

P. Charrue for the Desktop team

# Desktop Support

Following a meeting of the A&T Sector Management and finalization of the Desktop support service (described at <http://cern.ch/BTE-desktop>), this information meeting will describe the services proposed by the BTE-Desktop support and how this interrelates with the IT Helpdesk Service

# Outline

- Objectives of the meeting
- Scope and Team of the support
- Description of the support – modus-operandi
- Liaison with IT-Helpdesk
- Summary
- Q&A

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# Objectives of the meeting

- Share the same understanding of the purpose, scope and objective of the BTE-Desktop support
- Clarify the limits of responsibilities between the BTE-Desktop support and IT Helpdesk
- Make sure the correct information is passed to all members of the TE department
  - E.g. no (more) surprises from users buying their PC directly from the stores

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# Scope of the support (1/2)

- **The BTE-Desktop support is responsible for**
  - Purchase & installation of all computing devices used for desktop purpose (PCs, Macs, laptops, screens, etc.)
  - Management of a small stock of consumables for these devices (mouse, keyboard, memory, USB keys, CD, DVD)
  - Troubleshooting and intervention on all these devices
  - Management of a stock of PCs (salvaging, laptops on loan, temporary stocking)
  - Purchase and installation of peripheral devices (printers, projectors, etc.)
  - Support for conference rooms equipped with PCs and video-projectors. Liaison with the central Video Conference Service support
  - Management of a small stock and installation of printer consumables (ink, toner, maintenance kits, )
  - Management of repairs, including a basic repair service for simple repairs on CERN standard devices
  - Advices and help in general

# Scope of the support (2/2)

- **The scope of the support**
  - 2'000 desktop (1'800 PCs, 200 Macs) for 2'000 end-users
  - 100 public printers
  - 15 public conference rooms
- **Outside the scope of the support**
  - Are not part of the support the computers used for the operation of the accelerators.
- **Three central budgets are allocated and managed by BTE-Desktop support**
  - Printer Consumables (ink, printer kits, repairs)
  - Software (licenses)
  - Hardware (conference rooms video projectors, projector PCs, printers)
- **Each group has its own budget for its own desktop expenses**
  - Maintained by the designated BTE-Desktop linkperson

# People involved in Desktop Support

- Edwige Bournonville
- Alain Gentit
- Emmanuel Koutchouk
- Sylvestre Catin
- Olivier Sebastia
- Benjamin Ninet
- Christine Leroy-Jonckx
- Jean-Michel Elyn
- Federico Saldana
- Pierre Charrue

**BTE-Desktop@cern.ch**

## BTE-Desktop linkpersons in TE :

- TE-HDO : Alain Gentit (Dorothee Duret) - Budget code 98056
- TE-ABT : Tony Fowler - Budget code 65106
- TE-CRG : Dimitri Delikaris - Budget code 98506
- TE-EPC : Patrice Bailly - Budget code 68106
- TE-MPE : Bruno Puccio - Budget code 98306
- TE-MSD : Rachelle Decreuse-Michaud - Budget code 98106
- TE-RPA : Alain Gentit (Dorothee Duret) - Budget code 98056
- TE-VSC : Isabelle Laugier - Budget code 98706

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# MODUS-OPERANDI

- The BTE-Desktop website offers supporting forms for the following actions :
  - Purchase of a new PC or a new screen
  - Upgrade of an existing PC
  - Problem on an existing PC
  - Move or removal of an existing PC
  - Any other modification on an existing PC
  - Printers Issues
  - MAC Support

# Purchase/Upgrade of PC or MAC

- Contact the BTE-Desktop linkperson of your group and get his/her agreement (and the budget code)
  - TE-HDO : Alain Gentit (Dorothee Duret)      TE-ABT : Tony Fowler
  - TE-CRG : Dimitri Delikaris      TE-EPC : Patrice Bailly
  - TE-MPE : Bruno Puccio      TE-MSD : Rachelle Decreuse-Michaud
  - TE-RPA : Alain Gentit (Dorothee Duret)      TE-VSC : Isabelle Laugier
- Connect to the BTE-Desktop support website
  - <http://cern.ch/BTE-Desktop> -> User Guide
- Fill in the corresponding form with all the details
- You will then receive a confirmation mail and your demand will be processed

# Problem/Move/Remove/AOB

- Connect to the BTE-Desktop support website
  - <http://cern.ch/BTE-Desktop> -> User Guide
- Fill in the corresponding form with all the details
- You will then receive a confirmation mail and your demand will be processed
- If you need to give a budget code, contact the BTE-Desktop linkperson of your group

# Printer support

- The BTE-Desktop support is responsible for the public printers
  - Purchase and installation in liaison with the central printer-support
  - Consumables (ink, kits, ...) ordering and installation
  - Plotter paper purchase and installation
  - Follow-up issues with printer-support
  - A global A&T sector budget is devoted for this activity

# Conference rooms support

- BTE-Desktop support is responsible for the PC and video-projector
  - ABCONF login available
- For rooms equipped with video-conference service the support is offered by the central Video Conference Service
  - Remember to tick the 'help' button when you book the room
- Precise documentation is available in all conference rooms
  - To be read when 'ça ne marche pas!'
  - NEVER change the cabling infrastructure in these places
  - Contact us (or the VCS support) well in advance for support

# Some statistics

- In 2009, more than 1'200 requests arrived to [BTE-Desktop@cern.ch](mailto:BTE-Desktop@cern.ch)
- Due to time constraints we cannot produce precise statistics per group or department
  - The linkperson's budget codes can give a precise accounting of the groups/department expenses
  - For the globally managed printers we had to produce a detailed split of all 2009 expenses between the 3 departments.
    - It has been sent to the DPO of each department

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# Liaison with IT-HELPDESK

- Do NOT contact IT-HELPDESK for any activity covered by the BTE-Desktop as described today
- HELPDESK is responsible for
  - Netops operations
  - Account passwords management
  - All IT central services (AIS, EDH, HRT, EDMS, WEB, NICE, ...)
- To contact the IT-HELPDESK, a form is available on the BTE-Desktop website
  - Be very precise in the problem description
- In case of doubt, contact BTE-Desktop FIRST
- In any case, NEVER contact the IT-HELPDESK for a case already instructed by the BTE-Support
- Cases not well described to the IT-HELPDESK will be returned to BTE-Desktop support for more details
- A clear interface definition between IT-HELPDESK and BTE-Desktop support is under preparation and will be very soon published on our website

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# Summary

- The A&T sector management mandated the BTE-Desktop team to support the desktop installation in the BE, TE and EN departments
- The scope of the support covers mainly desktop hardware, public printers and conference rooms
- The support is described on the web (<http://cern.ch/BTE-Desktop>) and is reachable via the mail [BTE-Desktop@cern.ch](mailto:BTE-Desktop@cern.ch)
- Each group has a linkperson and a budget code for its own desktop expenses
- The interface between the BTE-Desktop support and the IT Helpdesk will be clearly described

# Q&A

# Questions?