This document is one of a set that provides general information about CNS services and facilities. This document includes a CNS organizational overview, who to contact for help, CNS hardware and facilities, information about accounts, userids and passwords, accounting and charging information, and a brief summary of the CNS charging algorithm.

For information about available software, see the "General Information: CNS Software and Software References [http://docweb.cns.ufl.edu/docs/d0009/d0009.html]" document (D0009).

For information about newsletters, handouts, manuals, seminars and workshops, and other sources of information, see the "General Information: Sources of Information on Computing [http://docweb.cns.ufl.edu/docs/d0008/d0008.html]" document (D0008).

Throughout this document, references to "CNS documents" refer to DOCWEB; our searchable, on-line documentation database located at <http://docweb.cns.ufl.edu>.
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Overview of CNS

This chapter provides CNS’s statement of objectives, describes the types of services that CNS offers as well as each of its service sections, and includes the addresses and phone numbers for each of the university computing support organizations within the Florida Board of Education/Division of Colleges and Universities.

A list of the members of CNS's Policy Board is included, as well as a list of currently formed special interest computing groups. In addition, networks available through CNS are described, as are the Florida Center for Library Automation and the Florida Center for Instructional Computing.

Moreover, this chapter offers a section about where to go for help with any computing problems that you may encounter.

CNS's Statement of Objectives

CNS is University of Florida Computing & Networking Services. We are located in the Bryant Space Sciences Research Building (SSRB) at the University of Florida.

Our Mission

CNS is a service organization whose mission and scope in a higher education environment is summarized as follows:

- Provide a full-service computer, networking, and information services center shared across a broad spectrum of user groups, which realizes economies of scale and precludes unnecessary duplication
- Accommodate rapidly changing technologies
- Provide services that cannot be cost-justified for individual groups or applications

Our Function

Our function is to provide full-service academic and administrative computing to the Florida public universities, including the following agencies:

- University of Florida, including the Institute of Food and Agricultural Sciences, and the J. Hillis Miller Health Science Center
- University of North Florida
- Florida Center for Library Automation
• Shands Hospital at UF

• Other Florida public universities

• Florida Board of Education

• Other Florida educational institutions and governmental agencies

**What We Provide**

• Hardware, software, data communications, and personnel resources to support batch, interactive, and distributed computing services

• Networking services to support and facilitate access to local area, state, national, and international networks (including Internet2)

• Numerically intensive computing services and training

• Technical consulting, local documentation, training, and other information resources

• Bulk data transfer services between microcomputers and the CNS host computers

• Facilities management to support distributed data processing

• Consulting services to assist in the acquisition of hardware, software, and related physical planning

• Microfiche production and duplication

**Quick Look-Up**

**Table 1.**

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative &amp; staff offices</td>
<td>(352) 392-2061</td>
</tr>
<tr>
<td>Operational Services &amp; tape librarian</td>
<td>(352) 392-2291</td>
</tr>
<tr>
<td>CNS Support Desk</td>
<td>(352) 392-2061</td>
</tr>
<tr>
<td>System Status Hotline</td>
<td>(352) 392-6775</td>
</tr>
<tr>
<td>Network addresses</td>
<td></td>
</tr>
<tr>
<td>AIX</td>
<td>nersp.cns.ufl.edu</td>
</tr>
</tbody>
</table>
CNS Service Sections

All CNS service sections are located in the Bryant Space Sciences Research Building (SSRB) on the UF campus.

112 Bryant Space Sciences Bldg, University of Florida
P.O. Box 112050
Gainesville Florida 32611-2050
(352) 392.2061
<editor@cns.ufl.edu>

Accounting Services

The CNS Accounting section maintains various administrative, faculty, and student accounts at UF. In addition, Accounting maintains customer accounts for other Florida universities and patrons as approved by CNS's Policy Board.

Administrative Services

The Administrative Services section consists of the director, associate director, Accounting Services supervisor, administrative assistant, and administrative support personnel. Problems or questions relating to CNS policies, procedures, or personnel should be directed to Administrative Services.

Information Services

The Information Services staff prepares and distributes a wide variety of system documentation and provides user training opportunities as well as consulting/referral services. Other customer support includes CNS's monthly newsletter (/Update) [http://www.cns.ufl.edu/update/], slide shows, class lectures, group orientation sessions, and on-site departmental visits. Information Services staff also provides and maintains...
documentation through DOCWEB, CNS's interactive, online documentation system (http://docweb.cns.ufl.edu [http://docweb.cns.ufl.edu/]). You can contact Information Services via e-mail at: infosrv@cns.ufl.edu [mailto:infosrv@cns.ufl.edu].

