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Department of Information Technology

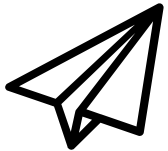Photo by Austin Distel on Unsplash

When you are thinking IT, make us a part of your plans…

Helpdesk Support Hours: Monday - Friday: 7:30 AM – 6:00 PM
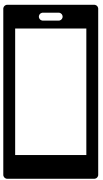
Call: 617-432-HELP (4357)

Email: helpdesk@hsph.harvard.edu

Website: https://www.hsph.harvard.edu/information-technology/

Department of Information Technology

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Office Computing

Field Support Services

- Introduction to new services coming soon

  - *Reminder: call IT when new computers arrive!!*

  - Robin Workplace Management
  - https://robinpowered.com

  - Crimson Print
  - HUIT Getting Started page

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Information Technology by the Numbers, 2023

Service tickets closed:	**16,413**
Customer service rating:	**4.93 of 5.0** (455 surveys)
Zoom meetings:	**172,243**
Zoom minutes:	**58,500,000**
Large events staffed:	**87**
Monthly or Ad Hoc Maintenance:	**20+**
Emergencies/major events:	**13**
Data safety reviews:	**589**
Canvas courses:	**660**
Servers/systems under management:	**150+**
Storage:	**2 PB+**
Research computing CPU hours:	**31,000,000+**

Information Technology Teams

Service desk and field services (ALEX)
- Kresge and 401 Park service desks
- Day-to-day field support
- Computer purchases

Media services and video production (JOHN)
- Audio-visual for classrooms and conference rooms
- Chan studio and technical event management
- Studio and educational video productions
- Zoom support
- Commencement

Academic technology (JOHN)
- Canvas learning management system support
- Course capture

Infrastructure (MATT)
- SPH server/storage infrastructure and disaster recovery
- Networking
- CBAR research computing infrastructure
- FASRC and URC partnerships

Application Development (ALEX)
- SPH Website and Applications
- ECPE Salesforce
- SPH Salesforce
- Wasabi Financial System

Information Security (MATT)
- Server and device security
- Data safety reviews
- Compliance (PCI, AEI, …)

Robin replacing BookIT for hoteling

- HUIT-supported service that HSPH IT is launching this Spring
- Login is with Harvard Key
- Key benefits includes:
  - a mobile app that works great on iPhone and Android
  - integration with your Outlook calendar
  - integration with Microsoft Teams

