

IT OPERATIONS and SUPPORT at CSC after 1 October 2014

Starting October 1, 2014, the IT operations and support at CSC will be handled by KTH IT Unit (ITA). The members of our CSC System Group will join the staff at ITA and move to their facilities. All services available today will be maintained.

SUPPORT

1. Support requests will be handled by the RT-queue as usual.
Send a mail to:

it-support@kth.se

or

system@csc.kth.se

Both addresses access the same RT-queue.

2. ITA Help Desk is located in
Kårhuset, Drottning Kristinas väg 19, ground floor.
Open weekdays 08:00-16:30, phone: 08 - 790 6600
<http://kartor.eniro.se/m/f7hp0>
3. Local IT-support will be available at CSC Service Center during office hours.
Mikael Prytz and Kent Karlsson will take care of this service.
phone: 790 7146
visits: Lindstedtsvägen 3, plan 4.
Monday - Thursday 08:00 - 16:00, Friday 08:00 - 14:00

PURCHASE of IT PRODUCTS

Purchases of computers and other IT products are handled by ITA.
Use the same CSC procedures as before by following the instructions and using the web form at
<http://www.sgr.csc.kth.se/services/inkop/index.php>

Advice on IT purchases before ordering is available at ITA. Send a mail or call ITA Help Desk

SOFTWARE and LICENSES

KTH provides site licenses at
<http://intra.kth.se/it/mjukvara/progbib>

An overview of CSC licenses can be found at
<https://www.kth.se/csc/it-support-csc/environment/csc-app-database-1.286970>

New CSC licenses can be ordered using the web form at
<http://www.sgr.csc.kth.se/services/inkop/index.php>

All questions about licenses and requests for new CSC-specific licenses are handled by Björn Thuresson <thure@csc.kth.se>

FUTURE CSC IT SERVICES

The development of future IT services at CSC will be handled by a commissioning organization CSC-BIT ("Beställarorganisation för IT"), including representatives for the departments, administration and the students.

Further information about BIT, documents, and the process so far is available at KTH Social/IT-samordning CSC/ITA
<https://www.kth.se/social/group/it-samordning/>

CONTACTS

Questions about the new IT organization and your ideas for improving the IT environment at CSC are welcome at

it-forum@csc.kth.se

NOTE: This address is not a RT-queue for IT support. Please use it only for the intended purpose.

THE TRANSITION

Some unforeseen problems will inevitably occur during a transition period as our support people move into another organization. We are all annoyed when IT services don't work as expected. The best way of reducing the duration of this transition is to report all problems you encounter to the RT-queue as soon as they appear and describe them as precisely as possible. ITA will grow substantially with the arrival of the members of our System Group, who all have high competence and long experience. The enlarged ITA will make its very best efforts to meet our demands at CSC.

Anders Askenfelt
Acting Vice Dean CSC