

What CSS Is

Computer Systems Support:

- Provides and manages a reliable, effective, and secure computing environment including computers, the underlying network, and software.
- Configures, installs, and maintains computers in student laboratories, and staff and faculty computers.
- Installs, updates, and manages the Linux and Windows software that runs on those computers.
- Prepares for disaster recovery; provides system backup and data archiving.

The network, though invisible, is what underlies the functioning of the computers.

- CSS installs, manages, and enhances the network that allows users to save and copy files, print, connect to the Internet, send and receive email, and connect a portable computer from public spaces in the Seamans Center.
- The College of Engineering web server, lab and departmental printers, the security system in the labs, design and administration of data bases used throughout the college, and file backup service are other aspects of CSS responsibilities.

CSS mission

To provide a secure, reliable, and innovative computing environment that facilitates, supports, and enhances the mission of the College of Engineering.

Where to Find CSS

People:

Computer Systems Support
main office, 1256 SC, 319-335-5751
Consulting, 1253 SC, 319-335-5055

On the web:

home page:

<http://css.engineering.uiowa.edu>

accounts & policies:

http://css.engineering.uiowa.edu/account_pol

tools and help:

<http://css.engineering.uiowa.edu/tools/>

email information:

<http://css.engineering.uiowa.edu/email>

lab information:

<http://css.engineering.uiowa.edu/labs>



news:

<http://css.engineering.uiowa.edu/news>

software:

<http://css.engineering.uiowa.edu/software>

contact CSS:

<http://css.engineering.uiowa.edu/computer-systems-support>



Computer Systems Support

College of Engineering
The University of Iowa

October 2009

Where to Find Equipment

Computers:

Computer labs: Elder (1220 SC), Hering (1231 SC), 2301 SC, Henry Computer Classroom (1245 SC). The labs contain a mix of over 196 Linux workstations and Windows computers. Sixteen additional Linux workstations are available remotely.

Printers, Scanners:

Elder, Hering, and 2301 labs have black and white LaserJet printers and ScanJet scanners. A color LaserJet and a color Photosmart printer are available in the consulting office, 1253 SC.

Laptop connections:

Public ports are marked with a green label and can be found in all conference and seminar rooms, 2nd floor entry area, the Engineering Student Commons, the 2217, 2229, and 3505 classrooms, and the 3123 Business Visitor's Center.

Wireless connections:

There is UI wireless network connectivity in the Seamans Center. You need a 802.11 a/b/g wireless card. Go to the ITS Help Desk, 2800 UCC, for help setting your computer to use the wireless network.



What CSS Does that Matters to You

Computer Systems Support services to the computing community in the College of Engineering include the following:

- 24-hour, 7 day/week access to lab computers and printers
- a secure and robust computing environment with up-to-date hardware and software
- industry-standard, high-performance, engineering-based software
- unified environment allowing access to files from Linux and Windows Vista
- computer accounts for all registered students, faculty, and staff
- email, including a browser-based product
- personal web pages for students, staff, and faculty
- hardware procurement
- software licensing
- Internet security
- substantial disk storage space for user files; separate storage for email
- consulting and troubleshooting for college students, staff, and faculty
- data recovery in case of equipment failure or accidental deletion
- consulting specializing in data base and systems administration
- support for computing solutions for course management and enhancement

Who CSS Is

The full-time staff includes:

- Doug Eltoft, director
- Sheila Britton, secretary
- David Funk, Matt McLaughlin, Dan Mentzer, system administrators
- Susan Beckett, accounts and software administrator
- Jim Cramer, data base and applications developer
- Christopher Fomon, desktop support manager
- Diana Harris, project manager
- Sarah Williams, help desk manager
- Travis Wendling, hardware systems administrator
- Carrie Hogarty, data manager
- Bill Easton, webmaster



The part-time staff consists of consultants, lab technicians, and front office help. The student in the front office adds print quota and answers questions. Lab techs keep the computer labs clean, the printers filled with paper, and report system malfunctions. Consultants answer questions from students, staff, and faculty.