IT Service Catalog
College of Arts & Sciences

Backups and Storage (Enterprise)

Backups and Storage – End User

A&S IT helps users backup and store data using UNM-approved storage methods and services including UNM OneDrive for Business and physical media according to best data protection practices.

Backups and Storage – Enterprise

A&S IT helps departmental units backup and store data using UNM-approved storage methods and services including UNM OneDrive for Business, SharePoint, physical media, or other server-based technologies according to best data protection practices.

Checkout Laptops

A&S IT provides support, maintenance, and guidance for departments that utilize student checkout laptops including, but not limited to, imaging, troubleshooting, and development of checkout policies and practices.

Classrooms

Classroom Technology

Classroom technology, including projectors, podium desktops, WiFi, and mobile device connections, are maintained and updated regularly by A&S IT staff in conjunction with UNM IT Classroom Technologies.

Conference Spaces

Conference Spaces

Technology within Arts & Sciences conference spaces are maintained by A&S IT staff in order to provide the best experience when communicating with other parties via a multitude of connection options and protocols. Technology needs for conferencing (audio and video) should be reserved with the appropriate parties and tested in advance of the scheduled meeting time.

Conferencing

A&S IT provides robust video conferencing capabilities via multiple platforms with the ability to connect to other sites via computer software (eg. Skype) and phones.

Consultation

A&S IT provides general consultative services to the entire Arts & Sciences community on a wide range of IT topics including device purchases and configurations, instructional and research technologies, and future industry trends. Please contact A&S IT to arrange an appointment to discuss solutions.

Grant IT Consulting

A&S IT provides consulting for grant-based areas. Please see "Research Support" for further information.

Database Applications

UNM Enterprise System Support

A&S IT will work with UNM IT on behalf of Arts & Sciences faculty, students and staff experiencing problems with UNM enterprise systems.

Web Application Development

A&S IT engages in web and web application development projects that support the school with an eye towards using existing, UNM-provided services where possible.

Website Support – Design and Web CMS Shared Support

IT Staff will coordinate with Arts & Sciences users to design, develop, and maintain public-facing web sites using cPanel or the UNM Web Content Management System (WCMS). Users are trained to maintain content and work with IT Staff to integrate complex requirements using the Arts & Sciences web framework.

Future Planning

A&S IT is committed to investigating new technologies that can be incorporated into the academic environment. Requests for special projects to evaluate new hardware, software and system solutions should be directed to A&S IT Support.

Home/Offsite Devices (UNM-owned)

Off-campus UNM-owned devices are fully support to the same extent as on-campus devices, however machines that are typically situated offsite must be brought to campus for service and support beyond issues that can be resolved remotely.

Infrastructure Services

Active Directory (AD)

A&S IT provides access to UNM and Arts & Sciences resources via the UNM NetID in coordination with supervisors and administrators. Supervisors of incoming and outgoing staff and faculty members will provide necessary documentation to grant/remove access as needed.

Disaster Recovery/Backup

Critical Arts & Sciences and departmental services may be backed up based on consultation with A&S IT staff for disaster recovery purposes.

Infrastructure Services

A&S IT maintains a number of services that are extensions of UNM IT infrastructure or are autonomous solutions. A&S IT works closely with UNM IT to ensure that Arts & Sciences services are efficient and reliable. Problems and requests should be directed to A&S IT Support. A&S IT maintains various dedicated firewalls on the UNM wired network to minimize security risks to Arts & Sciences computing assets and data.

A&S IT provides support for Server and workstation firewall configuration on Windows, OS X, and Linux operating systems.

Network and Data Security

Arts & Sciences maintains network and data security in accordance with UNM IT and industry best practices and policies, as well as participates in ongoing review and development of University-wide standards.

Server Management

A&S IT will help with various aspects of server management including the installation of server operating systems, maintenance of updates and upgrades, and implementing security measures.

Wired Network

In conjunction with UNM IT Networks, A&S IT assists in the resolution of issues related to wired network connections and helps to facilitate maintenance and growth of the network.

Wireless Network

In conjunction with UNM IT Networks, A&S IT helps to maintain a robust "Lobo-WiFi"-based wireless infrastructure for use by students, staff, and faculty. We are constantly expanding our wireless service to maintain the best-available WiFi protocols for maximum speed and coverage.

Inventory

Inventory

In accordance with UNM Inventory Control policy (UNMBP 7710), Arts & Sciences maintains thorough records on all equipment owned by the department.

Purchasing and Asset Management

A&S IT works with staff and faculty on all technology-related purchases in accordance with UNM Purchasing policies to provide access to the best resources possible to fit the needs of each user while maintaining optimum stewardship practices.

Software Purchases and Installations

A&S IT works with staff and faculty on the purchase and installation of specialized software beyond the standard installation packages on the A&S-created managed image. Some commonly-utilized software packages are available from UNM IT at discounted rates. Please contact A&S IT to discuss software purchase and installation options.

