

**East Engineering Computing Network (EECN)  
Operations Framework  
Updated: 29-Mar-2007**

### **Hours of Support**

Office support is provided during normal University hours.

### **Obtaining Support**

Please submit requests *if possible* in one of the following two methods:

- 1) Send email to: [eecnsupport@mtu.edu](mailto:eecnsupport@mtu.edu)
- 2) Call 906-487-1400

When a call is received, one of the following steps will be taken after determining severity:

- 1) Resolve problem from office over phone or by remote assistance.
- 2) Send support student/staff to location to assist with issue.  
(Time to expect student will be given)
- 3) Ticket will be created for you and assigned to a person

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- 1) Resolve problem from office over phone or by remote assistance.
- 2) Send support student/staff to location to assist with issue.  
(Time to expect student will be given)
- 3) Ticket will be assigned to a person

*Note: Users can still stop by offices, but please be aware that the person in the office may not be able to leave if they are responsible for the phones at that time.*

### **Supported Hardware**

The following guidelines are used in determining if EECN will provide any support of a piece of hardware:

- 1) It is the property of Michigan Technological University and was purchased from a quote obtained or reviewed by EECN
- 2) It is solely administered by EECN
- 3) It is on-campus at time of maintenance

Any piece of hardware not meeting the above rules will not be considered supported by EECN. Exceptions can be made for hardware at the discretion of the Director of EECN. Exceptions should be requested prior to purchase.

### **Software Support**

With the wide variety of software installed within EECN, most software packages are supported at a basic level. It is our goal that the software installs, loads, saves (if applicable) and prints (if applicable). Beyond these goals, the use of the software is up to the person using that package. EECN can make good faith efforts to help solve problems, but may not always be able to do so.

### **Software Licenses**

EECN has been able to obtain volume-licensing prices on a variety of software. Software that is licensed by EECN will only be installed on EECN Supported Hardware.

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*Document Status: This document will be updated often as EECN is in the process of documenting its operational framework. This is to provide a better understanding of expectations between EECN staff and their clients. The most current version can be located at <http://www.eecn.mtu.edu/> under Procedures and Policy.*