

Computing Services

Academic & Administrative
Computing For:

Administration
Faculty & Staff
Students

TeleCommunications Services

- ◆ Communications Services
Telephones, Faxes, ISN
- ◆ Microcomputer & peripheral
Installation, Maintenance
- ◆ Software
Installation
- ◆ Communication Devices
(computer, terminal, phone, fax)
To mainframe, campus network,
university telephone switch, and
off campus Internet and Gopher

Need HELP ?

- ◆ Regular Office hours
Reception 5296
Mainframe 5109

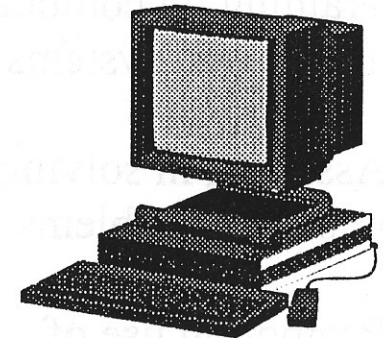
Computer, Network, Telephone,
hardware/software questions or
problems....
call **CATS HELP DESK**
5555

Faculty Projects
David Mannering 6100

- ◆ Outside office hours
CATS Operations till 7pm
5109

Scott Randolph 2-4832
Roy Gallup 2-9421
Harold Schwin 2-7911
Chap Creighton 2-1920

C omputing A nd T elecommunications S upport Services



Computing Services



TeleCommunications
Services



Customer Services

Customer

Modes of Operation

HELP DESK



- ★ Customer contact with CATS
Phone, E-mail and
Customer counter
- ★ Fix Problem or route service request

DOCUMENTATION

- ★ Computing Handout
- ★ CATS Handbook
- ★ CATS INFO (on network)
- ★ CATS policies
- ★ CATS Update Newsletter

Services

TRAINING

- ★ Sessions for faculty, staff and students



SUPPORT SERVICES

- ★ Customer request
Configuration of existing software
Demo on how to use software
Consulting on software products
- ★ Hardware & Software
State Contract available
- ★ Account Administration
Administer VM account
E-mail accounts