

Welcome

Welcome to the HKSIT Service Center Guide

This website is a comprehensive resource for all things IT related at Harvard Kennedy School.

As fellow technicians, we understand how important it is to have access to reliable information and resources to perform our jobs effectively. This documentation is designed to provide you with the knowledge and tools you need to troubleshoot issues, manage our systems, and ensure the success of our team.

We are committed to providing you with the highest level of service, and we believe that this guide will be an essential tool in achieving that goal. It is designed to be easy to use and navigate, with information presented in a clear and concise manner. If you have any feedback on how we can improve this documentation, please do not hesitate to let us know.

Goals

- Provide easily searchable documentation for the team
- Increase confidence about internal processes and procedures within the team
- Provide clarity in the field for complex problems that require documentation to fix
- Reduce the information that each individual team member has to remember
- Share knowledge between the team
- Develop CO-OP's skillsets faster and with greater confidence

THE GUIDE IS BEST VIEWED IN ONENOTE ON DESKTOP, NOT IN WEB

Team Overview

Monday, November 14, 2022 1:31 PM

To learn more about the Service Center's current staffing structure and how our escalation process is set, [click here](#).

Quick Links

Thursday, July 14, 2022

11:04 AM

Admin Tools

- [ServiceNow](#) - Our ticketing system
- [CrimsonPrint Admin Portal](#) - Link to the CrimsonPrint admin portal page; see customers' print jobs and process refunds
- [Bomgar Admin Portal](#) - Our remote session tool; link goes to the admin portal to access downloads
- [MIDAS](#) - Look up customers with Harvard's Identity & Access Management tool ([request access](#))
- [Bookings](#) - Our scheduling assistant system
- [HUIT SCCM MultiSearch](#) - Web-based SCCM to look up computer information in our tech environment
- [Chart of Accounts Validator](#) - Confirm validity of a billing code with this tool
- [NOC for VPN](#) - Grant VPN access and make changes to VPN account permissions

Automation Forms

- [Walk-Up Check-In Form](#) - This form autogenerates tickets for us at the Walk-Up
- [Inventory Request Form](#) - This form allows the team to request items in the Inventory Room
- [Rounds Form](#) - This form is used during Rounds, which we make our way around the HKS campus, checking the student printers and our printing inventory
- [Hardware Repair Form](#) - This form collects information that the Dell Support team (PC Repair) or Computer Loft team (Mac Repair) needs and submits the email with all the necessary information to them.
- [Computer Return Form](#) - This form is for processing equipment for end of life and generates a label.

Customer Links

- [CrimsonPrint](#) - Customer's CrimsonPrint portal page; view their own print jobs and confirm print jobs
- [HPh Self-Service](#) - Customer's HarvardPhone system preferences and other features
- [HUDS Menu](#) - Submit an online order request to HUDS for your breakfast / lunch
- [PeopleSoft](#) - View your timesheets, paychecks, configure your direct deposit, and lots more
- [HKS Campus Map](#) - Lists and maps out the HKS building names and departments

Network Addresses

- Printers: <\\hks-print-app-p.university.harvard.edu>

Management Tools

- [Harvard Sponsored Role Portal \(POI\)](#) - Creating / editing POI statuses for employees

Template

Sunday, January 29, 2023 4:08 PM

Description

Describe what this internal documentation is about

Instructions

Provide the instructions in this category

Step 1: Use this header to outline steps

Write out the content of the step. Make sure the details are indented.

Use this chart to outline ticket field changes we should make:

<i>Status</i>	Example text
<i>Sub Status</i>	Example description
<i>Stockroom</i>	Example text
<i>Serial Number</i>	Example text (Example text.)

Requests

Saturday, March 4, 2023 9:44 PM

1. Reach out to Alex Costa via Teams / email and let him know if the SC needs anything immediately or anything that would be nice to have.
2. Alex will add your request either on the Immediate Need / Nice to Have list and you can check status of it

[>> Click here to view 'Immediate Need' items](#)

[>> Click here to view 'Nice to Have' items](#)

Immediate Need

Wednesday, August 31, 2022 2:38 PM

Pending Orders / Arrivals:

	SAMSUNG BAR Plus 64GB - 300MB/s USB 3.1 Flash Drive <u>Link:</u> https://www.amazon.com/Samsung-BAR-Plus-128GB-MUF-128BE3/dp/B07BPHN7LV/ <u>Status:</u> No order placed at this time <u>Quantity:</u> 5 <u>Price:</u> \$12.49 each (approx total: \$62.45) <u>Business Reason:</u> These USBs will be formatted as bootable Linux / MacOS Installer USBs
	Vtopmart 25 PCS Clear Plastic Drawer Organizers Set <u>Link:</u> https://www.amazon.com/Vtopmart-Organizers-Versatile-Organizer-Jewelries/dp/B08KXKV74K/ref=sr_1_39?crid=53QVVGIPXR1K <u>Status:</u> No order placed at this time <u>Quantity:</u> 1 <u>Price:</u> \$23.99 total <u>Business Reason:</u> The cabinets in the Inventory room need some organization, these drawers can help with separating accessories and can also be used for accessories brought to the config shelf
	mDesign Plastic Closet Accessory Drawer Organizer <u>Link:</u> https://www.amazon.com/mDesign-Accessory-Organizer-Bathroom-Entryway/dp/B07ZJW9MWL <u>Status:</u> No order placed at this time <u>Quantity:</u> 2 <u>Price:</u> \$30.00 each (approx total: \$60.00) <u>Business Reason:</u> This would help out with organizing charging bricks and cables in the config room, specifically for dell chargers. Would also replace the cardboard boxes we use to organize the old 65W charger.
	Portable SSD Dock <u>Link:</u> https://www.amazon.com/Enclosure-Tool-Free-Portable-Docking-Station/dp/B084ZKLQR8/ <u>Status:</u> No order placed at this time <u>Quantity:</u> 2 <u>Price:</u> \$37.99 each (approx total: \$75.98) <u>Business Reason:</u> Useful to have whenever we need to see what is inside an ssd at any given moment.
	Wrist Straps Lanyards for USB Flash Drive Memory Stick <u>Link:</u> https://www.amazon.com/gp/product/B00UREZ1LW <u>Status:</u> No order placed at this time <u>Quantity:</u> 1 <u>Price:</u> \$7.99 total <u>Business Reason:</u> Lanyards for the Flash Drives
	TRENDNET Gigabit Switch <u>Link:</u> https://www.amazon.com/TRENDnet-TEG-S25-Switching-Enclosure-Protection/dp/B09X28TVNB/ <u>Status:</u> No order placed at this time <u>Quantity:</u> 1 <u>Price:</u> \$106.99 total

Business Reason: The front desk Gigabit switches have been acting up. They are quite old and admittedly, we found them in a Recycle Bin and we took advantage. We got a good year out of them but now the inconsistency of these switches are causing reimaging issues.

Completed Orders:

Loaner MacBook Bags - gray (10 needed)

Link:

https://www.amazon.com/Ytonet-Resistant-Computer-Carrying-Compatible/dp/B07CXJNH2S/ref=sr_1_6?cid=8WGLVWY9FP8I&keywords=laptop%2Bbag%2B15.6%2Binch&qu=eyJxc2MiOjI4LjE1liwicXNhljoiNy4zNilslnFzcCl6ljYuMTYifQ%3D%3D&refinements=p_85%3A2470955011&rnid=2470954011&rps=1&s=electronics&sprefix=laptop%2Bbag%2B%2Celectronics%2C138&sr=1-6&th=1

Status: **Arrived – Tue, Nov 1**

Business Reason: Needed for the new loaner laptop check-out project

Loaner PC Bags - navy blue (32 needed)

Link:

[https://www.amazon.com/Ytonet-Resistant-Computer-Carrying-Compatible/dp/B07FVPGT5C/ref=sr_1_6?cid=8WGLVWY9FP8I&keywords=laptop%2Bbag%2B15.6%2binch&qu=eyJxc2MiOjI4LjE1liwicXNhljoiNy4zNilslnFzcCl6ljYuMTYifQ%3D%3D&refinements=p_85%3A2470955011&rnid=2470954011&rps=1&s=electronics&sprefix=laptop%2Bbag%2B%2Celectronics%2C138&sr=1-6&th=1](https://www.amazon.com/Ytonet-Resistant-Computer-Carrying-Compatible/dp/B07FVPGT5C/ref=sr_1_6?cid=8WGLVWY9FP8I&keywords=laptop%2Bbag%2B15.6%2Binch&qu=eyJxc2MiOjI4LjE1liwicXNhljoiNy4zNilslnFzcCl6ljYuMTYifQ%3D%3D&refinements=p_85%3A2470955011&rnid=2470954011&rps=1&s=electronics&sprefix=laptop%2Bbag%2B%2Celectronics%2C138&sr=1-6&th=1)

Status: **Arrived – Tue, Nov 1**

Business Reason: Needed for the new loaner laptop check-out project

Silver Sharpies

Link: <https://www.amazon.com/Sharpie-Metallic-Permanent-Markers-Silver/dp/B07SG75NLY/>

Status: **Arrived – Tue, Sep 20**

Business Reason: Needed for the Inventory Room for processing and writing on the new black Dell boxes

