



**TRAINING FOR NEW
COMPUTING SUPPORT REPS
AND NEW IST LIAISONS**

Thursday, June 12

MC2009

9:30 am – 11:30 am

AGENDA

- Introductions
- Role of the Computing Support Representative - Peggy
- Role of the IST Liaison/CHIP Helpdesk – Peggy
- IST CSS Windows plus other stuff - Tim
- Where do I find information – Heather
- Desktop rollover, where are we now and what about Vista– Bob
- Q & A – all
- Round UP



WHO IS HERE TODAY FROM IST

- Tim Farrell - System Support Specialist, Windows Infrastructure and Servers
- Bob Hicks – Senior Computing Consultant
- Phil Knipe – Client Support Specialist – IST Liasion for Financial Serivces, Police and Parking Services, Plant Operations to name a few.
- Peggy Day – Computing Consultant – IST Liasion for IAP, Associate Provost, Secretariat and Presidents Office
- New Liasions – Jim Marshall – Safety Office, Staff Association, IST and Sue Beaupre liasion for Athletics, Counselling Services and shares Office of Research with Keith Peck.



ROLE OF THE COMPUTING SUPPORT REP

- First point of contact for staff in department having computer problems or questions.
- If needed they can contact the IST liaison or IST helpdesk for assistance
- Maintains an inventory of hardware and software (including version); maintain a database of staff , for their department.
- Co-ordinates the purchase of hardware/software (including license forms).
- Installs software/hardware or submits a request for assistance. Non-supported software/hardware may not be supported by IST and should be discussed with the IST liaison. Non-supported software should have in-house expertise.
- Becomes a WSUS-Vanguard tester. One or more additional testers who represent the “norm” especially when specialized software is being used should be included as well.



ROLE CONTINUED

- Communications: forward any IST email sent via admin-support mail list to others within their department as deemed necessary.
- Attend Computing Support meetings (usually 1 per term)
- Submit an RT requesting ads and email accounts as well as access to security groups when a new employee (including co-ops) arrive/depart.
- Doing a one on one with the new employee explaining computer setup (email, network drives, or special connections relating to their position).
- Co-ordinate any departmental computer moves, making sure network drops are installed, and activated on the correct subnet via an RT request. As well as planning any heavy furniture moves with Central Stores. Your IST liaison can help with disconnecting and reconnecting the computers.
- Keeping the liaison informed of any major changes that may be happening in your department.



ROLE OF THE IST LIAISON

- Main contact between you and IST. We are here to help any way we can.
- Re-image computers as needed or requested
- Assist with setup of desktop rollover equipment
- Assisting with the installation of software if needed, demonstrate how to do to computing support. Make sure appropriate license form and payment forms if required are filled in and returned to CHIP.
- Assist with troubleshooting hardware/software issues (submit an RT so it can be tracked and if needed others can be contacted to help)
- Assist with hardware/software purchase recommendations
- Provide or arrange in house training if needed
- Assist the computing support rep with IST changes that may impact your department



LIAISON CONTINUED

- Be there for the department if the computing support rep and their backup are not available
- Document unique issues in departments in case your liaison is not available and another has to help
- Help with any computer management initiative that IST is performing (secure subnet migration, printer server changes, virus checking, making sure machines are receiving updates from WSUS).



IST CSS WINDOWS

- Chris, Paul, Dave, Tim (ntmaint, sysctl role)
- Windows server applications
- Active Directory
 - Users
 - Computers
 - Security Groups
 - Policies
- Deploy managed desktop applications
- Printer Queues
- Patches, Patches everywhere



COMMUNICATING WITH CSS WINDOWS

- <http://ist.uwaterloo.ca/istweb/adminstaffinfo.html>
- Requests should initiate at <https://uwaterloo.ca/request>
- Meaningful subject lines
- “please give Julie access to the k: drive” ☹
 - Domain Roles <http://ist.uwaterloo.ca/is/domain.html>
- “Make Fred like Wilma” ☹
 - GroupInfo file \\uwfile\depot\$\Academic Support Administrators Area\groupinfo
- Add “user” to “security group name”
 - Ads userids listed one per line



COMMUNICATING CONTINUED

○ Printer Guidelines –

<http://ist.uwaterloo.ca/cs/adminsupport/printerguidelines.html>

- we cannot create printer queue until printer is fully network functional
- HP printers universal print driver
- Buy enterprise (not personal) quality printers!



WSUS

- <http://windows.uwaterloo.ca/security/wsus/wsus.asp>
- WSUS delivers MS OS and application updates
- UW WSUS process, Vanguard group
- WindowsUpdate.log
- WSUS MMC



WHERE DO I FIND INFORMATION

- <http://ist.uwaterloo.ca>
 - <http://ist.uwaterloo.ca/istweb/adminstaffinfo.html>
- Heather or Bob



DESKTOP ROLLOVER

- Bob



Q&A

- Have we answered your questions, if not now is the time to ask. How can we help?



ROUND UP

- Thank you for coming today, you know these but just in case
- IST helpdesk x84357 (519-888-4357)
- request@uwaterloo.ca
- helpdesk@uwaterloo.ca
- Suggestions on how we can improve our services are welcome email
 - Bob Hicks bjhicks@uwaterloo.ca, or
 - Peggy Day pday@uwaterloo.ca

