

Department of Biology – IT Request Policy

This policy sets guidelines for requesting help from Biology Computing Support (BCSO), in order to streamline support requests within available time limits.

- 1) **Before contacting Biology Computing Support for help** with a computer or equipment problem:
 - a. Try rebooting:
 - i. Try rebooting the computer in question.
 - ii. If the problem is with a device (printer, scanner, etc) try power-cycling it: turn it off, wait 10 seconds, then turn it back on.
 - iii. Check to see if this has solved your problem.
 - b. Take a minute to search for a solution:
 - i. IU Knowledge Base <http://kb.iu.edu>
 - ii. You can also try vendor websites at e.g. support.apple.com, support.microsoft.com or support.adobe.com.
 - c. Ask your IT Liaison if they can fix the problem. Each lab should have an IT Liaison, someone the PI designates as a contact person for Biology Computing Support, and who helps lab members with simple computer, network and login problems in their lab.
- 2) **When contacting Biology Computing Support for help:**
 - a. Always email biocomp@indiana.edu or call 855-7807. Those contacts go to all three of us, making it easier to share the workload.
 - b. Include details that help define the problem. Non-specific requests like 'printer needs IP address' or 'there's a problem with some computer in room X' aren't enough to start diagnosing the problem. Include details such as the make and model of equipment you need help with, the lab and room number where it's housed, any error message(s) observed, name of the person who reported the problem, etc. Include key details in the subject line of your email for future reference.
 - c. Please understand that many non-emergency requests take more than a few hours, and repeated requests don't speed things up (if anything, extra emails and calls only slow things down).
- 3) **Managing your computers, hardware and software:**
 - a. Biology Computing Support must be consulted before ordering computers and printers, to minimize problems down the road (and maximize value for your department or lab).
 - b. Computers that are IU or lab property must be brought to Computing Support for initial setup.
 - c. Let us know well in advance of new equipment, when possible - i.e. try to avoid situations where new equipment arrives without forewarning with an expectation of immediate setup.
 - d. Appoint someone in every lab and each major office to keep track of receipts, details, software that's installed, etc. to minimize confusion when interacting with IT staff. This is typically your IT Liaison.
 - e. Limitations on support:
 - i. Beginning January 2017, we can no longer support computer hardware that is 7 or more years old. Exceptions can be made for instrument computers, at the discretion of the Computer Systems/Resource Manager and the Associate Chair for Research.
 - ii. Newly purchased IU-owned computers must have Windows 10 (not Windows 7) installed on them, with the exceptions of instrument compatibility or at the discretion of the Computer Systems/Resource Manager or the Associate Chair for Research.
- 4) **New staff:**
 - a. Let Biology Computing Support know well in advance of new hires - i.e. try to avoid situations where 'X is coming tomorrow, can you have his computer ready by then' is the first notice given that new folks are arriving and have problems that need solving.
 - b. Please give new staff members a copy of this policy.