Multi-Colored Highlighters

Link: <https://www.amazon.com/Sharpie-25006-Highlighters-Chisel-Fluorescent/dp/B00006IFH7/>

Status: **Arrived – Tue, Sep 20**

Business Reason: Needed for the Inventory Room for processing

TOP-SPEED 24V AC to DC Power Supply Adapter for Dymo

Link: <https://www.amazon.com/TOP-SPEED-Power-Supply-Adapter-Turbo/dp/B07RXS4Q52/>

Status: **Arrived – Thur, Sep 8**

Business Reason: Needed for [Sticker-fying Project](#)

DYMO LW Standard Shipping Labels for LabelWriter Label

Printers, White, 2-1/8" x 4", 1 roll of 220

Link: <https://www.amazon.com/DYMO-Authentic-Standard-LabelWriter-30323/dp/B00002QUKW/>

Status: **Arrived – Thur, Sep 8**

Business Reason: Needed for [Sticker-fying Project](#)

Nice to Have

Wednesday, August 31, 2022 2:38 PM

Tools



SAMSUNG SSD T7 Portable External Solid State Drive 1TB

Link: <https://www.amazon.com/SAMSUNG-Portable-SSD-1TB-MU-PC1T0T/dp/B0874XN4D8/>

Status: **No order placed at this time**

Quantity: 5

Price: \$104.99 each (approx total: \$524.95)

Business Reason: A dedicated mobile SSD for each FTE in the Service Center



NETOOL.IO Pro Network Adapters

Link: <https://netool.io/pro/#buynow>

Status: **No order placed at this time**

Quantity: 4

Price: \$999 total

Business Reason: A dedicated network adapter to help us quickly test network jacks / grab IP addresses without the need of bringing our laptop, going to Command Prompt, executing ipconfig /all, etc.



iPad Pro (11in, Wi-Fi, 256GB w/ Apple Pencil & AppleCare+)

Link: <https://www.apple.com/ipad-pro/>

Status: **No order placed at this time**

Quantity: 2

Price: \$1229.00 each (approx total: \$2458.00)

Business Reason: The tablet at the Service Center is getting up there in age. We would like to replace it with an iPad Pro for the bigger screen (and advanced features).

We would also like to request a 2nd tablet for testing and having an available iPad to loan out within the IT Department team



Surface Pro 9 (4yr Warranty + Keyboard & Slim Pen)

Link: <https://www.microsoft.com/en-us/d/surface-pro-9/93vkd8np4fvk?activetab=pivot:overviewtab>

Specs: <https://i.imgur.com/ak8XxFd.jpg>

Status: **No order placed at this time**

Quantity: 1

Price: \$1814.28 total

Business Reason: This would be Alex Costa's second computer (Windows). Alex needs a standalone Windows computer at his work station in order to work with automation tools that can only be run on the Windows operation system (example: Power Automate Desktop). Will also be used as a Presenter tool, due to the laptop's ability to remove the keyboard and the pen can be used to circle / write notes during SC meetings

Service Center Equipment

DELL 27" 4K UHD Monitor - S2721QS

Link: <https://www.dell.com/en-us/shop/dell-27-4k-uhd-monitor-s2721qs/apd/210-axlg/monitors-monitor-accessories>

Status: **No order placed at this time**

Quantity: 10

Price: \$299.99 each (**approx total: \$2999.99**)

Business Reason: The Service Center team has had outdated monitors for a while now -- we've been replacing them once in a while with used monitors that customers no longer want if the monitor is a later model. We'd like to fix this once and for all and get every team member two efficient monitors to keep everyone's setup the same.

KENSINGTON SD4750P Docking Station for Mac/PC

Link: <https://store.kensington.com/collections/docking-and-connectivity/products/usb-c-usb-3-0-dual-4k-docking-station-for-windows-and-mac-dp-hdmi>

Status: **No order placed at this time**

Quantity: 6

Price: \$219.99 each (**approx total: \$1319.94**)

Business Reason: I've personally tested this specific dock with both a PC and Mac and it works. Very well. I want to make sure the team is able to use both PC / Mac with their docking station at their desk.

KENSINGTON StudioDock iPad Pro 11" Docking Station

Link: <https://store.kensington.com/collections/apple/products/studiodesk%E2%84%A2-ipad-docking-station-ipad-pro-11-2018-2020-2021-or-ipad-air-2020>

Status: **No order placed at this time**

Quantity: 1

Price: **\$199.99 total**

Business Reason: This dock would be able to hold the iPad Pro 11" perfectly, charging the tablet, as well as provide an ethernet connection in case the wireless goes out (this has happened in the past and we had to manually create tickets during wifi outages).

DELL Ultrasharp Webcam / Premier Wireless Headset

Link: <https://www.dell.com/en-us/shop/dell-ultrasharp-webcam-and-dell-premier-wireless-anc-headset/apd/486-bbgr/pc-accessories>

Status: **No order placed at this time**

Quantity: 6

Price: \$399.99 each (**approx total: \$2399.94**)

Business Reason: Improve our video webcam quality for our technicians and having a professional wireless headset that blocks out surround sound going on in the SC (which happens often).

Chairs / Mats

BIOFIT MVMT Tech – Height Adjustable Chairs

Link: <https://www.biofit.com/category/mvmt-pro-series>

Status: **No order placed at this time**

Quantity: 2

Price: \$750 each (**approx total: \$1500.00**)

Business Reason: Having one height adjustable chair for the Configuration Lab and Inventory Room would benefit us greatly. We've had technicians needing to stand all day when reimaging computers and Fred needs a good chair to sit when handling VIP / Faculty Zoom sessions and processing equipment in the Inventory Room.

VARIDESK Standing Mats 36x24



Link: <https://www.vari.com/standing-mat-36x24/MT-MT3624.html>

Status: **No order placed at this time**

Quantity: 2

Price: \$70 each (**approx total: \$140.00**)

Business Reason: In case the chairs are already being used or if the technician prefers to stand, we can provide comfort by having available standing mats in the Configuration Lab and Inventory Room.

Accessories

Monitor Wall Mount



Link: <https://www.amazon.com/Mount-Computer-Monitors-Compatible-Low-Profile/dp/B00KZP1BUI/>

Status: **No order placed at this time**

Quantity: 3

Price: \$16.99 each (**approx total: \$50.97**)

Business Reason: We are looking to install a wall mount in the Configuration Lab and Stockroom to mount the monitors to the walls.

Archive

Tuesday, February 14, 2023 3:28 PM

[ARCHIVED] Backlog

Friday, January 21, 2022 4:31 PM

1. Phone process development and documentation

Backlog:

1. Add network adapters to SCCM using the HUITToolkit
SCCM > Import dupe Mac IDS >
2. Add wait time for IOS devices in wifi logon instructions.
3. itdummy@hks.harvard.edu account. This will allow us to log in and try things without admin rights for testing and documentation purposes.
4. Backing up data policies, HR request, no backing up data without the person's knowledge
5. Phone ticket documentation/process for TSE, TSS, and TSA actionable requests.
6. Academic code printer guide. Download driver, select driver while adding the printer. System print dialog, add code, printing should work.
7. hksfsa@hks.harvard.edu for macs. Our own HKSIT account for downloading apps and troubleshooting
8. Printer service call process. Reaching out to john.romain@ricoh-usa.com, setting up a call, etc.
9. Adding network drives/paths for specific drives once adding.
10. Deployment "Perfection" ticket model. (INC04499131?)
11. PeopleSoft time submission for COOPS
12. Documentation for reimaging process: no holding on to computers, centers hold until they submit a ticket.
13. Add time off backlog hksit calendar as optional
14. Go through procurement channel and add info to guide.
15. Process for swapping/reimaging computers with departing staff and new hires. Process for holding, reimaging,
16. Bookmarks for coops (in progress)
17. Using Dell Command as an end user
18. Change technology deploy template to include backup statement and link to OneDrive Knet
19. QM process? How to qm? Zoom room
20. Adding printers to the network: new installs and moves
21. Anyone who is HMS, HLS, HBS+ if they need to access something HKS resources they need to use netID@harvard.edu.

High Priority:

1. Phone process development and documentation (in progress)
2. Completely remake remote login guides for Mac and PC.
3. **Add student printers**
4. Dell repair process:
 - o Email template for emailing dell, copy and paste into outlook.
 - o Database for keeping track of Dell ticket status.
 - o Checkboxes of standard steps before communicating to Dell.
 - o Add dell ticket number as a worknote in ServiceNow Ticket

- CC hksitsc@hks.harvard.edu when creating the ticket

Changelog:

7/22/2022 - Backlog groomed/updated

7/15/2022 - Backlog groomed/updated

1. office tpm error 80090030 fix (enable TPM, reinstall office if needed, check Matthew(?) ticket)

[ARCHIVED] General Mac Information

Tuesday, January 4, 2022 9:54 AM

Supported Version: Big Sur Version 11

[ARCHIVED] General PC Information

Monday, January 24, 2022 9:25 AM

Supported Windows 10 Version: Windows 21H2

[ARCHIVED] Hardware Repair

Wednesday, January 11, 2023 10:02 PM

Description

New process for updating an asset requiring hardware repair on the SNOW Asset Management. If you are looking for instructions on how to request a hardware repair, [click here](#).