Week at a glance

Mobile experience

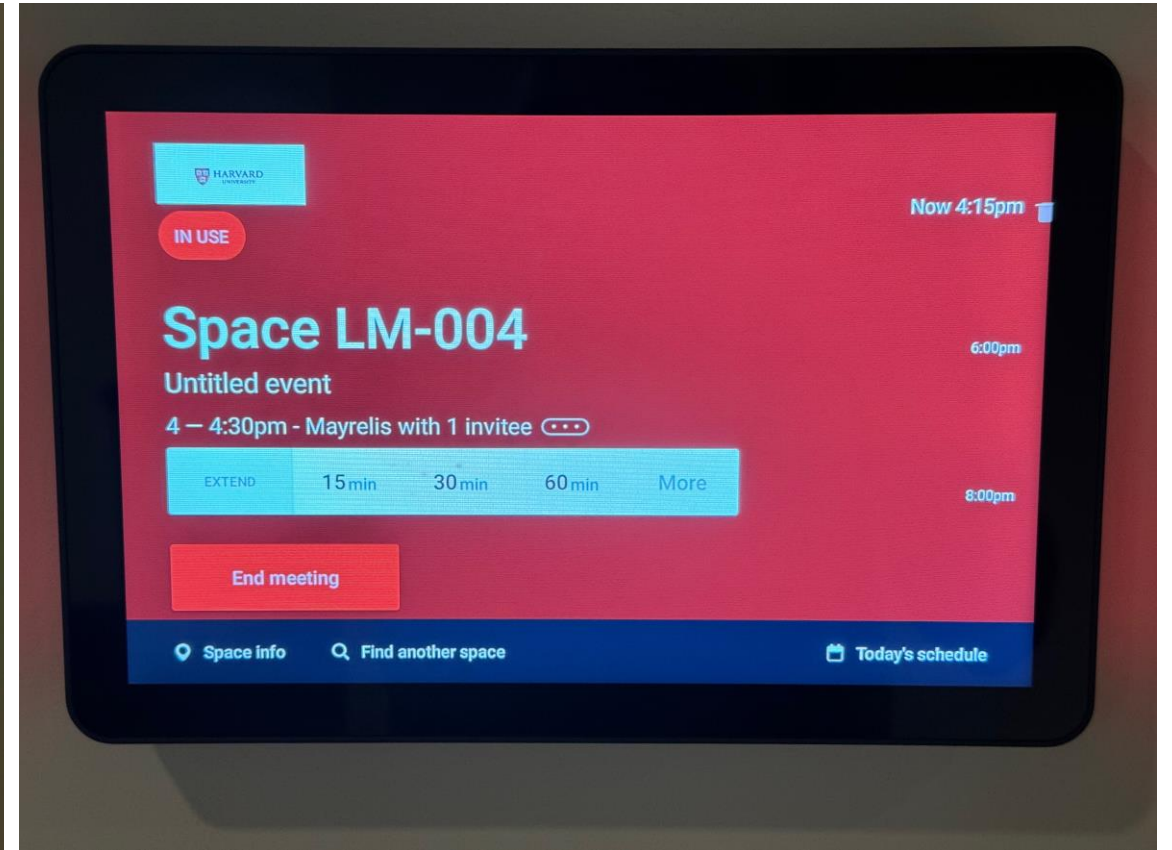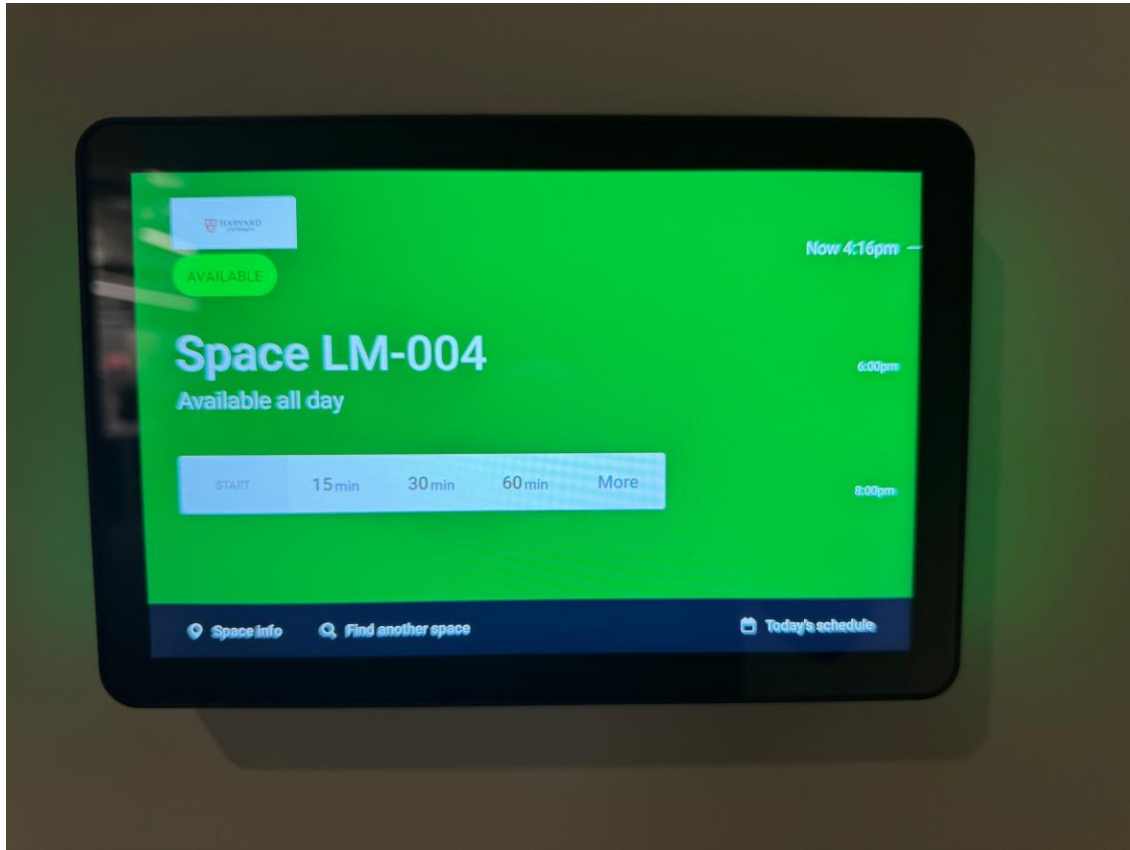- Ability to set your default location
- Can set defaults for which days you're in the office
