

# Services to be provided by CITES Departmental Services (DS)

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For assistance please contact Rand Phillips (DS Departmental support person) at : [anscihelp@ad.uiuc.edu](mailto:anscihelp@ad.uiuc.edu) or 244-5218.

## I. SCOPE OF SERVICES

### A. Desktop Support

1. **Departmental Services** will provide support and technical assistance for the following software:

- Microsoft Office
- Adobe Acrobat
- Adobe Dreamweaver
- Adobe Photoshop
- Microsoft Windows
- Mac OS X
- Mozilla Firefox
- Mozilla Thunderbird
- Internet Explorer
- McAfee Virus Scan
- Banner

Eudora and Netscape are no longer supported by their respective companies, and therefore are no longer supported for use in the Department of Animal Sciences. **Departmental Services** will help users migrate from these programs to supported replacements.

2. Supported computers should meet the following minimum specifications:

- PC running Windows XP or OS-10.4
- 2 Gb RAM
- Active Directory
- Exchange Server (Desire is to migrate all computers to this system)

3. Supported computers will be provided at a minimum the following services:
  - a. Install and setup new computers
  - b. Relocate and setup older computers as necessary
  - c. Check for viruses and removal
  - d. Perform troubleshooting and diagnostics

- e. Install new software and confirm it is operational
- f. Reformat hard drives
- g. Install approved Operating Systems
- h. Memory upgrades
- i. Hard Disk replacement
- j. Replacement or upgrade of network cards, sound cards, video cards, Zip drives, floppy drives, CD and DVD drives, etc.
- k. All administratively supported computers will be placed on the campus Active Directory system. In addition, computers for retired faculty will be part of the Active Directory.
- l. Will provide training on security measures, application, and technical issues on an as-needed basis when deemed necessary by either the Department of Animal Sciences or Departmental Services Group.

**B. Support services are provided to:**

- a. Administratively supported computers:
  - 1. Administrative Office (116 ASL)
  - 2. Business Office (110-112 ASL)
  - 3. Mailroom
  - 4. Farms
  - 5. Secretaries
- b. Faculty
- c. Visiting Scholars
- d. Emeriti
- e. Labs
- f. Teaching Staff
- g. Graduate Students

**A. All Animal Sciences Staff that are connecting computers to the network for the first time will be provided the following basic services:**

1. Coordinate setup time with user.
2. Create DHCP lease for reserved IP address.
3. Assign a jack
  - a) Set port security.
  - b) Patch jack if necessary.
4. Documentation of computer in network database
5. Add computer to Active Directory if applicable
  - a) Create computer account in AD
  - b) Change computer name
  - c) Join to domain
  - d) Train the user in use of Active Directory
6. Groups and permissions
  - a) Have responsible faculty member decide who should be in the Administrators and Users groups for the computer
  - b) Set Administrators and Users groups for the computer
7. Patch operating system if necessary
8. Set operating system to update automatically
9. Install anti-virus software if necessary
10. Update virus definitions
11. Set anti-virus software to scan and update automatically
12. Set Windows to automatically update daily

## II. Network Support

- A. All Animal Science Staff that are connecting to the network will be provided the following services:
1. Coordinate setup time with user.
  2. Create DHCP lease for reserved IP address.
  3. Assign a jack
    - a) Set port security.
    - b) Patch jack if necessary.
  4. Documentation of computer in network database
  5. Add computer to Active Directory if applicable
    - a) Create computer account in AD
    - b) Change computer name
    - c) Join to domain
    - d) Train the user in use of Active Directory
  6. Groups and permissions
    - a) Have responsible faculty member decide who should be in the Administrators and Users groups for the computer
    - b) Set Administrators and Users groups for the computer
  7. Patch operating system if necessary
  8. Set operating system to update automatically
  9. Install anti-virus software if necessary
  10. Update virus definitions
  11. Set anti-virus software to scan and update automatically

12. Set Windows to automatically update daily

### **III. Additional Support**

- A. Assistance in recovering infected/damaged computers
- B. Assistance in identifying support for web design, updating, troubleshooting and maintenance will be provided
- C. Regular backup of up of data from file server as part of the Departmental Disaster Recovery Plan