

DCBP IT-Support - Information for PIs

Organisation of IT Support at DCBP

- IT-Support at DCBP is provided by DCBP-IT-Support and group IT persons of research groups
 - Each research group defines a group IT person, which is responsible for 1st level support within the research group (see also information sheet for group IT persons)
 - DCBP-IT-Support is only responsible for 1st level support of central services, assistance of group IT persons and DCBP-wide services
- ⇒ Further information see https://www.dcbp.unibe.ch/services/it_support and document “[Organisation of IT-services at DCBP](#)”

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**

- Software and licenses: <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/index_eng.html
- 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