

Technology Services Organization :: One-Page Service Summary

The **Office of Information Technology (OIT)** provides centralized information technology (IT) services for all departments at Georgia Tech. The College of Computing's **Technology Services Organization (TSO)** provides local support and baseline IT services for the advanced technologies that sustain the College's programs in instruction, research and administration. TSO uses a distributed approach to deliver baseline service and collocates Help Desk Professionals in each of the buildings CoC occupies, providing convenient contacts for help. In addition, TSO and CoC Research Centers jointly fund Research Technologists to provide specialized technology services for advanced research programs.

CONTACT INFORMATION:

- **TSO on the web:** <http://support.cc.gatech.edu/>
- **Help e-mail:** helpdesk@cc.gatech.edu
- **Phone:** 404-894-7065
- **AIM:** tsohlpdsk
- **CCB Help Desk:** Adi Katkam, CCB 148
- **KACB Help Desk:** Rueben Medina, KACB 3125
- **TSRB Help Desk:** Eden Chandler, TSRB 348
- **TSO Director:** Uwanna Smith, CCB 243
- **TSO Assoc. Directors:** Dan Forsyth, CCB 242 & Brian Crowell, CCB 240

TSO BASELINE SERVICE AREA	EXAMPLES	
Network Services	<ul style="list-style-type: none"> • Border network router management • Network closet and switch management • Wall port activation 	<ul style="list-style-type: none"> • IP requests (DNS, DHCP, VMPS) • Firewall requests
Data Center Management	<ul style="list-style-type: none"> • Power distribution & cooling systems • Server rack management • Critical server management 	<ul style="list-style-type: none"> • Business continuity servers • Server patching and monitoring • Equipment life cycle management
Identity Management	<ul style="list-style-type: none"> • CoC user database management • Group access management 	<ul style="list-style-type: none"> • Login authentication and authorization • Windows CC Active Directory service
Data Storage and Backups & Recovery	<ul style="list-style-type: none"> • Home directories (faculty/staff/grads) • Remote data access (CIFS/SMB/Samba) • Backups & Recovery for research, instructional and administrative servers 	<ul style="list-style-type: none"> • Administrative database service (ccdb), • Administrative file server (adminfs)
Security	<ul style="list-style-type: none"> • System & network logging • Incident management & reporting • Forensic analysis 	<ul style="list-style-type: none"> • Network scanning analysis • Liaison to OIT Information Security group • CoC policy development
Building Access	<ul style="list-style-type: none"> • Buzzcard access • KeySafe service 	<ul style="list-style-type: none"> • Security camera surveillance recording
E-Mail	<ul style="list-style-type: none"> • MS Exchange user management • E-mail alias management for @cc addresses 	<ul style="list-style-type: none"> • Mobile devices
Mailing Lists	<ul style="list-style-type: none"> • E-mail list service for @cc mailing lists (Mailman) 	
Printing & Copying	<ul style="list-style-type: none"> • Printer servers for Windows/Mac/Linux • Large mopier printing & copying 	<ul style="list-style-type: none"> • Toner replacement
Help Desk & Desktop Support	<ul style="list-style-type: none"> • Primary point of contact for help • 24-hour on-call response for critical services • System outage + maintenance notification • Help ticket tracking 	<ul style="list-style-type: none"> • User documentation + training • User login & group access management • Desktop, laptop & printer support • Mobile device & mobile phone support
Web Hosting	<ul style="list-style-type: none"> • Main CoC & School web servers • Research center & lab web servers 	<ul style="list-style-type: none"> • Personal home page server
Administrative Computing	<ul style="list-style-type: none"> • Custom web application programming • Database administration • Liaison to OIT Enterprise Info Systems group 	<ul style="list-style-type: none"> • Custom application support (HR, RPT, Graduate Student Management, Process Workflow / Automation)
Group Collaboration	<ul style="list-style-type: none"> • Drupal • MediaWiki 	<ul style="list-style-type: none"> • Source code control (SVN) • Software project management (TRAC)
Asset Management	<ul style="list-style-type: none"> • Equipment purchase costing • Maintenance + repair • Inventory tracking 	<ul style="list-style-type: none"> • Loan forms • Surplus • Media destruction
Instructional Computing	<ul style="list-style-type: none"> • Technology fee grant administration • Course technology requests • Instructional lab management 	<ul style="list-style-type: none"> • High Performance Computing (HPC) • Programming (SVN+TRAC, PHP+MySQL) • DreamSpark software download mgmt
Research Computing	<ul style="list-style-type: none"> • Research lab technology management • Lab manager program management • Research data center management • High Performance Computing (HPC) • Server data storage management 	<ul style="list-style-type: none"> • General/Remote access Linux servers • Large-scale, managed Linux OS distributions • Web services (Drupal, MediaWiki), • Programming (SVN/TRAC, PHP/MySQL) • Anonymous FTP
Event AV & Technical Support	<ul style="list-style-type: none"> • Projection & microphones 	<ul style="list-style-type: none"> • Recording, live webcasting
License Management	<ul style="list-style-type: none"> • Hardware & software licensing agreements 	