Organization of IT-services at Department of Chemistry, Biochemistry and Pharmaceutical Sciences

I. General provisions

Note: this is a translation of the german document, which is authoritative in case of any discrepancies..

Please note that these regulations are a supplement to existing directives of the University of Bern. All university regulations can be found in the legal collection:
http://www.unibe.ch/universitaet/organisation/rechtliches/rechtssammlung/informatik/weisungen_und_beschluesse/index_ger.html

IT-services at Department of Chemistry, Biochemistry and Pharmaceutical Sciences (*DCBP*) are provided by the IT-responsible (*IVA*) and the Electronics department.

Responsibilities are organized as follows:

- Software administrator: IVA
- Technical administrator: IVA
- Network administrator: IVA+Electronics
- Account administrator: Department secretariat / HR
- Department homepage: Secretariat DCBP
- IT-inventory   Materials & Finances

II. IVA (IT responsible)

In general

- The IVA provides platforms and services for DCBP research groups and central services (secretariat, workshop, etc.).

- The IVA is responsible for access to departmental servers and for data security.

- Forwarding of relevant information to departmental staff (planned maintenance works, service interruptions, problems).

- Contact person for University IT-services (ID).

- Coordination of group IT responsibles (*GVA*).

- **Support requests to the IVA are to be submitted by ticketing system** (http://support.dcbp.unibe.ch) or by mail to support.dcbp@unibe.ch.

Functions

- Ordering of Software to be used for research and administration.
  - software with unibe-site-license (Unibe-Softwareshop)
  - further software on request
- Support for the following groups:
  - First-level support
    - Secretariat
    - Materials & Finances
    - Electronics
    - Workshop, Loge
  - Second-level support
    - GVA
- Departmental servers
  - Installation and maintenance of NAS/FTP-Server
  - License server
  - Databases
  - Virtual webserver for group homepages, IT-support, DCBP-Agenda etc.
- Web services (DCBP-Agenda)
- Backup/ Security
  - central backup to NAS
  - groups with second-level support are responsible for their backup
- Rooms
  - Semi-public PCs can be found here:
    - PC-pool room, N212
    - Student-PCs S551
    - Praktikum-PCs N324+N313
  - General (for all rooms mentioned above)
    - Installation and maintenance Software/ Hardware
    - Coordination of reservations
  - PC-pool
    - Maintenance of printer

III.   Groups & GVA (Group IT responsible)

- GVA are responsible for correct software licensing.

- **The GVA is responsible for the computer needs of the research groups (not the IVA)**. GVA can always contact the IVA.

- Access limitations and data privacy protection are in the responsibility of the GVA.

- GVA are also responsible for training of new group members in terms of data security and password handling .

- GVA is responsible for the group homepage.

IV.   Network-administration (IVA and Elektronics)

- IP-adresses of all devices are distributed by the DHCP-Server of the Informatikdienste and administrated by the Network-Administrators using the Netadmin-portal Netadmin-Portal of Informatikdienste (https://netadmin.unibe.ch).

- Each group gets an own IP-range within DCBP-subnet (130.92.104-107) if possible.

- Inactive IP-addresses can be reused for another device at any time.

- Network-administrators are responsible for immediate troubleshooting of network disruptions originating from devices connected to the DCBP-network. *If nothing helps, disruptive devices will be banned from unibe-network*.

- Network administrators are the first contact person for questions regarding network, glass fiber sockets and IP-addresses.

V.   Campus Account-administration (Personalsekretariat DCBP)

- Personalsekretariat is responsible for administration of DCBP Campus-accounts.

- Only a natural person may be enregistered in the Kontoverwaltungssystem (KVS).

- New accounts
  - have to be assigned to group dcbp.
  - will only be requested after signing a form («Anerkennung der Weisungen») at Personalsekretariat.
- When leaving, accounts will not be extended but limited e-mail forwarding may be requested.

- Mailing lists and impersonal mailboxes (eg. group-mail-adresses) can be requested from the IVA.

VI.   Server room U313 (IVA)

- IVA is responsible for coordination and supervision of the DCB part of server room U313.

- Groups may put devices in the server room **according to prior agreement with the IVA** within the limits of available room and power and cooling capacity.
- In line with the service level agreement (SLA), DCBP provides place in server room U313 to the Institute of Geology.
- All devices in server room **need to be labelled as following** (or else they may be removed by the IVA at anytime):
    - hostname+IP
    - responsible person (GVA)
- Access to the server room is granted to IVA, Electronics and Faculty services.
- A key is also handed to GVAs with devices i n the server room and to the IT responsible of the Institute of Geology.
- The server room is monitored by two webcams equipped with motion detectors:
    - Records are stored for 60 days. They are only accessible for the IVA upon suspicion of misuse.
    - IVA is responsible for privacy protection.
- Upon suspicion of misuse, access to the server room may be restricted at any time by the IVA.

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Prof. Norbert Polacek   René Bleisch