The Support Desk can assist you with questions or problems that cannot be resolved by your university computing support organization (see "University Computing Support Organizations" below). You can call the Support Desk, come by to room 103 SSRB, or send electronic mail to: consult@lists.ufl.edu [mailto:consult@lists.ufl.edu].

Outreach Support can provide you with a speaker at a class or meeting, present a slide show, visit your facility, or provide other information or support. For more information, contact Information Service's Outreach Coordinator [mailto:davidb@ufl.edu].

Operational Services

The Operational Services staff members are responsible for monitoring the system, Internet and UF Intranet, operating central-site hardware, producing computer output microfiche (COM), processing tapes and other magnetic media, and distributing output routed to the central site.

Operations shift supervisors are available to help resolve computing problems and to assist in retrieving central-site output. You can call 2-2291 to speak with an operator and there is a phone in the SSRB lobby.

The tape librarian is available from 8:00 a.m. to 4:30 p.m. Monday through Friday in 102C SSRB to administer the CNS Tape Management System, to sell tapes and other supplies through your CNS userid (for authorized userids), and to enter your tapes into CNS’s tape library.

Systems Support Services

The Systems Support Services section installs and maintains operating systems and support software on the CNS computers; monitors the interaction among systems software, user programs, and hardware to ensure efficient throughput for your jobs; and provides Facilities Management (FM) support services for groups with IBM environments.

Systems Support also installs and maintains CNS's application and graphics software; administers a bulk data transfer service for transferring large amounts of data between the CNS processors and an IBM, IBM-compatible, or Apple microcomputer; and provides a planning service for interoffice workstations and local area networks.

Network Services

The Network Services [http://net-services.ufl.edu/] section installs and maintains telecommunications hardware and software; assists you in selecting and using interactive workstations, remote batch terminals, and local area networks; and assists you with connectivity to the CNS processor complex and with obtaining access to FIRN, the UF intranet, the Internet, and Internet2.

Network Services manages UF's Internet addresses (UFL.EDU domain space). If you are planning to connect IP workstations or other computing devices to the UF intranet, please contact Network Services for assistance before you carry out the connection. Submit requests
for new IP numbers or name service updates via our web form (http://www.cns.ufl.edu/info-services/tp/contact.html), or by electronic mail to net-services@lists.ufl.edu [mailto:net-services@lists.ufl.edu] or call David Pokorney, CNS Assistant Director.

**Organization**

**CNS at UF**

CNS is a section of the University of Florida Office of Information Technology (OIT), under the Vice Provost for Information Technology. For more information on the UF OIT, see that office's home page at http://www.it.ufl.edu/.

**University Computing Support Organizations**

"University computing support organizations" provide programming, consulting, training, and other computing support for various groups of CNS customers. These organizations use CNS's computer hardware, although most have their own programmers and input/output facilities. The university computing support organization designated for your group can provide you with programming assistance and help you obtain a computing userid. If you do not fit into one of the listed categories, contact CNS Information Services [mailto:consult@lists.ufl.edu] for information. See CNS document GBSUPPORG [http://docweb.cns.ufl.edu/docs/gbsupporg/gbsupporg.html] for a detailed list of University Computing Support Organizations.

**Policy Board**

CNS is governed by a policy board that is made up of representatives from the largest segments of the CNS user community. The policies set by the Board are administered by CNS Director Tim Fitzpatrick [mailto:timf@ufl.edu], and Associate Directors Marie Dence [mailto:mdence@ufl.edu] and Andy Olivenbaum [mailto:cao@ufl.edu].

**User Groups**

We encourage those of you with common interests to form groups and to communicate your needs to CNS's director. Known groups are represented by one of two groups that meet regularly with CNS management:

- the Administrative Users' Group (chaired by Steve Pritz [mailto:spritz@ufl.edu] at (352) 392-1374)

You are welcome to attend meetings of these special interest computing groups. Call the appropriate chairperson for the meeting dates and times.
If you are interested in forming a special interest group, call CNS's director for more information.

Other special interest groups currently formed are listed below.

• CICS Users' Group [http://nersp.cns.ufl.edu/~cicswww/]
• DB2 Users' Group
• MacPeople, Gainesville, FL Mac User Group [http://www.macpeoplemug.com/]

To find out whom to contact for more information on existing groups, call Marie Dence, CNS Associate Director [mailto:mdence@ufl.edu].

**Networks Available through CNS**

Several networks can be accessed through CNS; each is described briefly below.

**Florida Information Resource Network**

The fundamental goal of the Florida Information Resource Network (FIRN) [www.firn.edu] is to provide Florida educators with equal access to the computing resources that serve public education. To this end, FIRN links all Florida state universities, community colleges, and public schools to a comprehensive data communications network that serves as the Department of Education's primary data communications facility. In this manner, FIRN interconnects all of these educational facilities. Dial-up ports to CNS from FIRN are available in several dozen Florida cities.

