SCS SysAdmins Group

Welcome!
Agenda

- Welcome & Introductions
- SCS Facilities: Who we are, What we do
- Selection of topics for future meetings
- Structure for future meetings
- Set next meeting
- Other topics/questions
Introductions

• Who are we?
• Who are you?
  – Over 50 SysAdmins
  – Most CS groups represented
  – “Official” and unofficial
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SCS Computing Facilities: *An Update*

5 May 2003
What We Do

- Hardware and Software Support
  - Windows, Linux, Unix, Mac
- Networking, Email, Remote Access
- Printing – Toner, Paper, and Repairs
- Backups
- Software licensing
- Purchasing
- User consulting, documentation
- Anything else related to SCS computing
Some Simple Facts:  SCS

<table>
<thead>
<tr>
<th>Users</th>
<th>2,900 Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>(Faculty, Staff, Grad Students)</td>
<td>1,450 FTE</td>
</tr>
<tr>
<td>Computers</td>
<td>4,500</td>
</tr>
<tr>
<td></td>
<td>32% Unix, 60% Windows, 8% Mac</td>
</tr>
<tr>
<td>Printers</td>
<td>175 Public</td>
</tr>
<tr>
<td>AFS Cell</td>
<td>22 Servers, 3 TB</td>
</tr>
<tr>
<td>Machine Room</td>
<td>400+ Servers</td>
</tr>
<tr>
<td>Facilities Staff</td>
<td>42</td>
</tr>
</tbody>
</table>
Bob Cosgrove
Director

Dave Livingston
Associate Director

B. Kohler
Help Desk
K. Berthold
Operations
M. Puskar
Network
B. Humbert
PC/Windows
C. Clune
Mobile & Mac
T. Pike
Unix

Dale Moore
Associate Director

C. Strauch
Security
D. Clevenger
Programming

Kelly Mullins
Business Functions Manager

Costing
Purchasing
Software Licensing
Mission Statement

• We provide leading-edge computing support to meet the needs of our customers in SCS.
• Our services are comprehensive and flexible.
• We take pride in contributing to the success of Carnegie Mellon and continually strive to improve our services and value.
Our Strategic Plan

• Focus on Customers
• Increase Reliability of Services
• Plan Pro-Actively for Technology Changes
• Collaborate with Computing Services
• Manage Our Finances
Finances

- A “Recharge Center”
  - 100% cost-recovery
- Ground Rule: Break-even
  - +/- 5%
  - Revenue
    - Monthly charging
  - Expense
    - Monthly rollup via university accounting
Getting Help from SCS Facilities

• Send mail to help@cs.cmu.edu
  – Include all relevant information
    • Hostname, asset number, OS, machine location
    • Brief problem description
    • How to contact you (if email is part of the problem)
  – Put URGENT in title if problem is time critical
    • Best to call if it's an emergency
    – Avoid sending mail to individual staff members
• Call the SCS Help Center (x8-4231), 9-5, M-F.
  – Evenings/weekends, forwarded to SCS Operations (x8-2607)
• Visit the SCS Help Center at Wean 3613
• www.cs.cmu.edu/~help

5 May 2003  SCS SysAdmins
Licensed Software

- Contact us before buying anything
  - We can often get things much cheaper
- Send CMU charge number with purchase request
  - help@cs.cmu.edu
- Don't pirate software
- SCS software Licensing information:
  - Under construction
- Computing Services licensing information:
  - http://www.cmu.edu/computing/software/
Purchasing

- **Recommended Computers**
  - [www.cs.cmu.edu/~help/pc/recommend.html](http://www.cs.cmu.edu/~help/pc/recommend.html)
  - Best available prices
  - 2 vendors for each
  - Laptops, Desktops
  - Linux and Windows
  - Updated twice each year

- **Purchasing Requests**
  - [purchase@cs.cmu.edu](mailto:purchase@cs.cmu.edu)
Printing

- Complete Printing Information
  - http://www.cs.cmu.edu/~help/printing/

- Toner Replacement, Printer Problems
  - Call SCS Operations (x8-2607) at anytime
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Some ideas for future meetings

- Security
- Recommended PCs/Laptops
- Backups
- Setting up/administering local software
- Differences between CS and stock environments
- “How to compute like a grad student”
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Future meeting structure

- How often to meet?
- Preferred time/day
- Length
- Short discussion topics vs. “seminars”
- Presentations from any group?
One possibility

- Meet monthly
- Second Tuesday of the month
- Early afternoon
- 1 hour long
- Alternate short topics with longer seminars every other month
- Anyone can present a topic
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Next Meeting

- Date
- Time
- Topic?
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Other topics/questions

Anything we forgot?
Thanks for your participation

tod.pike@cs.cmu.edu