OIT, ITSU and Remote Campus IT Areas of Responsibility

Information Technology encompasses a wide array of needs and technologies. CLAHS’ Information Technology Services Unit (ITSU), SOE’s Office of Instructional Technology (OIT), and your local Remote Campus IT Support are your resources for all IT needs and technologies. Though these three areas have wide IT knowledge, they have different expertise and separate responsibilities. What follows is a general, “Who to contact” snap shop, a list of specific responsibilities, and an FAQ. Please help OIT, ITSU, and your Remote Campus IT Support serve you better by seeking assistance from the appropriate area.

Who to Contact

• In general, if you are working in an on-campus office or working from home seek assistance from ITSU.

• In general, if you are working in an on-campus lab or SOE classroom or using an OIT laptop, seek assistance from OIT.

• If you’re working at a remote campus seek assistance from your Remote Campus IT Support.

Specific Responsibilities

ITSU provides support for “everything else.” This includes:
• Hardware purchasing.
• Hardware repair/support.
• Network/Internet connectivity.
• Email.
• Web browsers and web browsing.
• Microsoft Office.
• Virus/malware/Identity Finder.
• And anything/everything that is not listed below.

SOE OIT provides support for:
• Instructional Hardware Technology (smart boards, etc.) purchasing and support.
• Instructional Software Technology (Adobe products, etc.) purchasing and support.
• Webpage Development & Support.
• Guest Wireless Access Support.
• SOE Inventory Management.
• Laptop loaner program.

SOE Remote Campus IT Support provides support for:
• Everything located at the remote site.
Frequently Asked Questions for on-campus & home issues

- **Should I contact 4-HELP for my computer problems?**
  - No. Though there are a few items which only 4-HELP can assist, we recommend not contacting them directly. ITSU is your liaison with central VT's IT area, including 4-HELP. If ultimately 4-HELP needs to be contacted, we can often do so on your behalf, in a way that will expedite the process.

- **I have a problem with my equipment (computer, printer, scanner, etc.) in my on-campus office or at home. Who should I contact?**
  - ITSU.

- **I have a laptop checked out from OIT, and I am having problems with it. Who should I contact?**
  - OIT. OIT will check out another laptop to you.

- **I'm having a problem in an SOE classroom or SOE lab. Who should I contact?**
  - OIT. OIT manages all SOE classrooms and labs.

- **I'm having a problem in a VT classroom or VT lab. Who should I contact?**
  - VT's Classroom A/V Services. Neither OIT nor ITSU are authorized to work on technology issues in general assigned academic classrooms. If the problem is your office laptop, contact ITSU.

- **I have an email and calendaring problem in Exchange or Gmail. Who should I contact?**
  - ITSU. ITSU are experts in both products and are your liaisons with central VT.

- **I'm having a problem with both my email and Adobe Creative Suite. Who should I contact?**
  - Ideally, contact OIT for the Adobe issue and ITSU for the email issue. If you're in a rush, or believe one of the problems is minor, OIT and ITSU can cover each other's areas of responsibility, in a pinch.

- **I have just obtained a grant and am needing to purchase a computer, tablet, projector, scanner and/or printer. Who should I contact?**
  - ITSU. ITSU will work with you to ensure the device meets your needs and works well within the VT network, at the best possible price.

- **I have just obtained a grant and am needing to purchase a computer and a smart board. The computer will be used in conjunction with the smart board. Who should I contact?**
  - Both OIT & ITSU. ITSU and OIT will work with you to be sure the computer and smart board meets your needs.

- **I have old equipment that I want to return to the School. Who should I contact?**
  - OIT. Please contact Rick Barrow (rbarrow@vt.edu/540-231-4306) for any assistance regarding inventory and Banner Database updates (custodian changes, relocation, surplus, etc.) for any VT tagged equipment.

- **What is the best way to contact OIT?**
  - Email: oit@vt.edu
  - OIT Help Desk: 540-231-3753
  - Diana's Office: 540-231-1741

- **What is the best way to contact ITSU?**
  - For non-critical needs, completing our Service Request Form is best, because a ticket is automatically created in our database, which includes information about your computer and yourself, and provides us the ability to track your issue till completion.
  - For time-sensitive/critical needs, call our main desk at 231-2903 Monday-Friday, 8am-5pm or Brett at 540-200-5942 24/7.
Frequently Asked Questions for Remote-Campus issues

• I am working at a remote campus and have problems with my equipment (computer, printer, scanner, etc.) in my office or am having problems with classroom equipment (projector, video conferencing unit, computer, etc.). Who should I contact?
  ○ Your Remote Campus IT Support.

• I am working at a remote campus and need assistance in purchasing a computer. Who should I contact?
  ○ Your Remote Campus IT Support, though ITSU is available to assist your IT support in leveraging better pricing/products from vendors.