'Pending Asset Repair' Instructions

Instructions below outline what needs to happen in Asset Management when an asset has been dropped off with the HKSIT Service Center and requires repair.

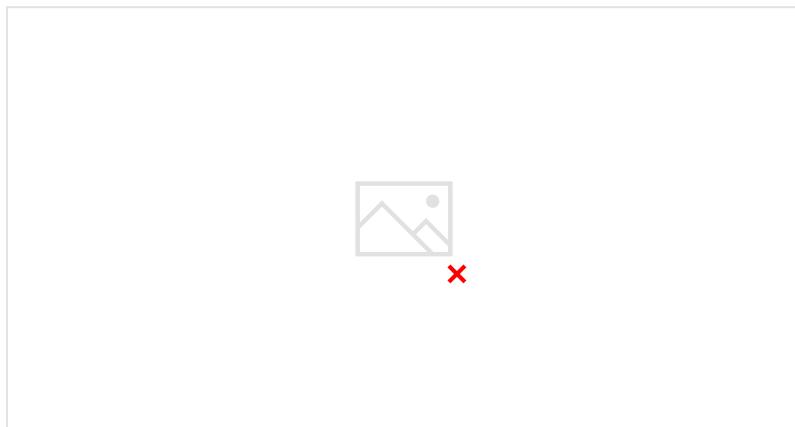
Step 1: Go to the HKSIT Asset Dashboard and go to the Catalog tab

The 'Catalog' section of our Asset Database contains reports on the number of active Dell, Mac, and active PC computers we have in our environment.

Click on the report that corresponds to the model of the computer you have in possession.



Once the report loads, use the search bar to search for the exact asset. Click on the asset number of the computer to open its Asset page.



Step 2: Change Statuses of Asset

<i>Status</i>	Change to "In maintenance"
<i>Sub Status</i>	N/A
<i>Stockroom</i>	HKSIT Service Center

Step 3: Make Sure Asset is Placed at the Pending Repair Shelf in the HKSIT Service Center Office

You want to make sure that this asset is ready to be worked on by the Dell team when they visit. Make sure the asset is indeed in the Service Center at the Pending Repair shelf.

'Repair In Progress' Instructions

Step 1: Go to the HKSIT Asset Dashboard and go to the Hardware Repair tab

The 'Hardware Repair' section of our Asset Database contains reports on assets pending repair / repair in progress.

Step 2: Once Asset Has Left the Service Center for Repair, Change Stockroom Status

<i>Status</i>	Change to "In maintenance"
<i>Sub Status</i>	N/A
<i>Stockroom</i>	Remove "HKSIT Service Center" and leave blank

Making this asset status change will move the asset into the "Repair In Progress" list under the Hardware Repair tab.

'Asset Repaired' Instructions

Instructions below outline what needs to happen in Asset Management when an asset has been repaired and brought back to the HKSIT Service Center for pending pickup.

Step 1: Go to the HKSIT Asset Dashboard and go to the Hardware Repair tab

The 'Hardware Repair' section of our Asset Database contains reports on assets pending repair / repair in progress.

Step 2: Change Statuses of Asset

<i>Status</i>	Change to "In Stock"
<i>Sub Status</i>	N/A
<i>Stockroom</i>	HKSIT Service Center
<i>Comments</i>	Use the following template and add at the very top of asset's comments field: [2023-01-29] Hardware Repair Successful: motherboard, screen (time stamp) (Hardware Repair Successful:) (Parts that were replaced / repaired; separate by commas)

Step 3: Make Sure Asset is Placed at the Pending Pickup Shelf in the HKS Service Center Office

You want to make sure that this asset is ready to be picked up by the customer. Make sure the asset is indeed in the Service Center at the Pending Pickup shelf.

NOTE: For best customer experience, the laptop should be completely turned off and charged to its max before placing it on the Pending Pickup shelf.

[ARCHIVED] Harvard Phone Move Audits

Tuesday, August 16, 2022 3:34 PM



1. Harvard phone move audits can be moved to Horacio using the **HKS - Harvard Phone Move Audits template**. Click on the **three dots** at the bottom right of ServiceNow. Search for **Harvard Phone Move Audits** and click on the template. Click **OK** when prompted about disabling notifications. After clicking OK, click **Update and Return** to save the ticket.

[ARCHIVED] Mac Imaging (04/2022)

1. Go through the initial set up prompts. Skip every setup step that gives the option to skip or setup later. (Siri, Apple ID, Touch ID, etc)
2. On the initial setup, set the user account as **ITFSA**. Use the ITFSA password. You will log in using **ITFSA** for the rest of the setup procedure.
3. Determine the name of the computer using AD and or the [Departmental OU Prefix Chart](#). The naming scheme of HKS computers follows this format:

HKS-DEPT-NETID

For example, a Macbook Pro for a customer in the Belfer Center would be labeled **HKS-CSI-LIC664**.

1. After determining the name of the computer, `````` a label for the computer and the charger using the label printers in the Config Lab or the Service Center. Be sure to include the name of the computer as well as the HKS asset number (**HKS00XXXX**). Place the label on the underside of the computer in the center. Place the HKS asset tag underneath the printed label. These can be found in the Config Room on the middle shelf. Asset tags for iMacs can be placed on the stand.

4.



✗

5. 1

6. Open System Preferences and open the Sharing menu. Change the name of the computer:



7. Add the user's account in the Users tab of System Preferences. Click the lock to unlock the + button. For the username, use their NetID. Set the password to the Temp password.



8. After adding the user's profile, click on Login Options, click the lock at the bottom left of the window, and enter the ITFSA account information. Change the Display login window option to List of users.



9. Go to <https://casper01.cadm.harvard.edu:8443/enroll> [CM6] and log in with your NetID and HarvardKey password. Install the first profile (**CA Certificate**) by following steps 1 and 2 below. **Repeat these steps** for the **MDM Profile**. After installing both profiles, you should see them installed within the Profiles section in System Preferences. See Step 3 below for an example.



10. After installing the Jamf profiles, you will have to wait for Self Service to install. If you do not want to wait, run **sudo jamf recon** in terminal to start the download immediately.

Run these commands in Terminal if Self Service does not automatically download in 15 minutes:

sudo jamf recon (This will send information about currently policies applied on the machine)

sudo jamf policy (This will force the computer to check in with Jamf and download policies)



11. When Self Service is installed and shows in the Applications list, open it and run the installers for:

- ✓ **Adobe Acrobat Creative Cloud**
- ✓ **Cisco AnyConnect VPN**
- ✓ **Cisco Jabber**
- ✓ **Chrome**
- ✓ **Firefox (NOT ESR)**
- ✓ **Crowdstrike**
- ✓ **LastPass**
- ✓ **Zoom**
- ✓ **O365**

Some items may show an error and say that they failed to install. If this happens, check the applications folder to see if the app installed. If the app is in the Applications folder, it means it installed correctly.

IMPORTANT: You also need to run the **Encrypt With Filevault 2** task. This step is very important to safeguarding all data on HKS computers, **DO NOT SKIP THIS STEP**. When all of the applications are installed and you have clicked **Encrypt With Filevault 2, reboot the computer**.



12. After the computer has rebooted, **enable FileVault by clicking “Enable now” as the computer is booting.**
13. After enabling FileVault, navigate to <https://casper01.cadm.harvard.edu:8443> and search for the computer name. Click on the computer name, select Encryption from the menu on the left, and verify that you see Encrypted and Valid on the page.



Run these commands in Terminal if you do not see the key or computer listed:

sudo jamf recon (This will send information about currently policies applied on the machine)

sudo jamf policy (This will force the computer to check in with Jamf and download policies)

14. Open a Terminal window and run this command:

sudo /Applications/Falcon.app/Contents/Resources/falconctl stats

This command verifies that Crowdstrike was installed correctly and that it is active. ***You will be prompted to enter the ITFSA password after hitting Enter.***

After typing the ITFSA password and hitting Enter, you should see the terminal output show something similar to below:



If this output is not showing, you need to check **System Preferences > Security & Privacy** to manually allow Falcon to run. You may be asked to allow network filtering, click **OK/Enable**.

15. Open an Office application like Word to ensure that the Office Suite was installed properly. Close the application after it opens.
16. Verify that Adobe CC is installed. The user will log in to Adobe and download whatever application they need. If Adobe CC is not installed, install it manually using this link:

<https://creativecloud.adobe.com/en/apps/download/creative-cloud>

[ARCHIVED] HUDS (Dining Services)

Monday, November 7, 2022 10:50 PM

Account Creation Process

Step 1: Serie Demelo / HUDS Management reaches out to HR to initiate account creation

- If this HUDS worker is working for Harvard and will be rotating between schools, Harvard University HR will need to be contacted to get the account creation started.
- If this HUDS worker is working for HKS solely, HKS HR will need to be contacted to get the account creation started; most likely Serie Demelo will need to start this process.

Step 2: HR creates the MIDAS profile, and a ‘Welcome Email’ will be sent to new employee

It would be great for HUDS to make sure that this new employee completes their tasks in the To-Do list of the Welcome email. Claiming their HarvardKey and email address is a big one since it will help them get up and running on Day 1.

