

Computing Sciences System Support

Subject: Department IT Support

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Last Updated: May 17, 2009 – Updated server functionality based on Joel's suggestion

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General: The purpose of this document is to outline the current set of responsibilities and expectations for the Department IT Liaison.

Academic Alliances

- MSDNAA – https://msdn06.e-academy.com/elon_ac
 - Submit purchase request each year to continue membership
 - Support storefront and availability of latest Microsoft offerings for student download.
 - Manage student authorization to repository.
- IBM Academic Initiative – Access to WebSphere and Rational Application Developer
 - Download and install latest RAD environment for each fall and spring semester on university lab and department lab computers.
 - Make software available to authorized students for download
- Oracle
 - Provide latest Oracle database release on department server, IFA.
- Microsoft Dynamics (Lynn in process of applying)

Server Administrator

- Maintain latest Windows Server 2008 on all five blade servers.
- Remove all student user accounts from 2008-2009
- Recommend and maintain five servers. Current requirements are
 - Blade server jonah – functionality web server and JEE Enterprise app server
 - Support Web Serving of cs department internal pages for upcoming external review and ongoing documentation. Support math.elon.edu for Math department web pages.
 - Blade server whalebone – functionality web server
 - Support CIS 211 each semester for student account creation and space for web page serving for published pages created with Expression Web.
 - Blade server ifa – functionality database server
 - Support latest release of Oracle
 - Support latest release of MySQL
 - Support PHP Myadmin
 - Support latest release of SqlServer
 - Support creation of student accounts and mysql database spaces for CIS 325 each fall.
 - Support running of disposition database for education
 - Blade server Number 4 – functionality ERP/CRM/SCM software
 - Sharepoint 2007 and Microsoft Dynamics (New).

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- Support Sharepoint 2007 for CIS 320 and Lynn Heinichs.
- Blade server Number 5 – functionality user accounts
 - All User accounts and mounted by other Department Servers
- Insure servers are refreshed during summer 2010 (Due for summer 2009 but extended due to budget)

Department Backups and Recovery

- Insure all user and faculty accounts are backed up on weekly basis. (CSSTORE)
- Insure all linux server /home accounts are backed up on weekly basis.

University Lab Support

- Create department images for installation on university lab computers to support curriculum during summer 2009 and December 2009.
- Allow faculty to have one – two weeks to test images before they are installed. Goal is for July 1-15.
- Insure all images use consistent naming conventions with those of standard packages for the operating system.
- Insure testing has been done to insure adequate response time. Current performance of Eclipse is unsatisfactory.
- Insure double clicking on pdf files brings up Adobe acrobat, java files brings up WordPad and sql files are brought up in WordPad or crimson editor (not SQLServer)

Department Lab Support in Duke 304 and Duke 305

- System administration of Carpenter Lab, Duke 305.
 - Create boot camp dual boot images for Leopard and XP.
 - Completely wipe disks and reinstall
 - Insure both operating systems require student logins and have access to student home directories.
 - Remove parallels software from machines.
 - Insure machines have department software installed. Mac installation should follow Mac conventions and Windows installation should follow window installations.
 - Insure all 12 machines are on the refresh cycle for summer 2010.
 - Insure machines are configured to use Carpenter printer.
 - Deep Freeze image but then remove the Deep Freeze. Allows department to decide when to roll back.
- System administration of Duke 304 Network Lab
 - Insure machines are bootable with choices of three operating systems of Ubuntu 8.0.4 Linux, Windows XP and Windows Server 2008
 - *Provide wireless settings and router expertise to support CIS 245.*
 - Insure images for CIS 245 are installed with same software as University Images for XP side.
- Faculty suite machine: provide windows lab image on machine in faculty suite to support student taking makeup quizzes and getting help on homework/projects.

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Current installation of thin client was awful. The system was continually down. Needs to be replaced with actual machine.

Faculty Support

- Insure faculty machines are on refresh schedule for summer 2010 for Duvall, Hollingsworth, Taylor and Powell.
- Support installation and configuration of department faculty machines to support ongoing evaluation of new software.

Miscellaneous

- Provide a request logging system so requests can be logged and tracked by department.