT servers.
5. Provides a secondary level of diagnostic or troubleshooting support for supported hardware and software.
6. Provides or coordinates maintenance and repair for supported equipment.
7. Provides server backup system and tapes and ensures that server backup tapes are changed according to the established schedule.
8. Recommends security devices for new installations.
9. Provides advice and assistance to the libraries when equipment has to be relocated.
10. Coordinates, installs, and, when necessary, orders software upgrades for supported products.
11. Maintains and coordinates distribution of the student payroll program for TimeTrack and ClockTrack.
12. Advises on hardware upgrades to existing systems (e.g. additional memory, hard disks, etc.)



13. Installs or coordinates the installation of all internal CPU components.
14. Oversees the RUL microcomputer inventory performed by local PC Coordinators.
15. Provides necessary support to CD-ROM workstations.
16. Maintains online trouble ticket system.
17. Packs or transports equipment for warranty returns, depot maintenance, etc.
18. Disposes of equipment no longer in use.

## Current Public Machine Software

### **Operating System:**

- Windows 2000 (Service Pack 3)

### **Browsers:**

- Internet Explorer 6 (Service Pack 1)
- Netscape 7.02

### **Plugins:**

- Adobe Acrobat 5.1
- Macromedia Flash Player 6
- Macromedia Shockwave 6
- DjVu Browser Plugin
- Alternatiff Viewer (ver. 1\_4\_3)
- Envoy Viewer
- Notetab
- Selected machines at Dana
- Chime 2.6 sp3 (Beilstein)
- Isis Draw (Beilstein)
- NJ Star

### **Software:**

- RealOne Player
- Roxio Easy CD Creator (ver. 5.2)
- WinDVD (ver. 4)
- Virtual CD (ver. 4)
- LPTOne
- Luna Client Software
- McAfee (ver. 4.51 or 7.0)

- Research Insight  
Camden/Kilmer/Dana
- Beilstein Commander (ver. 6) with Autonom 4  
Science Machines  
Kilmer/Dana/Camden
- Scifinder Scholar 2002  
Selected machines at Dana/Camden/Science libraries
- NetOp School (ver. 2.5)  
Instructional Lab Machines (Douglas/LSM/Dana/Chang/Kilmer)
- Office 97 or Office 2000  
Selected machines at Dana as well as eclass teacher machines



## Policies

ITC and University Computing Policies and Security Resources for IT Professionals.

### ITC Special or Technical Policies

- [IT Security Risk Management Program](#)<sup>1</sup>
- [ITC Notification of Potential Service Interruption \(Downtimes\) Policy](#)<sup>2</sup>
- [ITC Press Policy](#)<sup>3</sup>
- [Network Access for Third Parties](#)<sup>4</sup>
- [UVa <sup>5</sup>IT<sup>6</sup> Policies](#)<sup>5</sup>

### ITC General Policies

- [Accounts](#)<sup>7</sup>
- [Centrally Provided Disk Storage Space](#)<sup>8</sup>
- [Revocation of Network Access](#)<sup>9</sup>
- [Site Licenses](#)<sup>10</sup>

### University-wide Policies and Related Information

- [Electronic Data Removal Policy](#)<sup>6</sup>
- [Ethics in Computer Usage](#)<sup>11</sup>
- [Information Access through Computer Networks](#)<sup>12</sup>
- [Monitoring Employee Electronic Communications or Files](#)<sup>13</sup>
- [Obscene Materials](#)<sup>14</sup>
- [Privacy, Access, and Retention of Computer Files](#)<sup>15</sup>
- [Responsible Computing: A Handbook for Faculty and Staff](#)<sup>16</sup>
- [Software/Copyright](#)<sup>17</sup>
- [Using Electronic Communications for Large-scale Notifications and Distribution of Information](#)<sup>18</sup>
- [UVa Policy Directory](#)<sup>19</sup>

<http://www.itc.virginia.edu/technical/policies.html>

- [UVa<sup>5</sup> Security Policy<sup>20</sup>](#)

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## Links

1. <http://www.itc.virginia.edu/security/riskmanagement/>
2. <http://www.itc.virginia.edu/policy/downtime.html>
3. <http://www.itc.virginia.edu/policy/press-policy.html>
4. <http://www.itc.virginia.edu/policy/thirdpartyaccess.html>
5. <http://www.itc.virginia.edu/policy/>
6. <https://etg07.itc.virginia.edu/policy/policydisplay?id=%27IRM-004%27>
7. <http://www.itc.virginia.edu/policy/accounts.html>
8. <http://www.itc.virginia.edu/policy/storage.html>
9. <http://www.itc.virginia.edu/policy/revocation.html>
10. <http://www.itc.virginia.edu/licenses/req-proc.html>
11. <http://www.itc.virginia.edu/policy/ethics.html>
12. <http://www.itc.virginia.edu/policy/infoaccess.html>
13. <http://www.itc.virginia.edu/policy/filemonitoring.html>
14. <http://www.itc.virginia.edu/policy/obscene.html>
15. <http://www.itc.virginia.edu/policy/fileretention.html>
16. <http://www.itc.virginia.edu/pubs/docs/RespComp/resp-comp-facstf.html>
17. <http://www.itc.virginia.edu/policy/copyright.html>
18. <https://etg07.itc.virginia.edu/policy/policydisplay?id=IRM-006>
19. <http://www.virginia.edu/uvapolicies/>
20. <http://www.itc.virginia.edu/policy/netdevices/home.html>