



Technical Support Services

IT Support Policy

Purpose

The Technical Support Services department of The John B. Pierce Laboratory, Inc. provides computer and information systems support for all staff members. In this document *Technical Support Services*, *IT Department*, and *IT* are all synonymous. The purpose of this policy is to describe the basic level of service that will be provided, and to identify the limits of the IT Department's support role.

Scope

"IT support" is defined as responses to any queries made by end users to the IT Department regarding failures, problems, issues, questions, and other matters relating to the operation and continuity of Laboratory-owned workstations, servers, networks, web sites, software, peripherals, mobile devices, and other equipment.

Response time by the IT support staff will vary depending on the problem, the number of staff or resources available to resolve the problem, the urgency of the problem, and other factors regarding the nature of the support requested. Priority will generally be given to mission-critical applications, workflows, and assets first, moving down in priority sequence.

After-hours support may be provided in urgent situations but waiting until normal business hours is preferred. After-hours support is not guaranteed. We currently do not provide 24/7 on-call service.

Contact

During our normal business hours of 8:30am to 5:00pm contact:

- | | |
|--|-------------------|
| • (Primary) | • (Alternate) |
| Angelo DiRubba (IT System Administrator) | none at this time |
| (203) 562-9901 ext-222 | |
| adirubba@jbpierce.org | |

After normal business hours the preferred method of communication is email. When requesting IT support after-hours, please clarify if support is needed urgently or if the support can wait until the following business day. Urgent after-hours support will be provided at overtime rates and your lab may be billed for this support.

- | | |
|--|-------------------|
| • (Primary) | • (Alternate) |
| Angelo DiRubba (IT System Administrator) | none at this time |
| (203) 562-9901 ext-222 | |
| adirubba@jbpierce.org | |



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Policy

The following policy statements exclude the support of employees' personal computing equipment, peripherals, software, and services, unless prior telework or mobile working arrangements has been made according to appropriate Laboratory policies.

- 1. Software Support:** Support is provided for all core software packages and operating systems on Laboratory workstations, servers, laptops, and other computing equipment. Support is also provided for all Laboratory-specific software applications.
 - Please note that personally installed or unlicensed software, including screensavers, games, applications whose publishers are no longer in business, etc., will not be supported by IT.
- 2. Hardware Support:** Support is provided for all core hardware and devices, including PC motherboards, peripherals, network interface cards, hard drives, storage devices, and so on. All cases of suspected hardware faults will be diagnosed accordingly. The IT support staff will attempt to fix hardware defects to the best of its ability, but may need to send equipment back to the vendor/manufacturer. Wherever possible, replacements will be found for the end user in such cases.
 - The following table outlines the Laboratory's minimum system requirements for a computer to comply with the Laboratory network and servers. Those systems that do not meet these requirements should be upgraded, or they will be ineligible to receive IT support until upgraded.

Revised April 2018	PC and PC-Compliant Computers	Macintosh Computers
Operating System	Windows 7/10	Mac OS 10.x
CPU	Intel Processors P4 or higher 2GHz or faster	2GHz or faster
RAM	16GB or greater	16GB or greater
Disk Space	120GB or greater	120GB or greater

- Please note that personally installed or unapproved hardware, including speakers, cameras, cell phones, etc., will not be supported by the IT support staff.
- 3. Remote Connection Support:** All remote access to the network will be centrally managed by the IT support staff and will utilize encryption and strong authentication measures. Refer to the Remote Connections documentation for details.



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4. **Determining Support:** Telephone support will be the mode of choice for most minor problems and difficulties. The IT support staff will conduct on-site support at the end user's workstation where applicable. Remote support of Laboratory owned equipment will be provided via telephone only, unless the user is able to bring the equipment in for inspection. Walk-in support is not provided for users who show up unannounced. Exceptions might be made in emergency situations, but these will be assessed on a case-by-case basis.
5. **Purchasing Computer Hardware and Software:** It is recommended that you consult with the IT support staff in advance of purchasing any new or used computer hardware or software in order to take advantage of discounted pricing and confirm compatibility with the Laboratory network and servers. Not consulting with IT support staff in advance of these purchases may result in unforeseen difficulties and the items may not be eligible for IT support.
6. **Used Computers:** Used computers brought into the Laboratory must meet the minimum system requirements listed above. If the computer does not meet these requirements they will not be eligible for IT support. If the computer does meet the minimum system requirements, it must undergo the following procedure in order to become eligible for IT support.

The hard drive(s) must be formatted and a clean installation of the appropriate Pierce Lab owned operating system and anti-virus software will be installed. If during this process it is determined that the computer is unstable or we experience excessive difficulty installing drivers for the current hardware configuration the computer will be ineligible to receive future IT support.

Once a computer has been declared ready for laboratory use it must remain on the premises of and in the possession of the Laboratory unless an arrangement has been made according to appropriate Laboratory policies.

7. **Used Printers or Peripherals:** We do not recommend bringing any used printers or peripherals into the Laboratory, unless the acquisition of this used equipment is supervised by a member of the IT support staff. Any used printers or peripherals may be declared ineligible for IT support.