**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](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.

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<tr>
<th>Key Contacts</th>
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<tr>
<td><strong>Helpdesk and ResearchIT Desk</strong> (Kendra, Travis and Kevin)</td>
<td>x5999</td>
<td>helpdesk</td>
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<tr>
<td><strong>PEPS: Classroom Tech and Events</strong> (Jim, Matt and Tammy)</td>
<td>X7070</td>
<td>helpdesk</td>
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<tr>
<td><strong>Janet Scannell,</strong> <em>Chief Technology Officer (CTO)</em></td>
<td>x4077</td>
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<td><strong>Austin Robinson-Coolidge,</strong> <em>Director of Technology Support</em></td>
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<td><strong>Julie Creamer,</strong> <em>Director of Enterprise Info Systems</em></td>
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<td><strong>Julie Anderson,</strong> <em>Director of Web Services</em></td>
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**Key Points:**

1. **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.

2. **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.

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

[Link to Information Technology Services Catalog of Services]

http://go.carleton.edu/itscatalog