ITS Department Services Catalogue

As of January 1, 2015.

1 SUPPORT TEAM

Consulting hours: workdays 8:00-17:00

First level support (obtains a request, initiates the process, solves the request / problem or hands it over to higher level support).

- hardware pre-purchase consulting (computers, peripherals, mobile devices, office technology) – parameters and configurations recommendations
- new hardware setup and installation, especially
  - initial configuration of Windows operating system on a new computer
  - installation and configuration of the e-mail client
  - installation and configuration of antivirus/security software
  - local sources (shared storage, database, printers) access configuration
  - installation and configuration of basic software packages (by agreement)
  - network configuration including setting-up a physical connection and IP address assignment
  - wireless (wifi) network connection configuration
- general support for problems with personal computers and office technology
  - reinstallation, reconfiguration and modifications of the Windows operating system
  - installation of device drivers (as needed, by agreement with the user)
  - basic training in local sources availability and usage
  - virus and malware detection and removal
- keeping basic records of network connected devices
- common (institute) printers maintenance
- seminar rooms audio/video equipment support and training, main lecture hall audio/video equipment operation
- creating and maintaining network connections for other equipment (telephones)
- assigning initial access rights and generating passwords for local sources
- organizing software license purchase for common and multilicensed software
- small post-warranty repairs of office and computer technology devices (esp. replacing removable parts)
- installation and configuration of Linux and/or Mac operating systems and software for this systems (nonstandard service, best effort level)

2 IT TEAM

Consulting hours: workdays 9:00-16:00

Building and maintenance of computer network infrastructure and installation and maintenance of servers and control devices.

- infrastructure building and maintenance
  - acquisition, administration, and maintenance of structured network cable systems (planning, documentation)

- acquisition, administration, and maintenance of active network devices (switches, routers, firewalls, …)
- IOCB Internet connection administration (in cooperation with SSČ AV ČR and PASNET, CESNET)
- remote locations (VÚV, Santinka, NTK, Papírenská) network connection building, administration and maintenance
- administration of remote and nonstandard IOCB network access methods (connecting external partners, VPN tunnels, etc.)
- servers administration
  - administration of servers and systems for the following services
    - accounting and administration system albína (only hardware and operating system administration)
    - IP address registration and assignment (DHCP, DNS)
    - authentication (LDAP, RADIUS)
    - e-mail, aliases, distribution lists
    - file sharing (FTP, samba)
    - internal and external web presentations
    - EZproxy access gateway
    - virtual private network (VPN) access
    - GSM (cell phone) data gateway (Vodafone)
    - AVG software and license distribution
    - network infrastructure control (Cisco Prime Infrastructure)
    - global authentication network *eduID*
    - ITS internal use services (registers, documentation)
  - 2nd a 3rd level domain registration, server certificate generation
  - creating, maintaining, and removing e-mail accounts and distribution lists
  - directory system LDAP account administration (user data)
- representation of IOCB in higher level institutions structures (CIT AS ČR)
- second level support and consulting (requests handed over by the support team)
- software administration of Asset access system (since Jan 1, 2015)
  - system definition, access rules, usage code (in cooperation with TEA)
  - central system administration and configuration
  - exceptional access requests administration, external partners access cards issuance

3 IS TEAM

Consulting hours: workdays 9:00-16:00

Administration of graphical design and contents of internal and external information presentations and documentation creation.

- external www presentation content administration
  - administration of general part (presentation structure, general information, PR and headquarters information)
  - full or supporting administration of group presentations
  - administration and modification of graphical look (infographics, visual documentation)
  - support for administration of web presentations of selected conferences organized by IOCB employees (by agreement)
  - IOCB scientific equipment catalogue including photo documentation

- internal web portal content administration
  - structure and visual style administration
  - content administration and support
- creating, presenting, and archiving IOCB life photo documentation (events, teams, gatherings)
  - archive photo documentation digitization

4 RELATED SERVICES NOT PROVIDED BY ITS

4.1 IT and office technology supply

Information technology hardware supply is based on a framework contract with the external supplier selected in the public tender.

- services included in the price of the supplied hardware
  - order acceptance and delivery of the hardware to the chosen location
  - hardware installation, boot and initial user training
  - (OEM) operating system installation (if included in the purchase)
  - data transfer between old and new computer, if required
  - warranty repair service – hardware repairs including pick-up and return to the same place
- other (paid) services
  - post-warranty repairs in (authorized) service – pick-up, transport to the service, return to the same place

4.2 Other services

Services related to ITS provided by other IOCB departments or employees.

- final specification and ordering of equipment (*individuals*)
- specification, ordering, installation, and configuration of specialized / targeted hardware for scientific purposes (*group leaders*)
- specification, ordering, installation, and configuration of scientific calculations hardware and software (*group leaders*)
- administrative agenda computerization – Penízky and Albína systems (*TEA department – Ing. Milan Drahoňovský*)
- local phone line number allocation, call permissions setup, phone handset distribution (*TEA department – Zdeněk Studený*)
- mobile phone agenda (SIM cards, cell phone services, tariffs, permissions), communication with mobile operator (*TEA department – Václav Mžourek*)
- entrance ID cards for employees, access permission, card replacement, hardware failures of the access system (*personal department – Stanislava Opplová, TEA department – Zdeněk Studený*)