

IT Support Resources

Application Development

Custom applications are to support essential EMU business processes.

Faculty and staff can submit a request for a custom application. Each request will be reviewed and processed. Not all requests will be approved.

[Submit a request](#)

Service Attributes
Service Category
IT Support Resources
Service Name
Application Development
Audience
Faculty, Staff
Service Cost
There is no charge for this service
Managing Team
Application Development
Applications
Source Code Management

Creation Care

IS Initiatives

- IS contracts with vendors to safely recycle used equipment
- IS makes extensive use of server virtualization, a technology that saves energy by reducing hardware requirements.
- IS purchases computers and monitors that are rated highly for their energy conserving qualities.
- The technology vendors used by EMU are committed to using conflict-free resources. See Conflict Free Campus Initiative.
- IS has standardized on recycled paper in the computer labs and recommends departments use recycled paper.
- IS has standardized on duplex printing.
- IS has implemented settings to automatically hibernate computers after a period of inactivity.
- IS cascades computers to maximize their usefulness to EMU.

[Power Management Standard](#)

**Service
Attributes**

**Service
Category**

IT Support
Resources

**Service
Name**

Creation Care

Audience

Faculty, Staff,
Students, Affiliates,
Guests

Service Cost

There is no charge
for this service

**Managing
Team**

User Services

Network Systems

Applications

There are no
supporting
applications
associated with this
service

Hardware Procurement

EMU procures and administers technology systems and components centrally. IS should be included in any discussion to procure technology.

EMU provides the following equipment for all EMU employees

Computer	Keyboard (wired)	Monitor	Mouse (wired)
Mouse Pad	Multi-Function Device In a central location	Telephone	Voicemail

**Service
Attributes**

**Service
Category**

IT Support
Resources

**Service
Name**

Hardware
Procurement

Audience

Faculty, Staff

Service Cost

There is no charge
for this service

Department funded equipment, IS purchases

Chrome book	Digital Sign	Fax	Laptop
Microphone	Monitor Stand	Monitor (2nd)	Projector
Speakers	Tablet	Telephone Hands-free Headset	Webcam
Wireless Keyboard	Wireless Mouse		

Managing Team

User Services

Applications

There are no supporting applications associated with this service

Helpdesk

Location

The Helpdesk is located on the lower level of Hartzler Library:

[View on Google maps](#)

Contact

You can contact the Helpdesk several ways:

- portal: emu.edu/helpdesk
- email: helpdesk@emu.edu
- phone on campus: 4357 (HELP)
- phone off campus: 540-432-4357
- stop by: The Helpdesk is located on the lower level of the Hartzler Library

Hours

Starting Fall 2020, Helpdesk will be open for service by appointment only 9-12 and 1-4 Monday-Friday.

[Request a Helpdesk Appointment](#)

Service

Attributes

Service Category

IT Support Resources

Service Name

Helpdesk

Audience

Faculty, Staff, Students, Affiliates, Retirees, Guests

Service Cost

There is no charge for this service

Service Level Agreement (SLA)

SLAs document an expected level of support provided by Helpdesk.

[Service Level Agreement](#)

[Prioritization Levels](#)

Personal Devices

Helpdesk staff have limited time resources, we are not able to assist with personal devices.

Remote Support

We utilize Splashtop SOS for Remote Support.

[Remote Support](#)

Emergency problems

During regular business hours, report computer related emergencies or outages to the Helpdesk.

Outside normal Helpdesk hours: IS technicians are available for incidents of extreme emergency. If you believe the problem you are encountering warrants bringing a technician on campus (from as much as 15 miles away) you may call the IS emergency number (on campus 4541, off campus 540-432-4541). You will be prompted to leave a voicemail and a text message will be sent to a member of Information Systems who will decide what type of emergency assistance is needed.

IT Consulting

Information Systems provides consulting on leveraging EMU technologies.

Consulting can include but is not limited to:

Audio Visual	Data Management	Data Security	EMU Applications
Google	Hardware	MS Office 365	Software
Workflow			

Managing Team

User Services

Applications

Jira Service Desk,
Confluence

Service Attributes

Service Category

IT Support Resources

Service Name

IT Consulting

Audience

Faculty, Staff, Students

Service Cost

There is no charge for this service

Managing Team

Information Systems

IT Training

Information Systems can provide training on some of EMU technologies.

25Live	Audio Visual	Google	Hardware
Infomaker	J1	Moodle	MS Office 365
Panopto	Zoom		

Applications

There are no supporting applications associated with this service

Service Attributes

Service Category

IT Support Resources

Service Name

IT Training

Audience

Faculty, Staff

Service Cost

There is no charge for this service

Managing Team

Information Systems

Applications

There are no supporting applications associated with this service

Lancaster Helpdesk

Wireless Configuration at Lancaster
Printing & Copying at Lancaster
Classroom Technology - Lancaster Campus (LC)

Service Attributes

Service Category

Managing your alert messages for EMU at Lancaster

IT Support Resources

Service Name

Lancaster Helpdesk

Audience

Lancaster Faculty, Staff, Students, Affiliates, Guests

Service Cost

There is no charge for this service

Managing Team

User Services

Applications

There are no supporting applications associated with this service

Project Management

Several IS staff have been trained in project management principles. When IS is involved with implementing hardware or software, they will provide project management for the implementation.

Service Attributes

Service Category

IT Support Resources

Service Name

Project Management

Audience

Faculty, Staff

Service Cost

There is no charge for this service

Managing Team

Information Systems

Applications

Reporting Services

Student Information Systems provides reporting services to assist faculty and staff with retrieving J1 data. You can request a report at: [Request a J1 Report](#)

Service Attributes
Service Category
IT Support Resources
Service Name
Reporting Services
Audience
Faculty, Staff
Service Cost
There is no charge for this service
Managing Team
Student Information Systems
Applications
Infomaker, SSRS

Software Procurement

Software at EMU is centrally managed. IS will assist with negotiations, acquisition and management of licenses. By having central management, IS is able to advocate for strategic solutions that brings the most benefit to EMU.

Here is the process for software purchases:

1. Contact IS to see if its something we already own
2. Include IS in demos of the software
3. Develop a proposal including information on how the software will bring value to EMU and how it will be funded
4. Present the proposal to the Software Task Force
5. A decision will be made by the Software Task Force

Once the software is approved IS will negotiate, purchase the software and work with you to develop an implementation plan.

Service Attributes
Service Category
IT Support Resources
Service Name
Software Procurement
Audience
Faculty, Staff

Service Cost

There is no charge for this service

Managing Team

User Services

Applications

There are no supporting applications associated with this service