IT Services Catalog

Category

Desktop Computer/ Hardware
General diagnostic and troubleshooting for computers
Parts and additional devices installation
Change equipment position.
New workstation/laptop arrival Preparing a workstation to STRI operation environment.
Prepare and check computers to add it to STRI Network
Format and Configure old computers with new image
Preferred hardware and software quotation Prepare quotation based on Smithsonian Preferred Hardware and Software

Software

Virus fix and cleaning
Antivirus program Installation
Software Software installation / modification request
Evaluate application to be installed in STRI computers

Network

PC registration in STRI production network
Visitor Zone assistance (Password or configuration)
Activate ethernet ports in Quarantine or disabled
Reallocation or installation ethernet ports
Internet pages blocked
VPN configurations
DNS/DHCP DNS/DHCP related requests or incidents. (e.g. DHCP: Network access requests)
IT: STRI Net connection request STRI procedure to grant access to the STRI network.
Workshop Configure and Set up for Telecarrier connection for laptops.

Video conference

Setup and Technical Assistance for Videoconference
Vydio
Polycom
**System Admin/ Server**

- Modifications to AD accounts (extensions, re-enable)
- Network Password reset
- New AD/Exch account STRI procedure to create a new AD/Exch account
- FTP account creation and issues
- Permission to use network printers
- Add Users to the Scanner Allowed senders list
- Accounts Request the creation of a new account in a STRI IT System (Except for AD/Exch); or incidents using an account.
- Active Directory Smithsonian Active Directory objects
- Server software and hardware related requests, incidents and problems.
- New network server Install new network server into STRI Network
- Server software and hardware related requests, incidents and problems.
- Email Email related activities, incidents and problems

**Printers**

- Install network printer
- Install Local Printer
- Install local printer
- Diagnostic of printers issues

**Others**

- Data Backup assistance
- Backup Battery malfunction
- Loan equipment
- IT: Modify IT System Track changes to STRI’s CI’s
- Radio System Problems with radio communication channels and devices.
- UPS installations