- Note the calendar integration under "Upcoming Events"
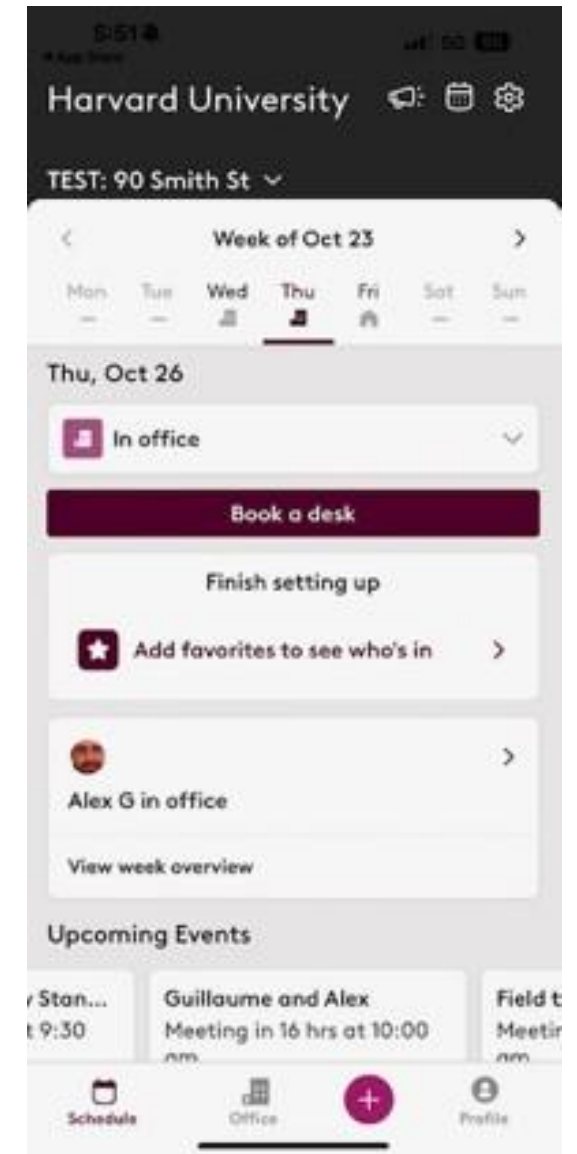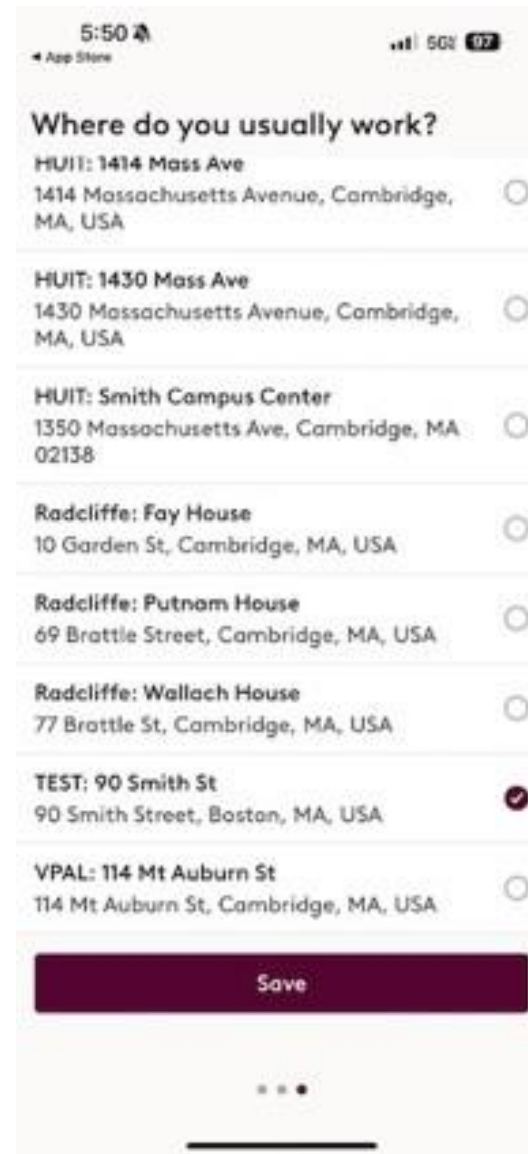
Outlook conference rooms integration and signage

