Resources For IT Professionals

Amy Phillips
ISC Technology Support Services
ISC Technology Support Services

TSS provides services, support, and integration for IT organizations in Penn’s Schools and Centers:

1. **Collaboration and Integration**
   - Standards and best practices, technology tracking and testing, documentation, organizing collaborative events, advocates for IT staff and their users

2. **Services for IT Providers**
   - Provider Desk, consulting and advice about technical options, qualifying vendor products for the Penn environment, skills development and training, and more robust contract consulting

3. **Campus Services that Leverage and Complement**
   - Shared services, central support for shared classrooms, frontline support for hire, and central support for students who live off campus, in Sansom East/West and the Greek Houses.
How we’re organized

College Hall Support
Led by West Phinney

Classroom Technology Services
Led by Jeff Douthett

Client Services Group
Led by Amy Phillips

LAN Technology Services
Led by Magida Phillips

Support-on-Site Services
Led by Kristin Nelson

Technology Training Services
Led by Kristin Nelson

Mark Aseltine,
Executive Director

John Mulhem III,
Lead for Client Technologies

Mike Lazenka, Sr. IT Project Leader
Technology Testing, Tracking and Documentation

Bookmark the Provider page

www.upenn.edu/computing/provider/

Collaboration and Integration
Provider Notes Wiki

A place for ISC TSS and LSPs to share information about emerging products and services, or atypical issues.

prowiki.isc-csg.upenn.edu/

Or simply click the Provider Notes Wiki link under “Other Resources” in the left hand menu of the Provider Web.
User Groups and Collaborative Events

Collaborative events & meetings featuring campus and external experts

- IT Orientation
- Super Users Group
- Cross-Campus Knowledge Sharing
- Lunch Time Learning
- Vendor Visits and Demos
- ISC Project & Service Updates
- IT Staff Convention
User Groups and Collaborative Events

IT Listservs—
- Places to hear details about collaborative events
- Places to post questions and share information about a variety of topics with campus IT colleagues
- Places where ISC posts information about our services and the technology we’re tracking

Examples
- IT Announce
- Super Users Group (SUG)
- PCNet
- MacNet
- Security-SIG
- Web-SIG
- AV-Sig
- Cloud-SIG
- Mobile-SIG
- AirPennNet SIG
- LSP-Adsys
- LSP-VOIP
- Social-Media-SIG
- Technology Training
- Penn Weblogin
Technical Training

- ISC Technology Training Services (TTS): www.upenn.edu/computing/isc/training/
- On Campus Productivity Training
  - Word, Excel, PowerPoint, Dreamweaver
- On Campus Technical Training for IT Professionals
  - Supporting Windows 7, Troubleshooting Outlook, VMware, etc.
  - Customized training for Penn specific applications and service roll-outs. (AWS, VMWare, Project Management, etc.)
- Off Campus Discounts (ONLC, Global Knowledge)
- Web-based Training: www.upenn.edu/computing/lynda/
The Provider Desk

Open 9 AM – 5 PM, Monday - Friday

- Call: 215-573-4017
- Email: prodesk@isc.upenn.edu Web
- Intake form: www.upenn.edu/computing/prodesk/
  - Technical Service Desk exclusively for IT Staff
  - Staffed by Senior Level analysts with a broad range of expertise

Services for IT Providers
When to Contact Provider Desk

- Network and Network Service related issues
  - Email: prodesk@isc.upenn.edu
  - ACD issues (Interactive Intelligence)
- Network Performance and Connectivity issues
  - AirPennNet (APN, APN-Help and APN-Guest)
  - Wired PennNet
  - PennNet Phone
- Requests for Network Administration
  - DNS records, IP space
- Hardware and software questions
  - Configuration & compatibility
  - Mobile Technology
  - 2nd-tier/3rd-tier OS and Software questions
When to Contact Provider Desk

- PennKey data issues
- Questions related to services run by ISC
  - Zimbra, ISC’s Exchange Service, Jabber
  - WWW and Penn WebLogin
  - PennGroups
  - Listserv and forward only accounts
- Vendor Referrals & escalations
- Reserve the Degausser and Crusher

Services for IT Providers
The Provider Desk

*Let us know about a problem’s progress*

- Please let us know if the solution works and problem is resolved. Please call or email us if issue is still open.

- Let us know about your experience
  - We are always interested in ways we can improve our process and service delivery
  - We always welcome your feedback about our services

*Services for IT Providers*
Antivirus Response and Support

- Platinum Support with Symantec
- Constant monitoring of virus, phishing, and worm threat levels
  - Alerts community when threats likely to affect Penn.
- Distributes full suite of Symantec AV products
  - [www.upenn.edu/computing/virus/](http://www.upenn.edu/computing/virus/)
  - [virus@isc.upenn.edu](mailto:virus@isc.upenn.edu)
IT Consulting and Shared Services

- ISC LAN Technology Services – for fee LAN consulting services, firewall, PGP, Active Directory, Secure Remote Back-up for Desktops
  - [www.upenn.edu/computing/isc/lts/](http://www.upenn.edu/computing/isc/lts/)

- ISC Support-on-Site Services – for fee technical services - end user support, remote desktop installations and software management (BigFix), handheld support, supplemental support for large projects and staff shortages
  - [www.upenn.edu/computing/isc/sos/](http://www.upenn.edu/computing/isc/sos/)

Campus Services that Leverage and Complement
Classroom Technology Services

- Central Support for Shared Classrooms
  - www.isc-cts.upenn.edu/
  - Coordination of technology design, installation and maintenance for Penn’s 200 Central Pool Classrooms.

Campus Services that Leverage and Complement
ISC First Call &
The Computing Resource Center

First Tier Support

- ISC First Call 573-4778 (F-IRST)
  - Email: help@isc.upenn.edu
  - www.upenn.edu/computing/crc/
- Support for students living off-campus, in Sansom East or West or in the Greek houses via telephone, email, or walk-in
- Information for LSP referrals and central ISC information

Campus Services that Leverage and Complement
## Points of Contact for TSS

<table>
<thead>
<tr>
<th>ISC Technology Support Services</th>
<th>Led by Mark Aseltine</th>
<th><a href="mailto:aseltine@isc.upenn.edu">aseltine@isc.upenn.edu</a></th>
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</thead>
<tbody>
<tr>
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<td>Client Services Group</td>
<td>Led by Amy Phillips</td>
<td><a href="mailto:amyp@isc.upenn.edu">amyp@isc.upenn.edu</a></td>
</tr>
<tr>
<td>Client Technologies</td>
<td>Led by John Mulhern III</td>
<td><a href="mailto:mulhemj@isc.upenn.edu">mulhemj@isc.upenn.edu</a></td>
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<td>LAN Technology Services</td>
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<td>User Groups and Collaborative Events</td>
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Thank You!

Questions?

Comments?

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