Permissions / Access

Reaching out to HUIT to grant new employee access to all HUDS Tools

Triage ticket to: Field Support – Allston, SEAS (Speak with Eric Thompson, Erika Olson)

A new ticket would be generated. Provide the full name of the employee, as well as their HUID number and HarvardKey email address.

He will grant the necessary permissions to the software / platforms / network drives that the HUDS employee needs access to.

HKSIT grants the following access:

- HKS VPN (#HKS)
- HKS Email Forwarding (either set up @hks.harvard.edu to forward to their @harvard or vice versa)

Reaching out to Account Mgmt to grant employee access to HUDS HKS mailboxes

- HUDS has their own generic email address that their team needs access to
- Reach out to HKS Account Management (specifically Kathy Nichols) to grant the new employee to huds@hks.harvard.edu

Computers

Procurement

If the HUDS employee is going to be situated here at the Harvard Kennedy School, HUDS management will need to order the new employee's computer via the [HKS Procurement portal via KNet](#).

Reassignment of Computer

We can reimagine the computer that is being reassigned to another HUDS member, if the computer itself was ordered from HKSIT.

Note: If the asset was ordered outside of HKSIT, we will need to escalate this to the attention of Alex Costa / Evan Goduco for approval and to make sure we log this asset in our Procurement Database.

Deployment

Once computer has been successfully configured for the new employee, HKSIT will send a Walk-Up Visit

Bookings appointment to Serie Demelo (or whoever submitted the setup request) so they can bring the new HUDS employee into the Service Center. We will set them up with the profile and help configure EMS and the mapping of the network drives.

Network Drive Mappings

HUDS employee will need to sign into their computer, in order to assist with the network drive mappings.
([Windows instructions](#) and [MacOS instructions](#) for mapping network drives)

Note: In order to map the network drives, the customer must be connected to the [#HKS VPN tunnel](#).

H: <\\sox1.university.harvard.edu\HUHDS-Gen-A\Groups\Common>

I: <\\sox1.university.harvard.edu\HUHDS-Gen-A\Groups>

K: <\\sox1.university.harvard.edu\HUHDS-Gen-A\Groups\Dept>

O: <\\sox1.university.harvard.edu\HUHDS-Gen-B\Groups>

Q: <\\sox3.university.harvard.edu\csapps-I3>

Software / Platforms

EMS

HKSIT helps with the EMS installation.

Installation Steps: This install can be found in the Windows Software Center application under the user's profile.

Server Parameters Setup:



Important Step to Conclude Setup: Once EMS has successfully installed under the user's profile, you must upload this CustomReports.dll file under the **Program Files (86) \ EMS** folder to enable the Custom Reports option on their EMS Portal.



(Right click the file above and click 'Save As' to save attachment on your computer; email file to the customer)

FoodPro

HKSIT helps with the FoodPro installation.

Note: You must first map all the HUDS network drives onto the user's profile, specifically the Q Drive (Q:\FoodPro 3.1 Release\3.1 Setup Workstation)

Important: HKS HUDS uses a specific version of FoodPro that they use. Once you have installed the software on the customer's computer, you want to make sure that they are using this version of the FoodPro shortcut. If it doesn't exist in the desktop, go back into the Q Drive where the FoodPro installation folder is and you'll find a backup copy. [Image Screenshot](#) of the FoodPro application.

UPDATE: Install the harvard_compreg.bat file on the user's desktop and run it as admin. It will add different DLL's that you will see on the screen. Wait for the bat file to complete.

UPDATE: After installing FoodPro, make sure that you check the "SHOW PRICES" in OPTIONS, once they are in MODIFY DELIVERIES (otherwise users wont be able to see prices when they order food).

Installation & Troubleshooting Steps: https://harvard.service-now.com/ithelp?id=kb_article&sys_id=KB0011045

Kronos, Agilysis, Kronos, all other HUDS software

HUIT will assist with these installations. HUDS employee will either need to contact HUIT by phone (617-495-7777) or submit a ticket (ithelp@harvard.edu) to schedule an appointment for a remote session setup.

Printer Setup

HUDS Ricoh MP C407 Printer in Taubman G-56 (Catering Printer)

This printer was ordered by HUIT and configured by them, therefore, we are not doing the traditional HKS printing setup for this one.

Installation Steps: Use HUIT's [manual printer install steps](#) to configure this printer.

Printer Details as of 11/8/22:

IP Address - 128.103.161.78

Printer Model - Ricoh MP C407 ([driver install page](#), install PCL 5c Driver)

MAC Address - 00.26.73.e0.42.c4

Admin Credentials - Use the old Ricoh credentials to grant yourself Admin rights (the official HKSIT SC LastPass list contains the credentials -- talk to Alex or Horacio if you don't see it)

HUDS Xerox Phaser 3635MFP Printer in Wexner G-19 (Chef Printer)

This printer was ordered by HUIT and configured by them, therefore, we are not doing the traditional HKS printing setup for this one.

Installation Steps: Use HUIT's [manual printer install steps](#) to configure this printer.

Printer Details as of 11/10/22:

IP Address - 128.103.161.80

Printer Model - Xerox Phaser 3635MFP ([driver install page](#), install PCL6 Driver)

MAC Address - 9C:93:4E:4C:FC:8E

Admin Credentials - Use the old Ricoh credentials to grant yourself Admin rights (the official HKSIT SC LastPass list contains the credentials -- talk to Alex or Horacio if you don't see it)

Config Page: [image](#)

Detailed KB Article on HUIT's Knowledgebase

The steps above should suffice, but in case something is outdated or something else needs to be done that is missing from this KB article:

[HUIT KB Article Link](#)

[ARCHIVED] Requesting Hardware Repair

Friday, October 28, 2022 1:31 PM

Description

HKSIT Service Center does not provide in-house hardware repair services at this time. We rely on the Dell Support Team (for the standard Dell HKS laptop repairs) and the Computer Loft team (for the standard Apple HKS laptop repairs) for all of our hardware repairs.

[ARCHIVED] Contacts

Monday, May 16, 2022 4:03 PM

Last Edited: 11/2/22

Dell

Andy Meyer – Account Manager (Sales) - Andy.Meyer@dell.com (Location: Texas)
Greg Varay – Harvard Account Executive - greg_varay@dell.com
Joe Holewa (HUIT) – Harvard's Vendor Manager for Dell - joe_holewa@harvard.edu

Apple

Kevin Black – Account Manager (Sales) - kblack@apple.com
(Location: Texas)

Insight Investments

(Location: California)

Lauren Vance – Sr Lease Specialist (Primary Contact/Ordering) - lvance@insightinvestments.com
Melissa Garcia – Lease Specialist (Primary Backup Contact for Lauren, CC on all orders) - megarcia@insightinvestments.com
Kim Williams – Sr. Lease Specialist (Secondary Backup/Alternate) - kwilliams@insightinvestments.com
Mike McCoy – SVP/Harvard Account Manager - mmccoy@insightinvestments.com
Frank Cozza – End of Lease Administrator - fcozza@insightinvestments.com
Barbie Bench – Invoicing - bbench@insightinvestments.com
(Invoices are currently sent to Damita Johnson)

Other HW, Non-Standard (Lenovo, MS, etc.), Printers, A/V, Misc.

CDW (Harvard Preferred Vendor in B2P) - Great starting point for Non Standard Computers, Printers, and various Peripherals - HarvardIT@cdwg.com (Harvard Team Support) or John Prestiano (Account Manager) - johnpree@cdw.com
BH Photo (Harvard Preferred Vendor in B2P) - AV Equipment (Orders from Media Services) and peripherals such as webcams, wireless equipment, Printers, etc.) - Account Reps Vary – See landing Page in B2P Portal for list.

Software

May Woo-Mok (HUIT) – Questions for SW use at university and if agreements/contracts exist
may_woo@harvard.edu

Stata – Our contacts there vary and rotate between members of their sales team.
See: <https://www.stata.com/company/contact/> & <https://www.stata.com/order/new/edu/profplus/>

NVIVO – No designated Account Manager – See: <https://www.qsinternational.com/contact-us>
(Note: Some of their operations are located in Australia)

SHI (Harvard Preferred Vendor in B2P) - newenglandedu@shi.com AND BWestSLED@shi.com
(Harvard Team Support)
Good for inquiries about availability, SW such as SPSS, Parallels, VMWare, Mathworks, etc.

