What is the Institution Support Service?

The University Computing Service offers an IT Support Service to Institutions of all sizes and complexities. This service can be contracted on an hourly, daily or full time equivalent basis to cover both one-off events and regular on-going support as part of a support contract. We are happy to hold preliminary discussions about specific requirements with institutions interested in this bespoke service and to carry out a basic feasibility study at no charge.

Institutions subscribing to this service with a minimum annual contract of half a day/month are also eligible for additional managed services, such as server hosting and off-site backups, at preferential rates.

Who could benefit from the Institution Support Service?

- Smaller institutions who are unable to justify employing a full time Computer Officer.
- Larger institutions who would welcome greater integration with the UCS.
- Those needing holiday or illness cover, particularly for institutions who have a sole Computer Officer with the concomitant lack of back-up.
- Groups needing Specialist Support within an institution.
- Those needing parental leave cover.
- Institutions wishing to outsource the support of their networks.

http://www.ucs.cam.ac.uk/inst-support

"It's difficult to see how a small department like ours could function successfully without the Institution Support service. We have good regular support sufficient for our needs, and a rapid response when there's an emergency at other times."

"We are receiving an excellent service from UCS Institution Support, and we have found UCS responsive to both routine and more complex needs."

Technical Support in a specialist lab environment at the School of Veterinary Medicine

Off-site server hosting in the UCS machine room.
**Our Customers within the University**

A wide variety of Institutions within the University currently benefit from the Institution Support Service, including:

- Gonville & Caius College (supported network service)
- University Counselling Service
- University Dental Service
- Department of Physiology, Development and Neuroscience; Xserve Cluster
- Cambridge University Students Union (CUSU)
- Office of InterCollegiate Studies
- Kettle's Yard
- Vet School
- Ridley Hall

**Charging**

Institution Support charges are based on the standard UCS rates at [http://www.ucs.cam.ac.uk/consultancy-rate](http://www.ucs.cam.ac.uk/consultancy-rate), plus VAT where appropriate.

**Further Information**

Email: institution-support@ucs.cam.ac.uk

Web: [www.ucs.cam.ac.uk/inst-support](http://www.ucs.cam.ac.uk/inst-support)

University Search: institution support

**Related Services from the UCS**

- Institution Strategy
- Managed Networks

**Managed services for institutions**

- **Calendar** – Google calendar with Raven authentication and calendars of University dates
- **Desktop** – central filestore, managed print, application delivery, personal and group web pages
- **Directory** – web- and email-based online directory with delegated management of content
- **Email** – spam and virus filtering, managed mail domains, institutional mailing lists
- **Hosting** – networked rackspace in a secure environment with redundant power, cooling, fire suppression
- **Consultancy and support** – reviews and strategic advice, recruitment, induction and appraisal of staff, institution support service
- **Network** – end-to-end network connectivity: IPv4, IPv6 or raw fibre, installation services, wireless, DNS
- **Search** – institutional control of quicklinks and filtered searches, for web and directory searching
- **Telephony** – VoIP telephony with institutional call-logging and billing access
- **Training Facilities** – training booking system for any course provider, bookable facilities, customised training courses
- **Video** – recording, encoding, storing and streaming institutional video content
- **Videoconferencing** – fully equipped central facility, equipment hire, consultancy on institutional facilities
- **Web** – hosted web servers, Wikis and content management system

**General contact for managed services:** UCS Institution Liaison office

Phone: 34720/48477
Email: institution-liaison@ucs.cam.ac.uk
Web: [http://www.ucs.cam.ac.uk/linkpages/managed](http://www.ucs.cam.ac.uk/linkpages/managed)