For further FIRN information, call (352) 487-0911.

**The Internet**

CNS is connected to the Internet computer network through Transmission Control Protocol/Internet Protocol (TCP/IP) services. CNS's primary Internet addresses are:

• AIX: nersp.cns.ufl.edu [telnet:nersp.cns.ufl.edu]
• MVS: nermvs.cns.ufl.edu [tn3270:nermvs.cns.ufl.edu]

Our home page URL on the World Wide Web is: http://www.cns.ufl.edu/

**Internet2**

UF is a charter member of Internet2, founded in 1996. In June 2000, UF became a part of Abilene, a project of the University Corporation for Advanced Internet Development (UCAID). Abilene is an Internet2 backbone network providing nationwide high-performance networking capabilities for over 100 Internet2 universities. It replaced UF's former Georgia Tech link to Internet2. For more information on Abilene please see
CNS's Network Services is also taking part in Abilene's IPv6 and QoS (Quality of Service) trials. IPv6 is the next generation version of protocols that form the basis of the Internet. Implementing IPv6 in a large-scale testbed network such as Abilene will allow exploration of IPv6's ability to link many more--and ever more mobile--devices. Most of the Internet currently uses IPv4.

Questions about connecting to the UF Intranet can be addressed through departmental computing coordinators to CNS Network Services. For more information about TCP/IP services, call the CNS Support Desk.

**Florida Center for Library Automation**

The Florida Center for Library Automation (FCLA) [http://www.fcla.edu/index.html] maintains software for the Library User Information Service (LUIS) [http://webluis.fcla.edu/], which is the online catalog of the Florida public university libraries. LUIS runs on CNS hardware and provides access to information in all ten Florida public university libraries and to other resources. The state legislature has funded searching the LUIS databases through FCLA.

**Where to Go for Help**

If you need programming help, first contact your university computing support organization. Some consulting services are provided free of charge within reasonable limits. For more extensive consulting problems, you might need to meet with programmers by appointment. If you are a student, ask for help from your instructor or from the consultants provided by your department for your course.

CNS's Support Desk [http://www.cns.ufl.edu/info-services/support/support_desk.html] can help you with questions about or problems with the CNS system that cannot be resolved by your university computing support organization. The Support Desk's phone number is (352) 392-2061. You can also send electronic mail to the Support Desk to consult@lists.ufl.edu [mailto:consult@lists.ufl.edu]. There are several other "help desks" available to serve your needs. Please refer to our "Where to Go for Computing Consulting" document (GBCONSULTING) for additional resources.

CNS's System Status Hotline is a 24-hour recorded telephone message that gives the current status of the system. If you are using the system and have been waiting several minutes with no interactive response, or if the system is not behaving normally, call the System Status Hotline at (352) 392-6775.

For general information on job submission and retrieval and the submission of tapes or jobs with offline output, call CNS's Operations supervisor at (352) 392-2061.

**Problem Resolution**

To provide the best possible service, we want to know about any problems you may encounter with CNS services. We can often correct the problem quickly if we are notified in time. Ways in which you can report problems to us are explained in the CNS document "General Category Help Contacts" (GBSTAFF) [http://docweb.cns.ufl.edu/docs/gbstaff/gbstaff.html]. Except where noted, the phone number is (352) 392-2061.
Consulting Services

CNS operates mainly on a self-service basis; however, programming assistance is available from the consultants listed in our "Where to Go for Computing Consulting [http://docweb.cns.ufl.edu/docs/gbconsulting/gbconsulting.html]" (GBCONSULTING [http://docweb.cns.ufl.edu/docs/gbconsulting/gbconsulting.html]) document. Check with your university computing support organization before going elsewhere for help. (These are listed in the "University Computing Support Organizations [http://docweb.cns.ufl.edu/docs/gbsupporg/gbsupporg.html] document GBSUPPORG [http://docweb.cns.ufl.edu/docs/gbsupporg/gbsupporg.html].)

Resource Personnel and Locations

See the CNS document "Specific Category Help Contacts [http://docweb.cns.ufl.edu/docs/gbspecificichelp/gbspecificichelp.html]" (GBSPECIFICHELP [http://docweb.cns.ufl.edu/docs/gbspecificichelp/gbspecificichelp.html]) to find out whom to contact about specific areas. If you do not see your particular subject or area in this list, call the CNS Support Desk [http://www.cns.ufl.edu/info-services/support/support_desk.html], which can assist you with the appropriate referral.

Your Comments are Welcome

We welcome your comments and suggestions on this and all CNS documentation. Please send your comments to:

UF Computing & Networking Services
112 Bryant Space Sciences Bldg, University of Florida
P.O. Box 112050
Gainesville Florida 32611-2050
(352) 392.2061
<editor@cns.ufl.edu>