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 services 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/](http://support.cc.gatech.edu/)
- **Help Email:** helpdesk@cc.gatech.edu
- **Phone:** 404-894-7065
- **Hangouts:** tsohlpdk@gmail.com
- **CCB Help Desk:** Bricesen Ross, CCB 148
- **KACB Help Desk:** Adi Katkam, KACB 3125
- **TSRB Help Desk:** Eden Chandler, TSRB 348
- **TSO Director:** Uwanna Smith, CCB 243
- **TSO Assoc. Directors:** Dan Forsyth & Brian Crowell, CCB 244

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<tr>
<th>TSO BASELINE SERVICE AREA</th>
<th>EXAMPLES</th>
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| **Network Services**      | Border network router management  
 Network closet and switch management  
 Wall port activation        |
| **Data Center Management**| Power distribution & cooling systems  
 Server rack management  
 Critical server management   |
| **Identity Management**   | CoC user database management  
 Group access management     |
| **Data Storage and Backup & Recovery** | Home directories (faculty/staff/grads)  
 Remote data access (CIFS/SMB/Samba)  
 Backups & Recovery for research, instructional and administrative servers |
| **Security**              | System & network logging  
 Incident management & reporting  
 Forensic analysis          |
| **Building Access**       | Buzzcard access  
 KeySafe service            |
| **Email**                 | MS O365 user management  
 Email alias management for @cc addresses |
| **Mailing Lists**         | Email list service for @cc mailing lists (Mailman) |
| **Printing & Copying**    | Printer servers for Windows/Mac/Linux  
 Office and workgroup printer management |
| **Help Desk & Desktop Support** | Primary point of contact for help  
 24-hour on-call response for critical services  
 System outage & maintenance notification  
 Help ticket tracking |
| **Web Hosting**           | Main CoC & School web servers  
 Research center & lab web servers |
| **Administrative Computing** | Custom web application programming  
 Database administration  
 Liaison to OIT Enterprise Info Systems group |
| **Group Collaboration**   | Drupal  
 Software project management (TRAC) |
| **Instructional Computing** | Technology fee grant administration  
 Course technology requests  
 Instructional lab management |
| **Research Computing**    | Research lab technology management  
 Lab manager program management  
 Research data center management  
 High-Performance Computing (HPC)  
 Server data storage management |
| **License Management**    | Hardware & software licensing agreements |

**March 2018**