OFS (Finance)

Dawn Hannon – Financial Associate (Chargebacks and Journals)

dawn_hannon@hks.harvard.edu

Jill Fineman – Accounting Manager (Quarterly Computer Lease Billing, Mobile Line Usage Notifications)

jill_fineman@hks.harvard.edu

Rashida Nisbett – Payroll Manager (Telecom Billing Questions)

Rashida_Nisbett@hks.harvard.edu

NCS Global

General Email - (Primary Contact for IT Equipment Recycling & Lease Returns, Scheduling)

NCS-ARS@ncsglobalinc.com

Shiva Nanda – President

shiva@ncsglobalinc.com

Department/Center IT Procurement Contacts

<https://knet.hks.harvard.edu/Administration/Information-Technology/procurement/Pages/ProcurementContacts.aspx>

Mobile Devices

Fernando Barrios (HUIT) – Telecom Customer Rep (Order Questions/Approval, Line Review)

fernando_barrios@harvard.edu

Harvard Phone Equipment

Gerry Redman – Inventory Mgmt/Field Tech (Ordering/Delivery Questions)

gerry_redman@harvard.edu

Ricoh

Carolyn Ivey – Sr Tech Specialist Higher Ed (Dedicated Harvard Rep) – Questions about Ricoh devices, leases, general inquiries. Carolyn works directly with department/center contract contacts for renewals. - carolyn.ivey@ricoh-usa.com

[ARCHIVED] PC Remote Login PDF

Monday, March 6, 2023 1:44 PM

These instructions are older and need to be updated, but should still work:



[ARCHIVED] Remotely Login into Mac

Tuesday, February 1, 2022 8:48 AM

These instructions are older and need to be updated, but should still work:



[ARCHIVED] Windows OS Notes

Friday, February 25, 2022 12:02 PM

★ Content below is outdated.

For MS Store related issues, see [Windows Store or Windows Apps Not Working](#).

Sometimes Windows is broken. Flashing taskbar and/or icons, corrupted windows files, or other strange issues. Sometimes Windows acts strangely, and with no easily identifiable cause to an issue. If you have tried Windows Updates, Dell Command, app troubleshooting, and other things, try these before reimaging:

Integrity Checks:

These commands will check Windows for errors and attempt to repair them. The DISM.exe commands require that the computer is connected to the internet, so make sure the computer is plugged in to ethernet or connected to Harvard Secure. Sfc /scannow and chkdsk /F /R /X are error checking commands that will try to restore bad sectors if any are found on the drive. All of these commands may require a reboot:

Run all of these commands in an admin CMD instance:

1. DISM commands (RUN IN ORDER):
 - a. **DISM.exe /Online /Cleanup /Checkhealth**
 - b. **DISM.exe /Online /Cleanup-image /Restorehealth**
2. SFC command: **sfc /scannow**
3. Check Disk command: **chkdsk /F /R /X**

For more info about these commands: <https://answers.microsoft.com/en-us/windows/forum/all/system-file-check-sfc-scan-and-repair-system-files/bc609315-da1f-4775-812c-695b60477a93>

Dell Troubleshooting:

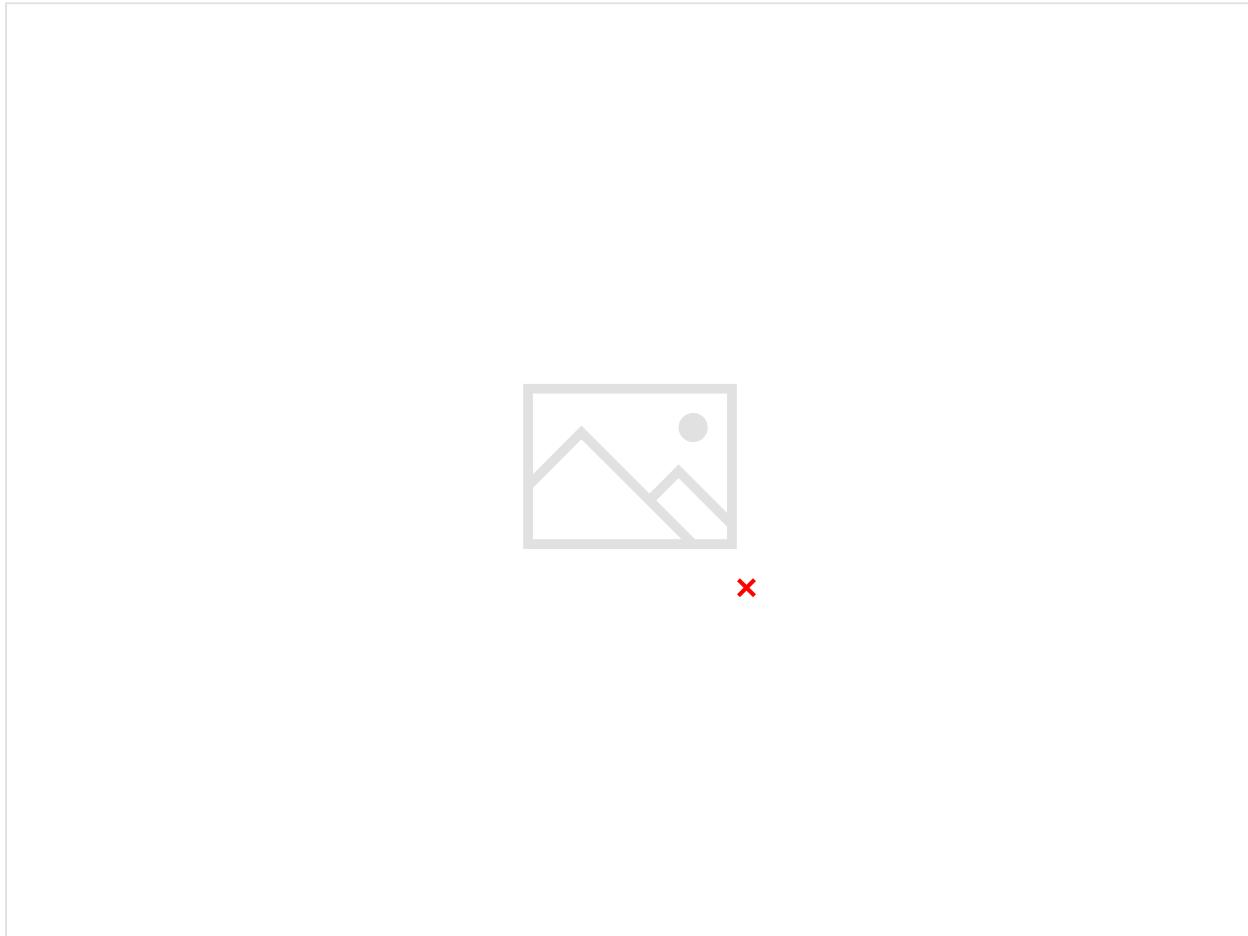
The Dell OptiPlex series utilizes flashing diagnostic codes on the power button to signal a hardware issue. See the link below to check what the flash code means:

https://www.dell.com/support/kbdoc/en-us/000126021/a-reference-guide-to-the-dell-optiplex-diagnostic-indicators#2020_to_Present

For example, a Dell 7070 flashing 2 amber, pausing, and then flashing 7 amber indicates an issue with the system memory. Open the computer, reseat the memory, and try booting again. If the error still persists, the memory may need to be replaced.

[ARCHIVED] Mac Imaging (04/2022)

1. After determining the name of the computer, `````` a label for the computer and the charger using the label printers in the Config Lab or the Service Center. Be sure to include the name of the computer as well as the HKS asset number (**HKS00XXXX**). Place the label on the underside of the computer in the center. Place the HKS asset tag underneath the printed label. These can be found in the Config Room on the middle shelf. Asset tags for iMacs can be placed on the stand.



2.



3. 1

4. Add the user's account in the Users tab of System Preferences. Click the lock to unlock the + button. For the username, use their NetID. Set the password to the Temp password.



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5. After adding the user's profile, click on Login Options, click the lock at the bottom left of the window, and enter the ITFSA account information. Change the Display login window option to List of users.



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The steps below need to be performed to verify the computer is ready for deployment.

6. Navigate to <https://casper01.cadm.harvard.edu:8443> and search for the computer name. Click on the computer name, select Encryption from the menu on the left, and verify that you see Encrypted and Valid on the page.



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Run these commands in Terminal if you do not see the key or computer listed:

`sudo jamf recon` (This will send information about currently policies applied on the machine)

`sudo jamf policy` (This will force the computer to check in with Jamf and download policies)

7. Open a Terminal window and run this command:

`sudo /Applications/Falcon.app/Contents/Resources/falconctl stats`

This command verifies that Crowdstrike was installed correctly and that it is active. ***You will be prompted to enter the ITFSA password after hitting Enter.***

After typing the ITFSA password and hitting Enter, you should see the terminal output show something similar to below:



If this output is not showing, you need to check **System Preferences > Security & Privacy** to manually allow Falcon to run. You may be asked to allow network filtering, click **OK/Enable**.

8. Open an Office application like Word to ensure that the Office Suite was installed properly. Close the application after it opens.
9. Verify that Adobe CC is installed. The user will log in to Adobe and download whatever application they need. If Adobe CC is not installed, install it manually using this link:
<https://creativecloud.adobe.com/en/apps/download/creative-cloud>
10. Open Terminal and run a final *sudo jamf recon*
11. During the deployment process with the user, be sure to sync the Temp password with their HarvardKey password. The window below should appear when they login for the first time with the Temp password (If it does not, click the key icon in the top-right menu bar).
 - They should use their netID and HarvardKey password here.
 - Under Options, choose the sign-in automatically option
 - Click Sign-in. This will change the password from the Temp password to their HarvardKey.



[ARCHIVED] SC Pickups & Dropoffs

Tuesday, February 28, 2023 8:54 PM

[ARCHIVED] Computer Picked Up @ SC

Tuesday, February 28, 2023 10:18 AM

Description

We have developed a comprehensive Asset Management process that outlines the necessary fields to be updated on the asset page once a computer has been picked up from the Service Center after it's been successfully troubleshooted.