Crimson Print replacing iPrint

- What is Crimson Print?

  - Crimson Print is a managed printing service that provides a more convenient, secure, and sustainable printing, scanning, and copying experience.

  - All printers can become shared printers

  - Print-release functionality provides security and saves trees!

Why Crimson Print?

- Hybrid work has impacted the industry with SPH as no exception

- Opportunity to "right-size" the fleet of printers on campus

- We needed to look at our current environment and gather data
  - Printer density on campus
  - Printer usage on campus

- After comparing different solutions (including our current iPrint system and a poor experience with Xerox):
  - Partnered with HUIT and Ricoh on a OneHarvard solution
  - Crimson Print is the optimal solution

Benefits of Crimson Print

- Improved security – sensitive documents can only be released by the owner of the print job

- Department Administrators save time – IT manages leases schoolwide

- Improved metrics and reporting on printing – allows for detailed chargeback model

- Increased operational efficiency brought on by a hybrid workplace – fewer people onsite equals fewer printers deployed across the school

- Reduced waste – jobs printed but never picked up

- Reduced carbon footprint – energy savings

We love maps!

Kresge (SPH3) - 4
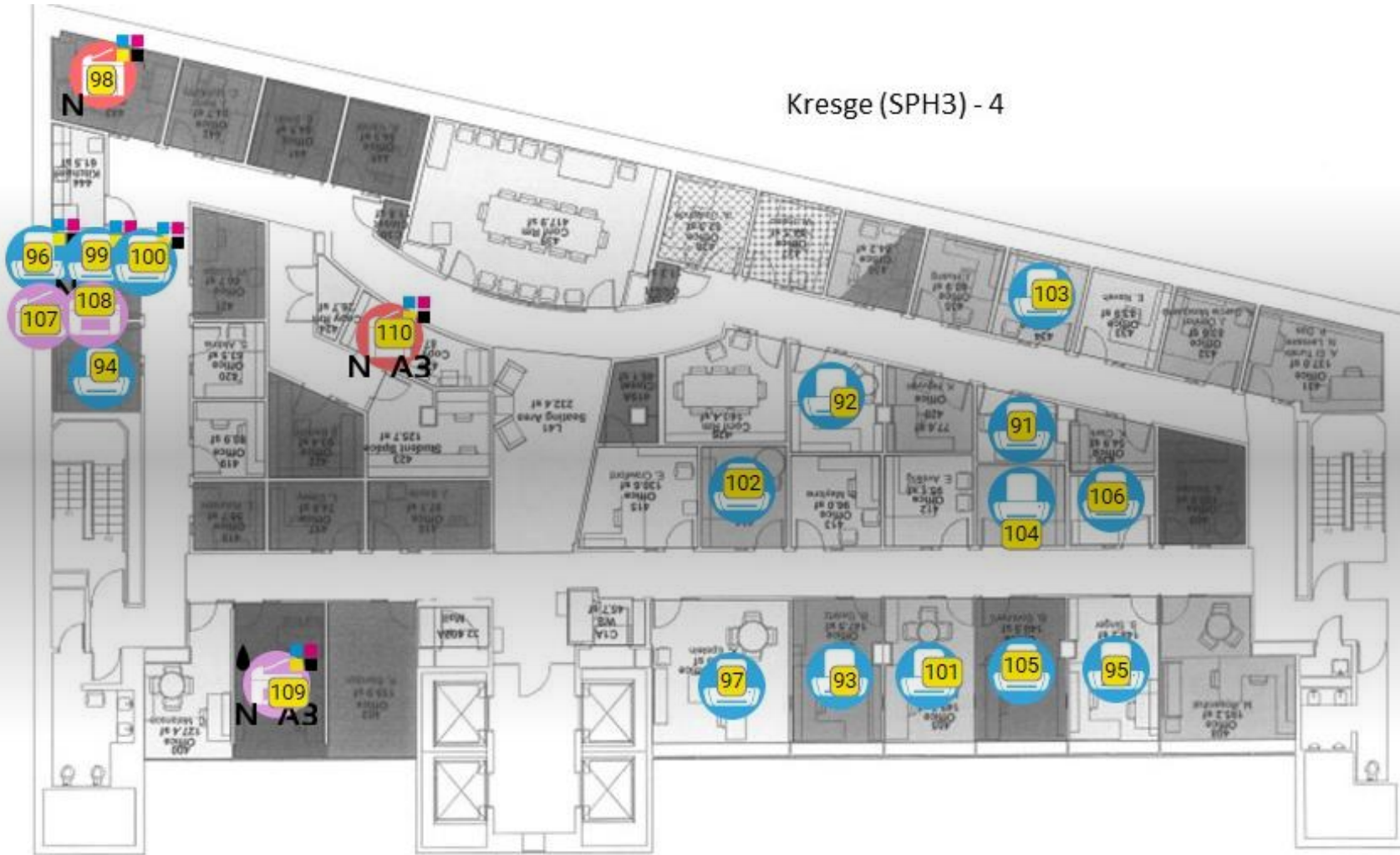
"Current State" example:

