

Services

ECCS (Emory College Computing Support) will ensure that College faculty and staff have working and secure on-site primary office computers that meet the minimum Emory College hardware standards. The “primary” office computer is defined as the computer in use most of the time at Emory in the faculty/staff member's office. These machines fall under the guidelines set forth by the College [Computer Replacement Policy](#) and are refreshed by the College approximately every four years depending on processor speed and business needs.

ECCS will ensure that College faculty and staff have working and secure on-site secondary computers that meet the minimum Emory College hardware standards. The “secondary” machines are those funded using grant, departmental or other Emory University funds. Supported machines include those specifically used for Emory College teaching and research. ECCS will consult for, assist in the procurement, and assist in servicing such machines using the same hardware, software, and warranty standards as the primary machines, unless otherwise warranted.

ECCS will advise on and assist in technology purchases and implementation. These technology advisements will be made in support of the mission of the departments, College and University while containing overall costs.

ECCS will install, maintain, and upgrade computer hardware, software and applicable peripherals for departments.

ECCS will ensure that each College on-site computer has properly licensed and securely configured software, including web browsers, email, discipline-specific software, and Emory administrative applications.

ECCS will assist in maintaining the security of on-site College computers attached to the campus network. This will include but is not limited to automated operating system patching and managed anti-virus and firewall software. This will also include assessments of physical security.

ECCS will work with University Technology Services (UTS) to ensure consistency in and availability of on-site computer connectivity to the campus network. This will include facilitating working connections to the Emory network as well as Emory University and College servers.

ECCS will maintain and enhance College-owned file services, including performing appropriate backups.

Faculty and staff are ultimately responsible for their own data. ECCS will consult on local backup strategies for customers including the use of College-owned file services.

ECCS will maintain partnerships and promote user advocacy for University Technology Services (UTS) and other campus technology service providers. ECCS will provide departments with an escalation mechanism with other campus technical service providers.

ECCS will assist in relocating individual machines from office to office within the same building. For building to building moves, the department must coordinate with staging or a commercial mover. ECCS staff can assist in de-installing and reinstalling equipment.

What we are unable to support

Due to liability reasons, ECCS cannot support computers that are located off Emory campus property. Minimal phone support during normal business hours for off-site computers is possible at a low

priority. Emory-owned machines must be returned to campus for regular levels of support. ECCS reserves the right to refer customers to external consultants who can provide in-depth assistance and training with off-campus machines on a fee-for-service basis.

ECCS cannot support unlicensed software.

Maintaining software licenses is the responsibility of the department, program or research group.

As per University Technology Services (UTS) Policy for Connecting to the Emory Data Network, ECCS cannot support more than one computer per network jack. ECCS is also unable to consult on or support any network, wired or wireless, that is not sanctioned by University Technology Services (UTS).

ECCS provides limited support for computers that do not meet the minimum hardware standards as defined by the current College Computer Replacement Policy. ECCS provides limited support for software or operating systems no longer sold, supported or sanctioned by the original developer.

ECCS cannot provide local hard drive or media data recovery. This includes funding for external data recovery service providers.

For liability reasons, ECCS is unable to take computers and/or technology to or from remote service locations for repair. The cost of out of warranty repairs is the responsibility of the department.

ECCS is not responsible for equipment abuse or theft of technology or data and will work directly with Emory Police to prevent, report or investigate any such malice.

ECCS is not allowed to deviate from local, state or federal laws, or defined University policies. This includes but is not limited to Code of Conduct and Copyright Infringement.

ECCS does not support Mathematics, Computer Science, Physics or Environmental Studies departments.

Service Standards, Priorities, Responses and Resolutions

It is the intent of ECCS to provide prompt, professional and courteous service at all times.

General hours of operation for ECCS are Monday-Friday from 8-5, but may fluctuate to accommodate the needs of the area. After hours and weekend support may be obtained by contacting the UTS Customer Support Center at 404-727-7777.

Each support area will be given a preferred method for contacting an ECCS staff member. Upon absence, a secondary contact method will be communicated to ensure coverage.

Services are categorized as Scheduled Projects, Break/Fix, Emergencies and Consultations. Target resolution times are provided in the matrix below.

The user or the department is welcome to escalate emergencies at any time to the Manager of ECCS.

Problem prioritization is the responsibility of ECCS staff with oversight from the Manager of ECCS.

Absent specific prioritization and other considerations, ECCS will respond to requests for assistance in the general order that they are received and will respond to all requests as per the chart below.

Problem resolution commitments are based on ECCS best effort. Beyond the ECCS level, many tiers of support, communication and infrastructure contribute to the timely resolution of problems; ECCS will expedite these requests.

Customers are encouraged to contact the Manager of Emory College Computing Support at any time if an issue is unresolved or is not resolved to the customer's satisfaction.

Special considerations for Research Computing

Research computing introduces special needs and issues into the general computing environment. ECCS is staffed and trained to support general computing needs but will provide best efforts to assist with research computing, including the following:

- General troubleshooting on computers attached to scientific instruments.
- Consulting with vendors on technology support and purchases.
- Working on special networking needs.
- Data storage and retention.

The researcher is responsible for:

- Updating hardware and operating systems where possible to ensure viability and security.
- Maintaining active, authorized network connections to the University network for all supported equipment.
- Supporting vendor-supplied or instrument-specific applications.
- Maintaining compliance with all software licensing requirements.
- Acting as primary contact for vendors or research solution providers.
- Providing for software development and scripting support.
- Providing operating system and software support for UNIX or Linux-based machines