If computer has been reassigned to a new user, [click here](#).

Instructions

Step 0: Customer Picks up Computer from the Service Center

Step 1: Go to the HKSIT Asset Dashboard and go to the **Inventory** tab

The 'Inventory' section of our Asset Database contains a report for what assets we have in our possession in the Service Center office. The computer should be listed in there.

Use Ctrl + F or Cmd + F and type the HKS Asset Number to highlight the asset in the list.

Step 2: Open the Asset and Make The Following Changes

Click on the Asset Number to open the asset page to view its details.

The following will need to be changed to properly assign the asset to the end user:

If this is a Regular SC Pickup:

<i>Stockroom</i>	<u>REMOVE:</u> "HKSIT Service Center" Leave as empty
------------------	--

If this is a Deployment:

<i>Stockroom</i>	<u>REMOVE:</u> "HKSIT Service Center" Leave as empty
<i>Deployed</i>	Only update this field with today's date if the computer is being deployed for the first time to the new customer
<i>Deployed</i>	Only update this field with today's date if the computer is being deployed for the first time to the new customer

Click **SAVE** once complete.

[ARCHIVED] Computer Dropped Off @ SC

Tuesday, February 28, 2023 10:19 AM

Description

We have developed a comprehensive Asset Management process that outlines the necessary fields to be updated on the asset page once a computer has been dropped off to the Service Center for troubleshooting reasons.

If computer was dropped off for reassignment, [click here](#).

If computer was dropped off for recycle / return to lease, [click here](#).

If computer was dropped off for hardware repair, [click here](#).

Instructions

Step 0: Customer Drops off Computer at the Service Center for Troubleshooting Help

IMPORTANT NOTE: There is no need to update the asset page if the laptop is being troubleshooting alongside the customer.

The only time we should make a change to the asset page is if the customer departs the SC while leaving the computer with us for us to continue to research / troubleshoot the issue.

Step 1: Go to the HKSIT Asset Dashboard and go to the Catalog tab

The 'Catalog' section of our Asset Database contains reports on the number of active Dell, Mac, and active PC computers we have in our environment.

Click on the report that corresponds to the model of the computer you have in possession.



Once the report loads, use the search bar to search for the exact asset. Click on the asset number of the computer to open its Asset page.



Step 2: Open the Asset and Make The Following Change

Click on the Asset Number to open the asset page to view its details.

The following will need to be changed to properly assign the asset to the end user:

<i>Stockroom</i>	<u>CHANGE TO:</u> HKSIT Service Center
------------------	---

Click **SAVE** once complete.

[LEGACY] IT Asset Management Lifecycle

Thursday, January 24, 2019 2:51 PM

The IT Asset Database

The IT Asset Database contains all of the information for HKS computers, past and current. Access should be requested through the IT Procurement Specialist and is limited to a small amount of IT staff.

Although most work in the database will be done with the IT Procurement Specialist there may be a time when you will need to access it independently, for example, to report on the inventory status or assignment of a computer.

When accessing the Asset Database:

- If making changes (updating inventory, receiving new computers, etc.) save a backup copy prior to starting.
- If you plan on having the database open for more than a few minutes plan your access ahead of time and send a meeting invite to the IT Procurement Specialist alerting them of how long you plan on having the database open.
- Review any changes that you have made before saving and save regularly.
- Take care when working in the database as information can be modified and/or deleted easily.

[ARCHIVE] Deploying - Stocked Leasing Computers

Friday, December 9, 2022 3:17 PM

Description

How to process a Procurement request for a leased computer that we have in stock? Read below.

Instructions

Step 0: Customer needs to request a new Lease computer

Customer must fill out their new computer lease request using our [Order page](#) on the IT Procurement page (KNet). Once they have filled out the Order page and provided all the details we need (especially the 33-digit billing code), a new ticket will be generated and sent directly to HKS - Procurement triage.

NOTE: It is important that we have the customer order everything from that Order page to make this a seamless experience. Going back and forth via email, requesting for more info to process the order is not worth the hassle. If a customer emails directly to ithelp@hks.harvard.edu requesting a new lease computer, provide them with the Order page link and close their ticket.

IMPORTANT: As soon as you see the procurement ticket, make sure to validate the 33-digit billing code that the customer provided. The validator is located [here](#) (use IE / Safari for it to open properly). If validator indicates the billing code is incorrect, reach out to the customer and request a correction. If validator indicates the billing code is valid, proceed to next step.

Step 1: Open Asset Database and Filter Current Lease Stock

CURRENT PROCESS:

Go to the Procurement Database excelsheet and filter by the following --

Status: **In Stock**

Sub-Status: **Available**

This should display all of our available leased computers in the Storage Room.

Step 2: Assign one of the Available Stock Lease Computers

CURRENT PROCESS:

Select one of the available leased stock computers that matches the type of computer that the customer is requesting. For example, if a customer is requesting a 12" Dell Laptop, select one of the available Dell Latitude 7330s.

Change the following fields to make sure the assignment is made --

Status: **In Use**

Sub-Status: **N/A**

(Note: It is important to change these fields to make sure it is removed from Available status)

Order number: **Change to Customer's Procurement Ticket Number**

Orderer's Name: **Customer Full Name of the Procurement Ticket**

Assigned To: **Customer Full Name Receiving the Laptop**

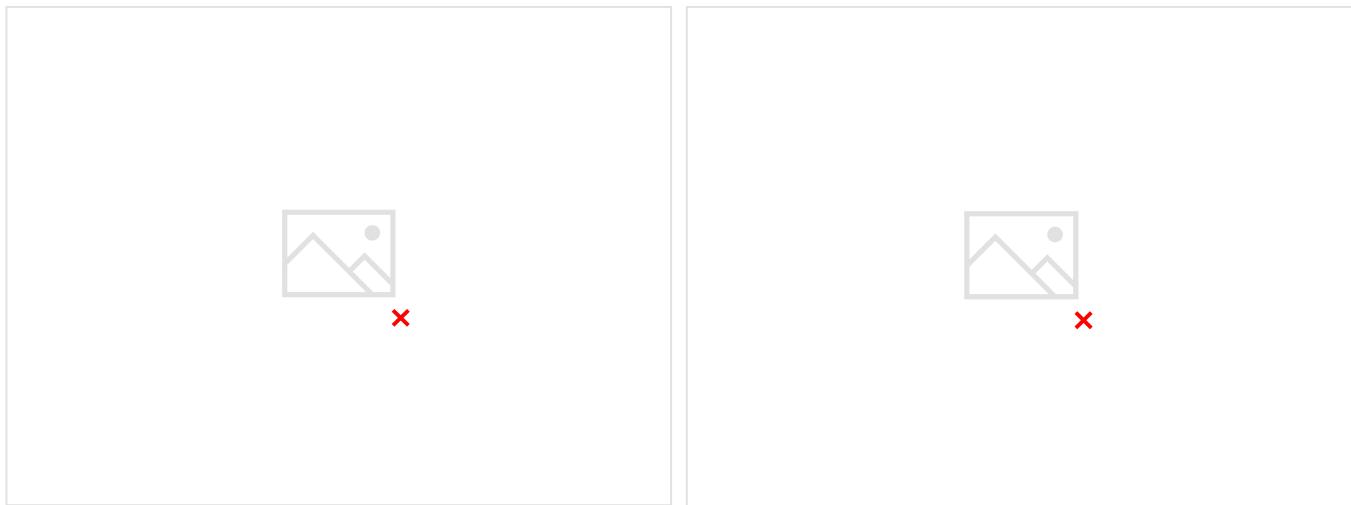
IMPORTANT: Go to the green 33-digit-billing code section and make sure to update the billing code so the lease

charges are going towards the customer's department billing account. See image below.



Step 3: Move Stock Computer to the 'Ready to Config' Shelf

Once the assignment has been made and the adjustments have been made in the Asset Database, we will need to make this computer physically available for a technician to grab and start the configuration process. The computer package should have the "Assigned To" Customer Name written on the package and placed at the Ready to Config shelf in the Configuration Lab, as seen below:



NOTE: If the TSS / ILT is unable to physically move the package into the Configuration Lab 'Ready to Config' shelf (due to them working remotely), a technician will need to fill out the [Inventory Request Form](#) so someone who does have access to the Storage Room can retrieve it for the technician.

Drafts

Monday, February 6, 2023 12:16 PM

[DRAFT] Update Billing Code

Sunday, January 29, 2023 4:08 PM

Description

Describe what this internal documentation is about

Instructions

Provide the instructions in this category

Step 1: Use this header to outline steps

Write out the content of the step. Make sure the details are indented.



Use this chart to outline ticket field changes we should make:

Step 1: Use this header to outline steps

Write out the content of the step. Make sure the details are indented.



Use this chart to outline ticket field changes we should make:

<i>Status</i>	Example text
<i>Sub Status</i>	Example description
<i>Stockroom</i>	Example text
<i>Serial Number</i>	Example text (Example text.)



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[DRAFT] Harvard Phone FAQs

Friday, May 19, 2023 10:13 AM

Description

Answers to commonly asked questions and general information about the Harvard phone system.

The Basics

How do I contact the HUIT phone team?