Ricoh can help us reduce the number of printers needed on each floor of each building

IT Department Objective with Key Results (OKR framework):

"Improve Operational Efficiency across the school"

Networking

Infrastructure Services
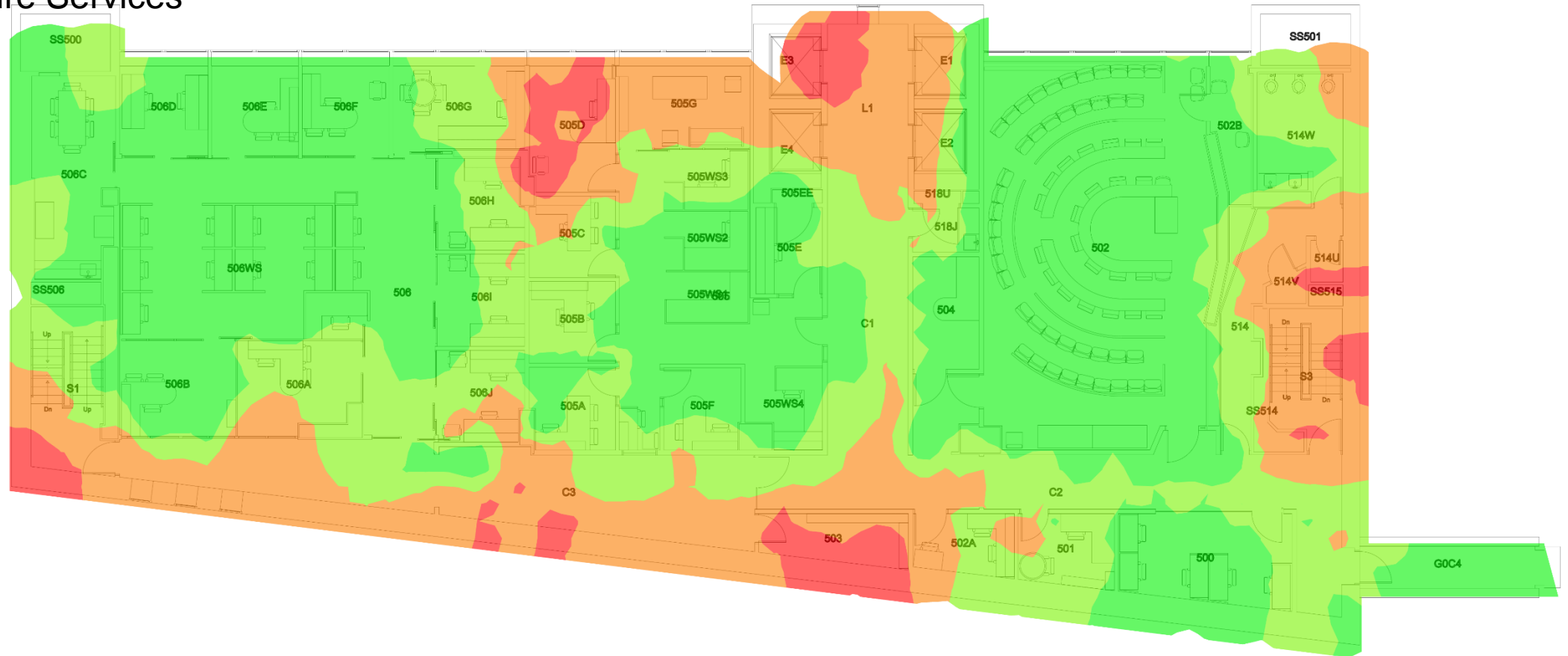
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WiFi

