



IT Support - Services

INFRASTRUCTURE

Backup

- Data recovery (S Drive and My Documents - only available to CATNET users)

Web

- Drupal Updates
- Drupal Configuration
- Programing

Database

- Query Configuration
- Creation

Security

- Firewall
- Sophos Server Maintenance
- VPN (User Management)

Active Dirctory

Network

- IP Administration

Printing

- Account Management
- Server Maintenance

Consulting

- Computer Purchases

Online

- Ticketing System
- Reports
- Tracking

Software

- License Management

NON INFRASTRUCTURE

Desktop Support

Windows

- Data Synchronization (CATNET)
- Software Installation/Configuration
- User Profile management
- Network
- Drive Mapping
- Hardware Installation
- Sophos (Virus Cleanup)

Mac

- Software Installation/Configuration
- User Profile management
- Network
- Drive Mapping
- Hardware Installation
- Sophos (Virus Cleanup)

Linux

- Software Installation/Configuration
- User Profile management
- Network
- Drive Mapping
- Hardware Installation
- Sophos (Virus Cleanup)

Email Support

- Configuration

Printing

- Network
- Configuration

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