Email harvardphone@harvard.edu or call 617-495-4900.

What is the format of Harvard phone lines?

All Hph lines begin with 617-XXX-YYYY, where XXX can be one of the following:

- 496
- 495
- 384
- 998 (newest as of 2017)

New HKS Users

Can a new user be assigned a phone line before they've claimed their HarvardKey?

A claimed HarvardKey is required for someone to have a phone line assigned to them.

- Yes, workarounds exist, but best practice is to have a claimed HKey.

What if someone is transferring from another school?

HKSIT can only access and edit phone lines with billing codes that start with 215. (IOP is the one exception HKS exception, with 205.) If someone within Harvard is transferring into HKS, their former department will need to disconnect their phone line before we can assign them a new one at HKS.

Dispatchable Requests

What is a dispatchable request, and how do I complete one?

A "dispatchable" request requires the dispatch of a physical phone. ONLY set the dispatchable field to "yes" when you are setting up a physical phone for the user, as it will generate an HPH Field Sched task that MUST be closed (with an assigned technician and due date) before the phone line can be generated or moved.

How do I assign a line to a physical office phone?

See the Physical Phone Setups ([LINK](#)) page.

[Billing/GL Codes](#)

A user sent me a billing code with XXXX in the third field, what do I do?

This field identifies the type of billing request; phone requests use 8510.

What if a customer requests a record or summary of all their department's phone lines?

Ask them to provide all possible billing codes that may have been used to open/pay for the phone lines within their department. Once these have been provided, escalate the ticket to **UC - Harvard Phone - Triage**.

[Miscellaneous](#)

What do I do when multiple requests come in for the same phone line?

Any billing code changes, moves, call appearances, etc. should be processed before reassigning the phone to a new user.

What I can't find someone in LDAP or the "Hph All Users" database?

Start by checking their MIDAS profile with the information given. If unsure of their identity, ask the IT partner to confirm their HUID. When a user has a different preferred name, it is typically their official name that is used for the phone line.

If you are unable to find any record of the user, but are sure they are a current HKS employee, reach out to the HUIT phone team, as they often have more thorough information.

[DRAFT] New Phone Install

Friday, May 19, 2023 2:05 PM

A new phone install request ticket will come in with the new user's information. We have to check MIDAS to see if the customer has claimed their HarvardKey.



1. It looks like the user has claimed their HarvardKey! That means we can check the next steps before setting up their new phone line.
2. Navigate to [Harvard Phone - Hph](#) Users to check if the user is in the Harvard Phone system. They should automatically be added after they claimed their HarvardKey. If the user's status shows as true, we can continue to the next step.



1. Navigate to [Hph New Kurmi Request](#). Under the Site/School field, enter HKS. You can click on the HKS popup that appears.



2. Under Request Type, change the type to Install. Under Dispatchable, select Yes as someone in the field will have to set up this phone. Set the requested due date to today.

Note: ONLY select "dispatchable" if you will be physically setting up a phone in the user's office. This will add an extra step that requires completion before



1. Next we will need to select the user that is getting a new phone line.
 1. First, change the User Type to **LDAP**. LDAP is a lightweight directory standard that contains

information about people, which is what we are looking for.

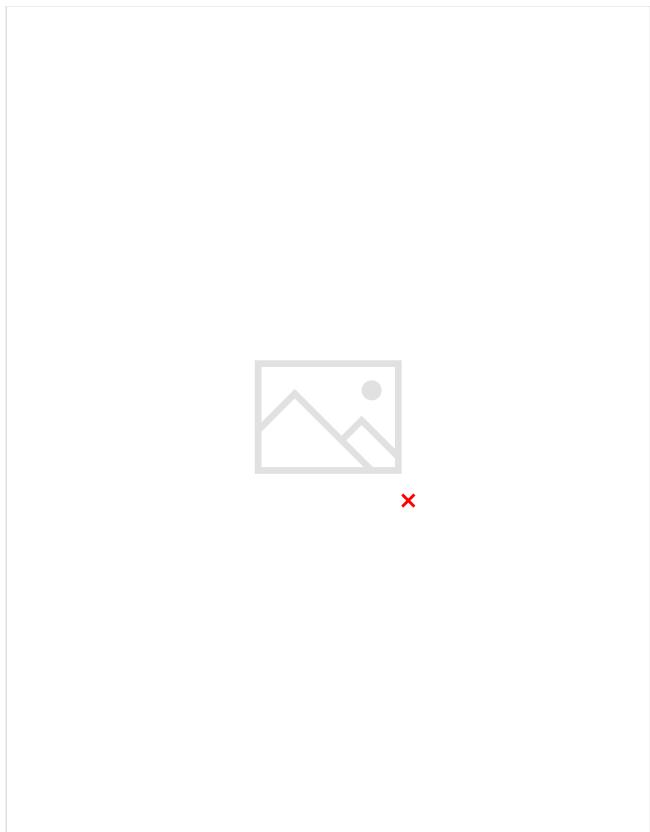
2. Under the User Name field, click on the **magnifying glass** to open the search window.
3. In the **Harvard Phone Users** search window, change the search type to **Last Name** and enter the **last name** of the user submitted in the request ticket. Hit **enter** to search for the user.
4. Be sure that the user's information matches the ticket! Confirm that their HarvardKey and name is exactly the same as the request ticket. Click on the user's last name in the correct listing to select it.
5. Keep this tab open as we will be switching back and forth for the next step.



1. Navigate to [Chart of Accounts Validator](#) in a new tab and enter the billing code string that was submitted in the original request ticket. We are checking to see if this is a valid billing code so we don't run into any issues when we submit the request to the Harvard Phone team.

For this example, billing code 215-17660-8510-000001-537920-0000-00000 will be entered into Chart of Accounts Validator as shown above. When each piece is entered into its field, click on Search. If there is a Y in the Success category, we can use this billing code to submit a Harvard Phone request. Make sure that the Object says Telephone or Telecoms before proceeding.

2. Go back to the Hph Kurmi Request and enter the billing code as shown above. Copy each line segment from the request ticket into the next field. All Tub options should be filled in as the first line of the billing code, in this case 215.



For Reference 2, enter New as this request is for a new phone number. Paste the request ticket number after new.

For Reference 1, we need to check the [Harvard Phone Cheat Sheet](#) that exists on Teams. Copy the **Dist Org** code and search the document for it. In this case, the **Dist Org** is **16670**, and the department for the billing code is **Executive Education**. Copy this and paste it into Reference 1.



3. Enter the building name into the Building field. If you type part of the name it should show a pop

up that you can click.



1. Click on the Phone Number tab and select a random number from the middle. (If you pick the same as someone else causes problems)
2. Copy the phone number and post it as a work note in the request ticket. You do not need to copy the first 1 in the number.



1. Change Voice Mail type to **Standard** (unless the request ticket says otherwise). Click on the magnifying glass next to Service Type and click **Office/7841**



1. New boxes should appear after you click on Office 7841. For Number of Lines, select **1 line**. Then enter the **Floor**, **Room**, and **Data Jack** numbers into their fields. If the Jack number was not submitted in the request ticket, **put unknown or N/A**.



1. Scroll to the top of the window and click **Submit Request**.



1. Wait for ServiceNow to process the request. This can often take a few seconds, but it should eventually go through. Copy the REQST number from this screen and paste it as a work note in the request ticket. ***Make sure to submit a new ticket to the phone team with the set's MAC address**
2. Email the customer that the request has been submitted to the Harvard Phone team and that it will take 3 business days to process.

[DRAFT] Physical Phone Setups

Friday, May 19, 2023 2:08 PM

- How do I assign a line to a physical phone?

- When requesting a new phone line that will be added onto a physical phone set:
 - o Request a new phone line as outlined in the New Phone Install page.

Continuing the new line assignment:

- Once the phone line has been generated, grab the phone set's MAC address and use the HKS - HPh Line to Set Assignment ticket template to assign the phone line to the phone set.
 - (Don't forget external ticket ID)
- Physical phones in box in stockroom



[DRAFT] Reassign/Transfer Line

Monday, September 19, 2022 1:42 PM



1. You will receive a ticket asking you to reassign/transfer/user change request and will contain an exiting phone number and a new user. In this case, the exiting number is **617-998-5589** and the new user is **Simo Goshev**.



2. Check **MIDAS** and make sure the user has an HKS email active. We **CAN NOT** complete this process unless the user has an active HKS email.



3. Check **Harvard Phone - Hph Users** for the current user of this phone. We can see that Pavel is currently assigned **617-998-5589**. We will be transferring Pavel's phone line to Simo.



4. Enter **New Hph Kurmi Request** and enter **HKS** as the Site/School. Under Request Type, select **Reassign Service**. Under Dispatchable, select **No**. The requested due date can be today.



5. Next, we will need to pick the **Source User**. The **Source User** is the person with the existing phone line.

1. First, change the User Type to **LDAP**. LDAP is a lightweight directory standard that contains information about people, which is what we are looking for.
2. Under the User Name field, click on the magnifying glass to open the search window.
3. In the **Harvard Phone Users** search window, change the search type to **Primary Line** and enter the **last 4 digits** of the phone number submitted in the request ticket. Hit **enter** to search for the number.
4. Find the **EXACT** number submitted in the original request. Be careful as multiple numbers may have the

same last 4 digits! If the entire phone number matches, click on the phone number under **Primary Line**. The user's name should fill in the User Name field.