Infrastructure Services

- Cisco Access Points replaced with Aruba access points
- Added 216 additional access points

WiFi

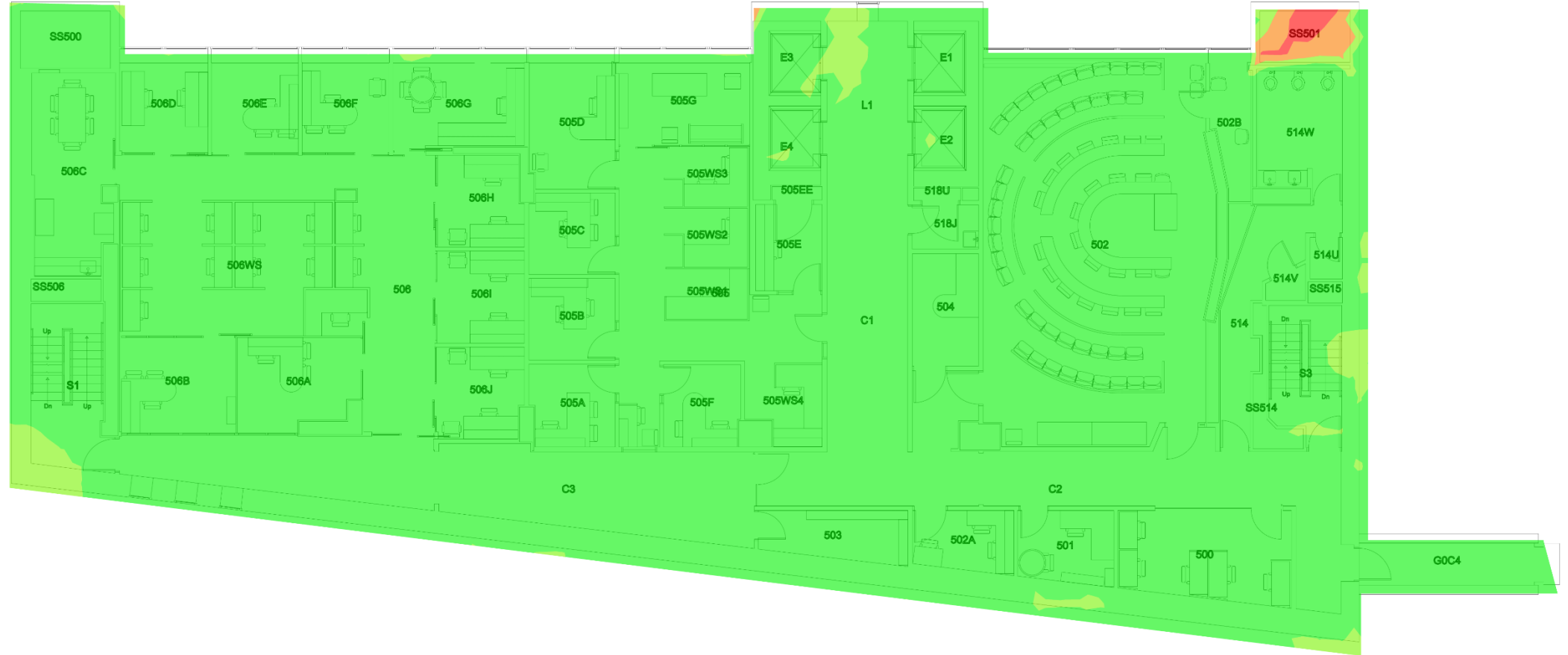Infrastructure Services

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≤ -70 dBm   ≥ -60 dBm

WiFi

Infrastructure Services

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VDI

Infrastructure Services

- Windows 11 coming in May
  - Looking for early adopters

- Adobe Products
  - Survey this week

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Questions?

- Follow up

  - helpdesk@hsph.harvard.edu

- Come visit us!

  - Kresge 108 Service Desk