ITS — Technology for Carleton Staff

Carleton provides a wide-range of technology to its staff. This information will help you find what you need.

1. Get help for technology that stops working:

➢ The Helpdesk is the most available and effective way for ITS to track issues where something was "working yesterday." The PEPS team is on alert for classroom & A/V issues.

➢ It is sometimes helpful to have help describing your issue; an ITS staff member that you've gotten to know or your departmental technology-focused person can assist you.

2. Use technology that others at Carleton are already using:

➢ The broad array of currently supported technologies is described in the (new and evolving) ITS Service Catalog http://go.carleton.edu/itscatalog

➢ The Service Catalog provides some opportunities for "DIY" access. In some cases, you will need to contact the "service owner" to get access to the technology.

➢ If you need to buy hardware or software for your particular usage, you may need to use grant or departmental funds.

3. Discuss an idea or seek general information:

➢ Some staff members have access to a technology-focused person in their department to do initial brainstorming.

➢ Some departments work more closely with a particular ITS staff member due to an alignment of expertise and needs (e.g. Colleague, Reason, Audio-Visual, hardware purchasing).

➢ ITS has staff with expertise in web applications, databases, software evaluation, storage and backup, software purchasing and distribution, data security, etc. For a referral, contact one of the four managers listed in the box to the right.

Who to Contact

The **ITS Helpdesk** is in the CMC. The **ResearchIT** Desk is in the Library. **PEPS** and **Academic** support (including audio-visual lending and the IdeaLab) are in Weitz.

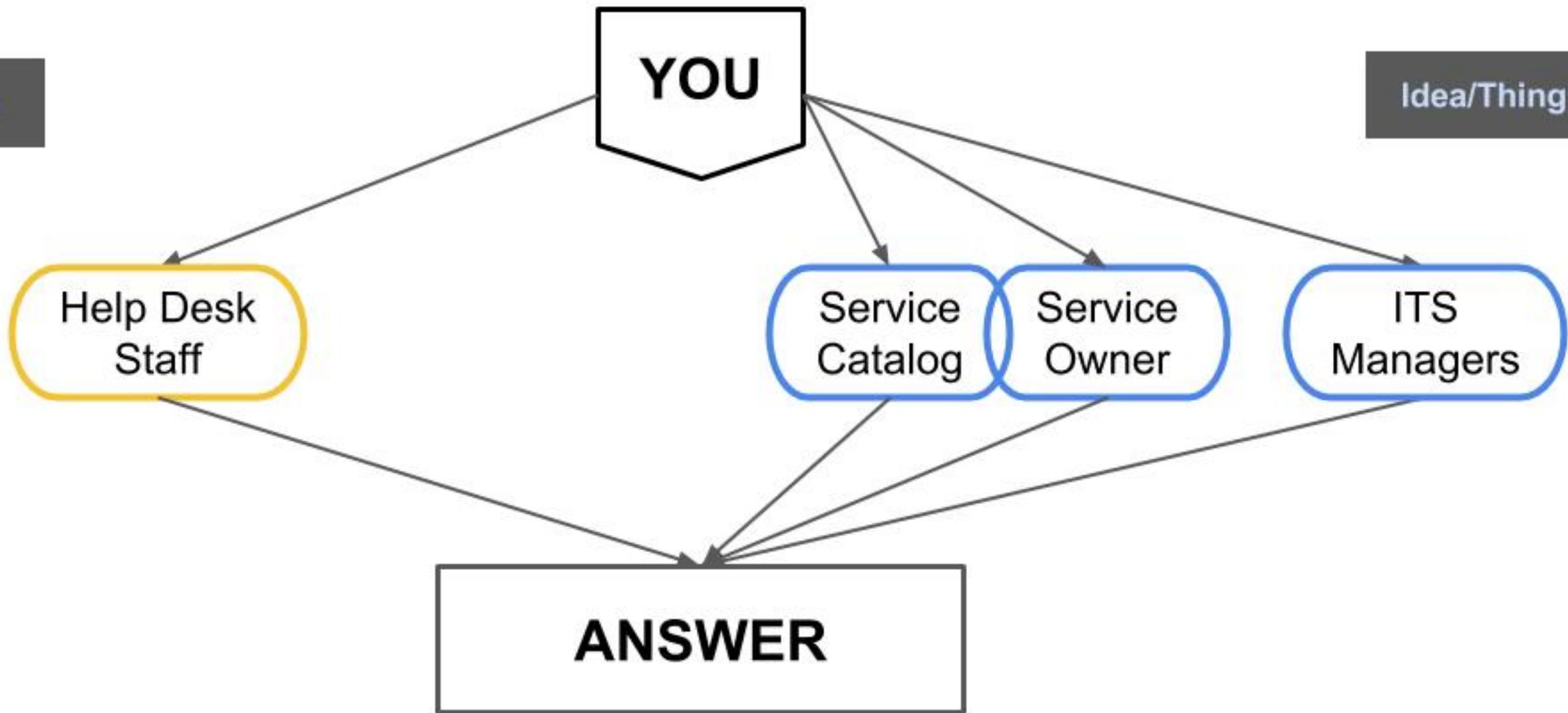| Key Contacts	Phone	Email
Helpdesk and **ResearchIT** Desk (Kendra, Travis and Kevin)	x5999	helpdesk
PEPS: Classroom Tech and Events (Jim, Matt and Tammy)	X7070	helpdesk
Janet Scannell, *Chief Technology Officer (CTO)*	x4077	jscannell
Austin Robinson-Coolidge, *Director of Technology Support*	x5635	arobinso
Julie Creamer, *Director of Enterprise Info Systems*	x4280	jcreamer
Julie Anderson, *Director of Web Services*	x6824	janderso

Urgent needs during standard business hours (8 am- 5 pm M-F)
"Work-stopping" issues should be reported by **calling** the Helpdesk (**x5999**). From your office phone, calls will be routed to professional staff. For urgent classroom issues call **x7070**.

Helpdesk service during evenings and weekends
Student staff members will assess the urgency and contact the on-call professional staff as appropriate. Students are trained to resolve a large number of issues and to delegate advanced issues.

To check whether an ITS service is down (or was within last 24 hrs): http://go.carleton.edu/its/

YOU

Help Desk Staff

Service Catalog

Service Owner

ITS Managers

ANSWER

ITS DEFINITIONS:

➤ **Service Owner**: person who is the point-of-contact for that particular technology.

➤ **Support Levels**: campus technologies are supported in different ways:
   - Full Support
   - Shared Support
   - Self Support
   - Experimental

Information Technology Services

ITS Home
About ITS
Catalog of Services
Suggestion Box
Policies
ITS Events
Support Resources

Catalog of Services

Please browse the categories below to learn more about technology services at Carleton, including the steps to start using these services and the name of a staff member to contact if you need more information.

I Want To...

- change my password
- connect to wireless
- set up email and calendar on my phone
- borrow technology
- use technology effectively when I travel

Helpdesk

Accounts and Passwords

Email and Calendaring

Managing Your Computer & Data

Networks and Connectivity

Printing, Copying and Faxing

http://go.carleton.edu/itscatalog