

inside|out

IT Services at ETH Newsletter

Deutsch

Dear Reader



IT security does not affect me - or does it? Sophisticated cyber-attacks are unfortunately on the rise and happen repeatedly. Often, hackers attempt to breach an entire network via a corrupted internal mail account. Once our central services notice anything of the sort, the account is locked. In this issue you can read more on how to notice security breaches that affect you and when a password reset becomes necessary. Because it could indeed affect you - no matter where you are.

We are proud to introduce in our current inside|out issue two newly integrated approaches for simplifying working and teaching at ETH Zurich. SmartDesk provides direct assistance for basic technical issues, while also speeding up response time and process of your "ticket". With so many different IT services at ETH Zurich, our new ITS service catalog provides a welcome and concise overview of services and procurement options.

Wishing you an enjoyable read,

Reto Gutmann
Director of IT Services

Contents

- SmartDesk - the smart portal**
→ Dynamic Forms - help for self-help
- Off campus password change?**
→ How-to: slightly complicated, but doable
- ITS Service Catalog**
→ We make IT easy

→ SmartDesk - First point of contact for IT issues

The ETH offers a wide range of IT services, provided by either the department, institute or the central IT Services, depending on customer segment. To the user/customer it is not always immediately obvious whom to contact. The Service Desk is a useful contact where you can send your email inquiries. However, incomplete queries necessitating further clarification will result in delays. This means more work and longer response times, which neither you, the customer, nor we, desire. Instead, you want a quick solution and we want to provide you with prompt assistance.



Mirel Kusic, Mark Buschor and Joel Greuter (from left), ITS Service Desk, are part of the creative team behind SmartDesk.

SmartDesk is the new solution for tickets, support questions or service requests at the ETH Zurich. As the name suggests: smart, innovative and intelligent. Handling of customer inquiries shall be automated and shortened, while still taking into account the complex computing environment of ETH.

SmartDesk focuses on the following three points.

- 1. User Experience:** SmartDesk provides a unified, modern and simple portal offering attractive help for self-help. The "Help2Help module" evaluates the text entered by the customer and presents suggestions and solutions directly.
- 2. Dispatching and Routing:** Key data provided by the customer and the interactive form allow for controlled ticket dispatching. Thus inquiries can be sent directly to the appropriate contact, be it within the ITS or in a department.
- 3. Reporting:** SmartDesk helps us determine which customer groups generate the most tickets and regarding which issues. In this way, the IT Services can continuously improve their services, to the benefit of everyone.

Details and more information to follow on the [Service Desk](#) homepage and on the [ITS blog](#).

Mark Buschor, Team Manager Service Desk, ITS Service Delivery

→ Off campus password change

Basically, if you wish to change your password, you should do so at ETH Zurich and within the ETH network. Nevertheless, it may happen that you need to change your password while off-campus. Be it because your account has been hacked and locked or because you forgot your password. Your account gets locked if your mailbox sends out mass spam mails with your ETH name or if your VPN client constantly changes geographically, which is practically impossible.

In this case, a password change is required. Password changes done outside the ETH network can however result in an account lock. The reason is that even after a password has been changed, all open programs (e.g. Outlook polybox, wifi, Lync, VPN) will continue automatic access attempts using the old password.

To avoid this, be sure to close all programs that connect to ETH before changing your password. It is also important to remember all mobile devices, be it laptop, smartphone or iPad. If you are using a Windows device integrated in the ETH domain (standard for ZO, D-GESS, D-BIOL, D-MTEC), you must follow the precise order for changing the VPN and domain passwords. The Service Desk has documented the exact procedure and how to tell if you are locked out on the [ITS blog](#).

Danuta Rogalski, Service Desk, ITS Service Delivery



Juraj Novak (Support for Central Bodies), Danuta Rogalski (Service Desk) and Davor Kupresak (Identity/Access Management), from left, wish you all hassle-free password changes, regardless of your location ...

→ IT services in ONE catalog

As diverse as the ETH itself, are the services of its IT Services. However, diversity can sometimes also mean complexity and confusion. As the central IT service provider and first point of contact for all IT matters at ETH, "IT Services" will take the necessary steps to facilitate search, ordering and delivery of services. Services which have grown organically in recent years will soon be centrally available and their detailed specifications will be presented in a comparable and transparent manner.

The ever increasing invasion of IT into all aspects of life has also an impact for expectations at the workplace. Just a few years ago, the wish for simplification of business processes meant an almost endless number of meetings and projects. These often resulted in tailor-made but only selectively deployable solutions. Today, one expects appropriate IT support that is easy to find, quick to implement and universally functional. App stores are now taken for granted as part of consumer IT and the same is also expected from business IT. Simplifying cooperation is the key to success, both for the IT Services as service providers, as well as the departments as service beneficiaries.

Corresponding to the five "C's" of the portfolio management team, "Customer, Communication, Commitment, Culture and Change", "IT Services" now offers a new service catalog which provides a central, transparent and binding overview of the service portfolio. The new service catalog is only the first step towards a "one-stop-shop". In the future this shop will be the single location to find, order and manage all different services with ease. Discover our services; visit the new [service catalog](#).

Fabio Consani, Team Manager Portfoliomanagement, ITS Procurement & Portfolio (PPF)



Fabio Consani and Peter Kessler, ITS PPF (from right), pave the way for simple and transparent IT procurement.

Imprint

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