Lab Management

Niche Labs

A&S IT supports multiple smaller, niche labs within Arts & Sciences. These niche labs provide their respective students with the necessary software that is required of them by their instructors or for specific programmatic purposes.

Online Service Support

O365 Email and Calendar

Microsoft's O365 service provides up to 50GB of email storage to all users at UNM which can be accessed and is supported by A&S IT via a web interface, the Outlook client, and on supported mobile devices.

OneDrive for Business

Utilizing the campus standard cloud storage service, Microsoft's OneDrive for Business, Arts & Sciences users can store a nearly unlimited amount of data (20,000 total files and folders with no single file larger than 2GB) with easy access from nearly any device anywhere a network connection is present. While UNM policy allows incidental personal use of UNM computing resources, users should note that all data stored on UNM assets and IT services are considered public information by state and federal law.

Skype for Business

Arts & Sciences utilizes UNM's Office 365-based solution for instant messaging and communication, Skype for Business. This system allows all UNM users to communicate via text, audio, and video and utilize features such as screen sharing. A&S IT also utilizes Skype for Business for remote support.

Operating Systems

Operating System

A&S IT provides general desktop assistance including administration, installation, maintenance, and user support for the following operating systems which follow standard vendor support lifecycles. Operating systems not on this list may still qualify for support on a best effort basis.

OS X

OS X 10.8 – 10.11

Windows

Windows 7

Windows 8.1

Windows 10

Linux

Red Hat 7

Ubuntu LTS

Printing

A&S IT provides support for networked and individual office printers in conjunction with vendors and UNM IT.

Research Support

Consultation

A&S IT will consult with Principle Investigators (PI) to discuss and evaluate the Cyber Infrastructure (CI) needs of proposed, new, or existing grants and research projects. The consultation includes technological lifecycle and cost planning which covers software, hardware, licensing, maintenance, and administration costs. Additionally, A&S IT can evaluate data life cycle and retention plans and solutions.

Software Support

A&S IT will consult with Principal Investigators to assist with purchasing software and install all necessary components (license servers, the application itself, supplemental libraries, etc..). A&S IT provides additional support in assisting Principle Investigators in installing software that is not commercial or enterprise level on a best effort basis. A&S IT does not provide functional level support for software packages, however A&S IT will provide support on a best effort basis.

Scanning

Arts & Sciences faculty and staff can use departmental networked printers and scanning devices to scan high-volume or individual documents. A&S IT provides additional support for scanning to files and document conversion where applicable.

Support/Help

Incident Management

All support issues are logged and tracked in an incident management system for future reference and to be analyzed for recurring problems. Problems can be reported to the A&S IT staff via self-service, email, phone, or walk-up.

PC/Mobile Device Support

Computer Management

A&S IT provides a standard Windows-based image available to compatible UNM-owned devices which includes standardized software (Microsoft Office, access to UNM resources) and optimizations to the operating system environment to best utilize computer resources in an efficient and effective method.

Handheld

A&S IT supports access to Arts & Sciences and UNM services including email, calendaring, and OneDrive for Business via the latest version of Apple iOS, Android OS, and Windows Phone OS.

Hardware

A&S IT utilizes UNM vendor partners for hardware purchases and maintenance. We provide support to all Dell and Apple computers purchased through UNM and will troubleshoot many hardware related problems. Machines that do not fall under these vendor categories are still supported on a best effort basis.

Systems are configured to support compliance with UNM Acceptable Computer Use policies (UNM ACUP 2500).

Support Desk

Remote Support

Remote support is available via phone, email, or the self-service portal. All inquiries will be responded to within one business hour.

In-Person Support

In-person support is available by appointment for Arts & Sciences staff and faculty. These services are available during standard hours of operation.

Standard Hours of Operation

Monday – Friday, 8:00am – 5:00pm

Walk in Hours

Monday – Friday, 9:00am-11:00am and 2:00pm-4:00pm

Escalation

When working with A&S IT technicians using email, it is important to use the "Reply to All" feature so all technicians on the list remain aware of the ticket's status and focus efforts toward a resolution. If a technical or service issue requires specialized expertise or management intervention, please direct requests for additional assistance to the appropriate A&S IT staff manager.

Self-Service

A&S IT utilizes a self-service portal for ticketing of incidents and services requests. This portal allows users to enter tickets remotely at any time during the day as well as check for updates to currently open issues.

Support Email

Support is available by email with a one-hour-or-less response time during standard hours of operation. Emails received out-of-hours are monitored by A&S IT support staff and are responded to as quickly as possible.

Technology Stewardship

A&S IT follows UNM inventory policies and procedures to provide the best use and stewardship of available technology to the department. Using available resources, A&S IT distributes technology in order to best support the needs and goals of areas around Arts & Sciences, as well as maintains records of technology across the college.

Training

A&S IT provides training to staff and faculty throughout the year and as new products are introduced. Additional training sessions may be available at the request of individual departments.