CNS Staff Sections

You are always welcome to communicate directly with CNS personnel about services you need or problems you may encounter. If you need to ask questions, receive information, or obtain services through CNS that are not available from your university computing support organization personnel or departmental computing coordinator, contact a member of one of our service sections.

The information below will familiarize you with the services we provide. If you have questions or need assistance with an issue falling into one of these areas, we invite you to contact us and ask for the appropriate office. Our offices are located in the Bryant Space Sciences Research Building at UF. The phone number is (352) 392-2061.

UF Information Technology

UFIT

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CNS Staff Deliver the Goods

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Accounting Services

Accounting personnel distribute userids and access numbers, reset passwords, perform monthly billings, and maintain various administrative, faculty, and student accounts at UF. In addition, accounting staff maintain user accounts for other Florida universities and patrons as approved by CNS's Director.

Note: If you obtained your account through CIRCA, then passwords, funding, and other administrative functions are handled by CIRCA. For assistance, please call the UF Computing Help Desk at (352) 392-HELP.

Administration

CNS administrators provide user-group support, monitor software licenses, and serve as a liaison between the CNS technical staff and customers. These staff members are also available to answer your questions and resolve problems relating to CNS policies, procedures, or personnel. These administrators also maintain an active readiness program to protect and/or recover CNS facilities from hurricanes and other natural or man-made disasters.

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. The Information Services staff also maintains CNS's online documentation system. The Support Desk is available to improve and expand upon consulting services in those areas that are not more appropriately handled by your university computing support organization.

Operational Services

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

Operational Services shift supervisors are available 24 hours a day, seven days a week, to help you resolve your computing problems and to assist you in retrieving central-site printed output.
The tape library window is located adjacent to the SSRB lobby. A tape librarian is available from 8:00 a.m. to 4:00 p.m., Monday through Friday, to enter your tapes into CNS's tape library and sell tapes and other supplies which may be charged to your CNS userid. Note: not all account types can be used to charge supplies (see "Which Type of CNS Account is Right for You? [http://docweb.cns.ufl.edu/docs/gbaccount]").

CNS Operational Services day shift: from back left, Paul Rainey, Penny Latta, Dana Dahlstrom, Bonnie Foxx, Tina Holmes, and, front center, Nancy Freimuth

CNS Operational Services evening shift: back left, John Walker, George Manos; foreground left, Janice Young and Vicki Baldwin.

CNS Operational Services Night Shift and some day shift members: from back left, Jerry Smith, Bill Carr, Kenny Denman, Eric Williams; front row, from left, Lisa Redwine and Jeanette Davis. Not pictured: Keith Evans, Jeremiah Gordon, and Bea Newsome.

Network Services
Network Services manages the UF gateway to the Internet, Internet2, FloridaNet, the UF Intranet, and UFL.EDU primary domain name services. Network Services staff members install and maintain telecommunications hardware and software at CNS.

Network Services provides the campus intranet with network security coordination, which protects and secures the campus network and UF-connected resources from unwanted intrusion or attack.

They can also help you select and use interactive workstations and local area networks. The Network Services staff can also help your department connect to the CNS processor complex and obtain access to FIRN, the UF Intranet, and the Internet.

**Building Network Infrastructure**

Building Network Infrastructure (BNI) provides experienced consulting in network design and installation. This includes evaluating existing network infrastructures, designing new network environments, and planning network migration for LAN installations and upgrades. BNI is the only on-campus provider for installation of multi-media components such as networking, computer video, computer audio, VCR video and VCR audio.

With Network Services and BNI, you get long-term commitment to the University of Florida campus, no bidding necessary for large jobs, a close working relationship with Environmental Health and Safety, and university experience. For more information, see the Network Services Infrastructure home page [http://net-services.ufl.edu/infrastructure/].

**Systems Support Services**

Systems Support staff install and maintain CNS’s operating systems, processor complex applications, and support software. They monitor the interaction among systems software, applications, and hardware to ensure efficient throughput for your jobs. Systems staff also administer a bulk data transfer service to move large amounts of data between CNS host systems and PC-compatible or Macintosh computers. Systems staff provide operating system support services for groups with IBM environments.

**Your Comments are Welcome**

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

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