The objective of the Biology Technical Support Staff (BIOSUPPORT) is to assist and support faculty, staff and students within the Biology Department. Our staff works as a team to provide network connectivity, hardware, and software support for PCs and Macintoshes, and limited support for UNIX. Such support and installation is for products purchased by, or whose purchase has been approved or consultation has been provided prior to purchase or installation. Exceptions are made for Scientific Products that are vital for research.

In order to provide faculty, staff and student the best possible support given resource constraints, the following set of protocols and priorities have been established.

**Network:**
*Network operating system and network connections - working with University Information Systems & Technology (IS&T).*
Top priority is keeping the network functioning and the administration and backup of departmental servers. Users should always backup their important data; users are responsible for data stored on local hard drives. Every effort will be made to ensure computers are fine-tuned and protected from viruses and failure.

**Hardware:**
*Maintenance, repair, and replacement of defective parts (with the exception of toner and ink cartridges for printers) on computers, monitors and printers.*
The staff can provide information about the replacement and ordering of certain parts and will place orders in applicable situations. Every other Friday, MACs with hardware failures will be taken off site to a Certified Mac Shop based on warranty restrictions. PCs (Dell’s) with hardware failures will be fixed on site or shipped to Dell for warranty repair. MAC offsite repair average is 7 working days while PC is about 5.

**Software:**
*Installation and maintenance of server-based software and specialized software installed on hard drives.*
Software copyright and licensing policies will be adhered to. Support extends to ensuring that applications execute and appropriate files can be used. To allow BIOSUPPORT to provide the department more economically with better support for new technologies, BIOSUPPORT will frequently revise, update and publish a list of supported software.

**Laptops/Computers:**
*Laptops/Computers of the same make, model and configuration whose purchase was approved (consultation) by BIOSUPPORT and for which BIOSUPPORT setup, will be supported.*
BIOSUPPORT will install a master image on the computer comprised of the currently supported operating system, office suite, browser, virus protection, GroupWise, Adobe Acrobat Reader, Adobe Photoshop and telnet software. Should software problems occur, the hard drive will be reformatted and the master image reinstalled. It is the responsibility of the user to backup all personal files on the hard drive. The Staff will make an attempt to fix any problems before reformatting. It is recommended that all laptops be purchased with a 3-year parts and labor warranty since the department does not have laptop hardware repair capability. Please consult with staff before performing major upgrades; newer doesn’t mean better all the time.
Network Security:
No NEW computers should be introduced/connected to the Network without the technical support staff knowledge. The staff will ensure that the proper anti-virus, security patches, username/password combinations and software is installed. A properly configured computer will lessen the chance of you and other users getting a virus or computer being exploited by a hacker. Mainly for security reasons all LAB computers will be configured with an Administrator account that will be used for administrative and support purposes only. Faculty/Staff computers located in offices for sole usage will be configured with greater discretion, considering that vital data are sometime stored locally. All computers attached to network should have a complex password. Server space will be allocated for all FAC/STAFF where extra security and backups are done daily to ensure the integrity of the user's mission critical data. Optional Physical security can be purchased for about 30 dollars per computer. Physical locks and tie downs are a good investment and should be considered for all labs that are left unlocked and unmonitored. The locks are not full proof; however in the case of a break in with no force entry, the computers would still be covered by insurance.

WEB:
Biosupport and department web pages.
The Staff maintains the biology department web site at http://www.biology.gsu.edu and the Biosupport web site at http://biosupport1.gsu.edu. The staff needs your help in keeping the site current and up to date. If you see any outdated material or discrepancies, please email bioweb@biosupport1.gsu.edu and include the URL in question.

Training:
Training for software such as word processors and databases.
GSU offers online training at http://www.gsu.edu/~wwwwbt/. Any faculty, staff or student can enroll and take any class online at their own pace. The Vendor who makes the product usually provides training for Scientific Software/Hardware. If any special training needs arise, BIOSUPPORT will conduct informal classes on an as needed basis.

Other:
Back-up support for departments with full-time network administrators.
Coordination of efforts of IS&T in providing support at levels not covered by the above to include:
a. Connections to University Servers
b. Mainframe and Spectrum connectivity (Email Server Related)
c. Internet Protocol Connections (TCP/IP)

Work Request:
How to submit a request for computer support.
Each lab should designate one person to submit work requests and serve as a contact person. Requests should be submitted online at http://biosupport1.gsu.edu by filling out the “service request form”. Technicians will then be notified via pagers and cell phone of requests allowing a rapid response. Requests also can be called in at 404-651-0555 or emailed to helpdesk@biosupport1.gsu.edu. All users and requests are equally important. We will try our best to handle all requests that are top priority in the same day.
Priority Rankings:
To maximize the efficiency of the support staff, work requests will be assigned the following priority rating:

1. (Highest Priority) Problems affecting an entire building.
2. Problems affecting an entire server.
3. Problems affecting an entire department.
4. Problems affecting one or two machines.
5. Server installations of Software and Hardware.
7. Workstation installations.
8. Workstation upgrades.
9. Installation of or upgrades of drivers to support hardware.
10. (Lowest Priority) we will support on a time-available basis secondary computers used at home that have a GSU TAG or purchased with GSU funds.
11. (Minimal support) Personally-owned computer equipment or any equipment not inventoried in the college. Consultation can be provided. However, we will not take any responsibility for working on a personal computer.

FEE Structure
Computer Setup $10
Technical Support $10/hr
Network Setup $10
Training first hr free/$10/hr after
Order Part n/c
Prevention n/c
Phone/Email n/c
Web n/c

USER SIGNATURE______________________________
DATE______________________________

“These Polices are an adaptation from other policies implemented throughout the University.”