



From the Department of Information Technology

Dear New Staff Member,

On behalf of the Department of Information Technology, welcome to the Harvard School of Public Health! This brief introduction provides a quick start to technology-related topics that you will need over your first few months at HSPH.

If you have any questions, please feel free to contact us. Welcome aboard!

Department of Information Technology
Kresge LL15
677 Huntington Avenue
Boston, MA 02115
Phone: 617-432-HELP
Email: helpdesk@hsph.harvard.edu
Website: <http://www.hsph.harvard.edu/it>
Blog: <http://www.hsph.harvard.edu/it/blog>

Computer Support

I need assistance, who do I contact?

The HSPH Helpdesk is available for phone, email and walk-in support on Monday through Friday from 8 am to 6 pm.

Phone: 617-432-HELP
Email: helpdesk@hsph.harvard.edu
Walk-in: Kresge LL15

For staff members at Landmark Center, an additional Helpdesk at Landmark Center has regular hours on Tuesdays and Thursdays from 10 am to 1 pm and Wednesdays from 1 pm to 4 pm.

All service requests are entered by IT staff into the HSPH ticketing system called Origin. We strive to close all normal priority tickets **within 24 hours and respond immediately to any urgent issues.** At ticket closure, all requesters are sent an email briefly explaining the resolution and offering the opportunity to provide feedback on our service.

Our network, servers, and mission-critical systems are monitored 24-7-365 by an automated paging service that notifies system administrators of any outages, slowdowns, or other issues.

Ordering Computers

What type of computer should I purchase and from whom?

Harvard University has a preferred vendor agreement with **Dell Computers** that offers exceptional pricing and warranties on a variety of desktop and laptop models. HSPH has established a list of supported models on the Harvard Dell shopping site. When computers arrive, an IT technician will install common software for you including the latest version of MS Office, email software, and virus/malware scanning.

Apple Mac computers are also sold through a preferred vendor agreement. Look for periodic sales and special offers sent via email from the Harvard's Technology Product Center.

If you have any questions on computer models and or seek recommendations on purchases, please contact the Helpdesk at 432-HELP.

Software

Is there free software or software available at an academic discount?

HSPH has a site license for Microsoft software, and we can install most Microsoft software titles (e.g., MS Office, Project, Visio) on your Harvard-owned machine free of charge. Additionally, the **Microsoft@Home** program allows for software purchases at home for a personal computer for the low price of \$9.95/title. Shortly, we will be offering SAS software for free installation for faculty and staff on any Harvard-owned machine. Other software from companies such as Adobe and Stata is available at deep academic discounts through Harvard's Technology Product Center or through site licensing, both may be accessed from <http://www.computers.harvard.edu>

Printers and Accessories

Where do I buy computer accessories from?
The preferred vendor for computer accessories is **Gov-**

Connect. A full catalog of personal printers, scanners, cameras, microphones and other accessories is available at computers.harvard.edu.

Many departments have large network printers and/or multipurpose devices (print/copy/fax/scan) available for their floor. Please check with your department administrator on shared resources.

Accounts

What type of accounts do I need?

There are two main types of accounts that you will need at HSPH:

- HSPH Novell eDirectory account
- Harvard PIN account

Your local Novell Edirectory account will give you access to log into local resources including :

- Novell GroupWise email and calendaring software
- personal and shared network storage drives
- MyHSPH portal

Your Harvard University PIN credentials allow you to access a variety of University-wide web applications including:

- financial systems (Oracle Financials, HCOM)
- human resource (Peoplesoft, ASPIRE)
- academic systems (iSite learning management system)

Additionally, if your work requires secure access to HSPH resources from home or on the road, virtual private network (**VPN**) accounts are available for purchase. Contact your department administrator for further information about accounts.

Other Services

We offer a variety of other services, including:

- Accellion for secure file transfer
- iPhone, iPad, Blackberry and other mobile device syncing
- Video conferencing (portable, conference room, and auditorium systems)
- Cisco telepresence

- Webex web conferencing
 - High performance research computing cluster
 - Web content management system
 - Learning management system
- For a complete A to Z listing of our services, please visit <http://www.hsph.harvard.edu/it/services>.
\$ indicates fee-based service

Deane Eastwood

Assistant IT Director

Email: deastwoo@hsph.harvard.edu

Phone: 617-432-3613

Responsible for User Services, Helpdesk, audio-visual, web and application development, instructional computing, and classrooms/auditoria.

Websites

HSPH IT Website

<http://www.hsph.harvard.edu/it>

IT Blog

<http://www.hsph.harvard.edu/it/blog>

Includes news and announcements from the IT Office.

Harvard Computing

<http://www.computers.harvard.edu>

Central Harvard resource that includes links to GovConnect, Apple, Dell, and software site licensing.

MyHSPH portal

<http://my.hsph.harvard.edu>

IT Contacts

If you have any questions about services and products provided by the HSPH Department of Information Technology, please feel free to contact us.
Helpdesk

Chris Cahill, Supervisor, User Services

Phone: 617-432-HELP

Responsible for Helpdesk and User Services.

Taso Markatos

Chief for Information Technology

Email: taso@hsph.harvard.edu

Phone: 617-432-3164

Bill Mahoney, Assistant IT Director

Assistant IT Director

Email: bmahoney@hsph.harvard.edu

Phone: 617-432-1751

Responsible for network, servers, security and research computing.