

Information for group IT persons

Duties and responsibilities

- 1st level Support: first contact for group members in case of IT problems
- Introduction of new group members
- Data privacy and security/backup, access limitation
- Hardware procurement for group members
- Network:
 - Keeping an overview of all devices connected to the DCBP network
 - Reporting new devices to DCBP-IT-Support for registration in DCBP network
 - Report to the DCBP IT support for activation of fibre sockets in offices / laboratories
- Correct licensing of software on group devices
- Group homepage (if not delegated to another group member)
- Group servers and NASes

Group servers

- Group IT person is responsible for operation and maintenance
 - If necessary, DCBP-IT-Support advises and assists you with purchase and installation
- ⇒ For larger projects, please involve DCBP IT support at an early stage!
- ⇒ **Server systems have to be put into the serverroom U313!** (in arrangement with DCBP IT support)

Further information

⇒ **In the DCBP-Pilot-Wiki (<https://pilot.dcbp.unibe.ch/wiki>) you find a lot of tutorials and answers to many questions**

- unibe-E-Mail: <https://pilot.dcbp.unibe.ch/wiki/public/id/email>
- Network: <https://pilot.dcbp.unibe.ch/wiki/public/id/network>
- Software: <https://pilot.dcbp.unibe.ch/wiki/public/licenses/start>
- Data storage at DCBP: https://pilot.dcbp.unibe.ch/wiki/public/dcb/data_storage_at_dcbp
- Group homepages: https://pilot.dcbp.unibe.ch/wiki/public/dcb/group_homepages
- Group servers/serverroom: <https://pilot.dcbp.unibe.ch/wiki/public/dcb/serverroom>

- IT@DCBP - general information: https://www.dcbp.unibe.ch/services/it_support
- Tutorials of Informatikdienste:
https://serviceportal.unibe.ch/sp?id=kb_article_view&sys_kb_id=db6cbfb61ba8d810134ddc6a9b4bcb39

Request for assistance of DCBP IT-Support

If possible use the DCBP IT-Support Ticketing System (<https://support.dcbp.unibe.ch>) or E-Mail to support.dcbp@unibe.ch.

Phone: 44294

Office: N512