

Office of Resource Management
Department of Information Technology

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Information Technology Support

Access to the School of Management Network:

Only School of Management owned computers are allowed on the “wired” network, meaning connected by a data cable to the wall jack. This will alleviate potential network related problems caused by personally owned computers which may not be maintained with critical patches and virus definitions. One compromised computer can put all School computers and servers at risk. All non-School of Management computers and laptops can gain access to the Internet via the UB wireless network available on all floors of Jacobs and Alfiero. The Jacobs Executive Development Center also supports wireless connectivity.

Common Services Maintained:

The IT department provides and/or maintains the following IT services to all School of Management users for School-owned computers.

1. The IT department will ensure active data ports and telephone jacks will remain operational in building offices. Any problems reported with data connectivity or telephone service, except for damage caused by the occupant(s), will be handled by the IT department at no cost to the occupant(s).
2. Microsoft operating system and Office patches: Each week the IT department scans all computers attached to the School of Management network to determine what critical patches are required. The appropriate patches are installed on the computers; in most cases, the patches take affect when the computer is rebooted. School-owned computers that reside off-site and laptops must be maintained by the user.
3. Symantec anti-virus: The IT department will manage the deployment and updating of virus definitions for School of Management owned computers that reside in the buildings. This service provides us the capability to “push” virus definitions immediately if a network emergency requires it. The University’s site license with Symantec provides us access to updated virus definitions quicker than they are available through “live update”. Laptops and computers that reside off-site must be managed by the user.
4. Symantec firewall: All School of Management computers that reside in the buildings will have the Symantec firewall package installed and managed by the IT department. This allows the IT department to manage traffic and “block” unnecessary and potentially harmful traffic that may cause network or computer problems. This has greatly reduced the incidents of compromised computers.

5. SAS and SPSS software: The IT department will manage the purchase of these packages with UB Micro to ensure the faculty and School receives the quantity discounts available. In addition, the IT department will install the packages on School of Management owned machines that reside in the building(s).
6. School of Management File Servers: The IT department will maintain the servers within our network which all School of Management users have access to. In addition, we support the Windows streaming media servers and the servers which support the School of Management Web site.
7. Technology Equipped Classrooms: The School of Management has eight technology equipped classrooms within Jacobs and Alfiero. The classroom equipment is reviewed prior to the start of every semester and monitored throughout the semester. The podium computers are refreshed every two years. When requested, the IT department will install software required to support course curriculums. This requires the user to provide properly licensed copies of the software.
8. Virtual Grading Office (VGO): The IT department supports this Web-based application that provides faculty the capability of posting grades on-line and will allow students to view them. The application offers the benefit of a sole repository of assignment and test grades for the students enrolled in your courses, especially if you have one or multiple graders. The application is pre-loaded with the appropriate course information and students that are enrolled in the courses.
9. Computer configurations: The IT department will work with all School of Management users to determine the specifications for new desktops and laptops prior to being purchased.
10. New full-time computer setup: As part of recruiting, we configure and install the initial computer(s) for all incoming, full-time faculty.
11. Liaison to University central services: There are numerous centrally provided IT services on campus such as UBLeans, Distance Education and Videoconference Operation, phone service, and CIT repair. We will help coordinate service or provide direction on how to gain access to or utilize the service.

Work orders and Prioritization

The IT department maintains a Web-based application for users to submit a work order; the form can be found under the Internal Resources section of the School's Web site.

With all such systems, priorities must be assigned since resources are limited. Work is prioritized in the following order:

1. School of Management teaching classrooms
2. 'Down' computers, where work is impacted and there are no alternatives
3. New computer installations and connectivity
4. Configuration changes to computers; i.e. new printer installed, new software installed, problem resolution, etc.

Chargeable IT Department Services

Faculty and associated workstations

The policy for chargeable computer support will apply to all requests directed to the IT department. The hourly rate, currently at \$30 per hour, will be established and published for each fiscal year, if the rate changes. Chargeable time will be tracked in ½ hour increments.

The Dean's office will cover basic IT support and maintenance charges generated by the School of Management IT department when provided for tenure track Assistant Professors in the first three (3) years of their appointment.

In addition, faculty working on research grants from an outside funding source which generate indirect costs, can cover the charges for basic IT support and maintenance through the grant, if it is an allowable cost. Otherwise, the Dean's office will cover these charges.

All computer support and requests, such as the examples listed below are chargeable.

- Configuration and installation of a new computer or laptop
- Proper functioning of the operating system, CPU, and monitor
- Functioning of the Ethernet card, data drop cable and data jack
- Access to the Internet, the School of Management Web server, Telnet and FTP

Installation and/or repair associated with:

- Research of hardware related problems and/or contacting vendor technical support
- Hard drives, CD ROM/DVD; CD or DVD burners
- Storage devices such as floppy disk drives, zip drives, flash drives
- Printers, Scanners
- Upgrades to CPU processors and memory
- Palm Pilots or other portable devices
- Multimedia components

Software support associated with but not limited to:

- Research and/or remediation of problems associated with viruses, spyware, or mal-ware
- Software upgrades or installations of new packages; i.e. Office suites, operating systems.
- Application maintenance
- Problems due to beta software
- Configuration, support, conversion or upgrades associated with Email clients
- Department computer labs
- Copying data from an existing computer to a new laptop or computer.

Software related services:

Requests for software development or Web-related work that is considered related to the School of Management's mission may or not be chargeable. Project requests that do not have a specific delivery date may not be chargeable. Projects which have a specific delivery date will be chargeable at the standard hourly rate. Requests that are not considered specifically SOM-related will be billable at \$100/hour. This determination will be made by the Dean.

The decision of being able to accept a project will be based on available IT resources, extent of the project (amount of hours required) and other currently scheduled projects.

Administrative Staff and associated workstations

The policy of charging for all computer support, including issues related to basic connectivity, extends to the workstations of the administrative staff. The support and maintenance of the School's Web site and any administrative server application will not be chargeable.

The hourly rate will be established and published for each fiscal year. Chargeable time will be tracked in ½ hour increments.

In addition to the list of examples in the faculty section, the administrative departments will also be charged for other support such as:

- Re-deployment and/or moving of computers
- Change in the workstation configuration for personal reasons
- Support associated with printers
- Problems which have affected performance due to self-installed software or changes to IT installed software; i.e. special screen savers, mouse software, music software (Napster), etc.