×

6. Once the Source User is selected, we need to select the **Target User** using a similar process to Step 5. The **Target User** is the person we are transferring the number to (in this example that person is Simo).

1. Change the user type to **LDAP**.
2. Under the User Name Field, click the magnifying glass to open the search window.
3. In the **Harvard Phone Users** search window, change the search type to **Last Name** and enter the new users' last name (In this case **Goshev**). Hit **enter** to search for the **Target User**.
4. Identify the correct user by their **User ID** field, which will be their HKS email. In this case, we are going to select the **2nd entry** as we confirmed earlier this is the correct Simo Goshev email address. Click on the **last name** of the user to fill in the User Name field.



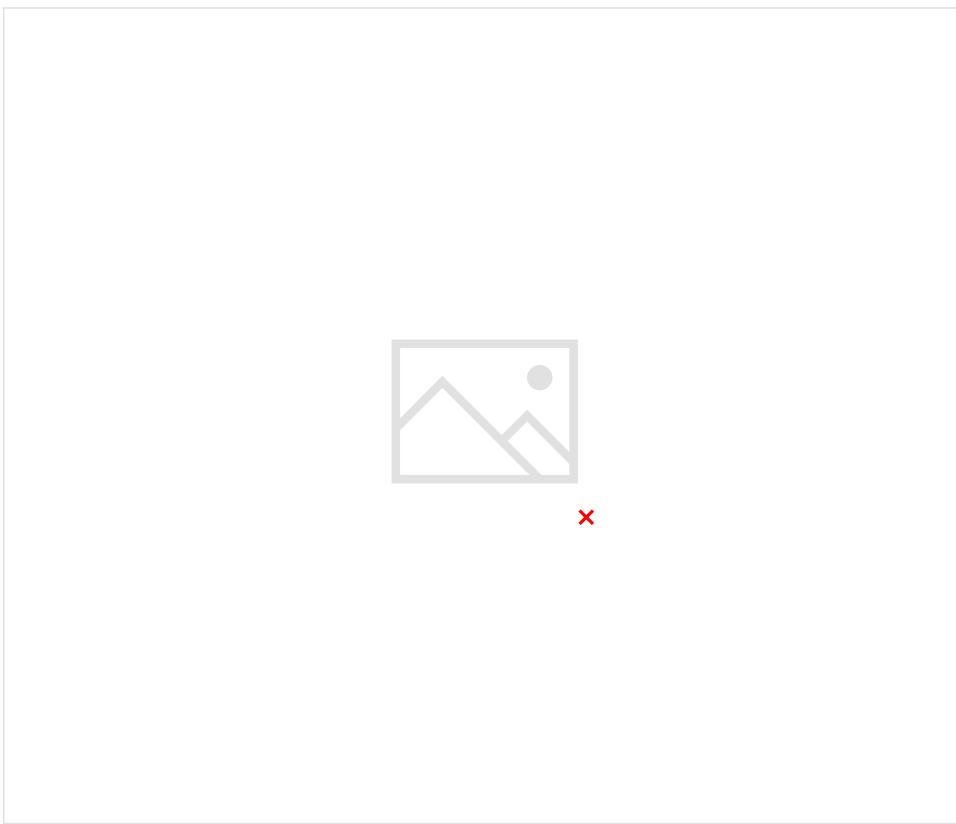
7. Under the Non-standard Information tab, select YES under the All updates complete field. In the Description, type in the user's information using the format in the screenshot above.



8. Scroll all the way up to the top of the window and click **Submit Request**.



9. Once the Order Status window comes up after submitting the request, copy the **REQST** number and paste it in the original request ticket.



10. Email the user using the **Hph User Change Request - Follow Up** template.



11. Once the user has been updated, resolve the ticket!

[DRAFT] Deinstalls/Disconnects

Tuesday, September 13, 2022 10:02 AM



✗

1. A phone deinstall or disconnect ticket will include a phone line to disconnect. Copy this number and head over to **New Hph Kurmi Requests**.



✗

2. While in Kurmi, enter **HKS** under Site/School. Click on **HKS** if it pops up in the menu. Under Basic Information, change the Request Type to **Deinstall**. The Dispatchable options should be set to **No**. The Requested Due Date might be included in the request ticket, but if not, you can set it to today.



X

3. We will need to identify the current user of the phone line:
 1. Under User Type, change the type to LDAP. LDAP is a directory list containing information about people. We are looking for people with phones, so this is the right selection.
 2. Under User, click on the magnifying glass on the right of the box. A new window will open called Hph User List.
 3. Change the search type to Primary Line. We are going to search using the phone number and confirm the user in the ticket is the one assigned.
 4. After changing the search type, enter the last 4 digits of the phone number provided in the ticket. In this case, I searched for 9572.
 5. In the search results, we can see that David Eaves comes up just like we expected. To select this result, click on the primary line (16174959572 in this example). Make sure that this is the correct number! Confirm that the entire number matches the number provided in the ticket before clicking.



✗

4. After clicking on the primary line, the user's information will fill in.



✗

5. Scroll up to the top of the window and click on Submit Request. Sometimes there will be long delay (~20 seconds) after clicking submit. Do NOT refresh or leave this window, eventually it will go through.





6. Once the request submits, copy the REQST ticket number and post it as a worknote in the original request.



✗

7. Email the customer that the deinstall request has been submitted and that you are closing the ticket.



✗

8. Resolve the ticket!

[DRAFT] Self-Service

Friday, September 2, 2022 3:36 PM



✗

<https://phone.harvard.edu/selfservice> or <https://v0083.selfcare.ucc.verizon.com/Kurmi/> allows users to modify their phone sets and set things like voicemail pins, caller appearance, call forwarding, and much more. Under the Downloads section, there is documentation about what users can change in the self-service portal.

Under Review

Thursday, November 10, 2022 2:25 PM

Needs update/move

Wednesday, March 30, 2022 11:39 AM

The "On Hold" computer shelf should be reviewed daily to check for computers that have been held for a minimum of two weeks (10 Business Days). After being held for two weeks (10 Business Days) a computer can be moved to the next stage of its lifecycle. For LEASED computers this means it will need to be wiped of its data first. (INSERT/ADD Image of IT Asset Lifecycle Steps to Documents.)

Warranty Repair or Replacement of Equipment

Occasionally equipment that is still covered by the manufacturer's warranty will fail and we will need to repair or replace it as soon as possible. When a problem has been identified with a piece of equipment the warranty coverage should be confirmed and a ticket should be put in with the appropriate party without delay.

Below are the most common manufacturers and steps on how to request a warranty repair or replacement.

Dell - (Desktops, Laptops, Monitors, Docks, etc.)

In-warranty Desktop & Laptops may require the issuance of a loaner for the user. Contact the Service Center for info on this.

In-warranty accessories, such as monitors, and docks, can be replaced with in-stock equipment, provided that the defective equipment is replaced by the vendor, and returned to stock to replace the item taken.

Contact the Dell support email: support@dellfs.zendesk.com

Subject line should have computer model, Service Tag, and a brief summary of the issue.



HP Printers - (Printers)

Consult with Dustin

Apple - (Desktops, Laptops, Tablets)

Consult with Dustin

Misc. - (Varies – Lenovo, Microsoft, etc.)

Consult with Dustin

Equipment that is physically broken or has water damaged will not be covered by a warranty, the only exception being if a laptop has an Accidental Damage Warranty (a few Dell, Lenovo, and Microsoft Laptops, not available on Apple)

Warranty Repair & Replacement is not necessary for cheap or "consumable" items such as keyboard, laptops, and cables. When these items fail we can provide new ones from the storage room. If it is an item that we normally charge for, such as an Apple Video Adapter, users should be directed to order a new one.

Although it is rare, we will occasionally receive new equipment that is defective, damaged, or otherwise not functional from a vendor. In those instances the equipment should be troubleshooted (if necessary), the problem clearly identified, and the appropriate vendor contacted. In the case where this new equipment is designated for a customer, be sure to see Evan to identify the best course of action.

Standard Wiping procedure

1. Confirm that the computer has been held for at least 10 business days by checking the return date listed on the return slip. For example a computer returned to us on 3/1/19 should be wiped and processed no earlier than 3/15/19.
2. Confirm that the computer is Leased on the bottom of the return form. Purchased computers do not require a wipe! (See IT Asset Management - End of Life Procedure - Disposal Process)
3. When wiping leased computers, ensure that they are plugged into power but turned off
4. Insert the KillDisk USB drive into a USB port on the machine being wiped
5. Turn on the computer and boot into the USB for Windows machines this is done by rapidly pressing F12 and selecting the USB option from the BIOS boot menu (For Macintosh computers hold *option* while powering on and select the USB drive option)
6. Once the computer has fully booted into KillDisk (when you see the Desktop) you may remove the KillDisk USB

7. Select the KillDisk icon from the taskbar (looks like an '@' symbol)
8. When a list of available drives is displayed, right click the desired drive you wish to wipe (typically only one is displayed here)
9. Then select the erase disk option and type in the "erase phrase"
10. The computer should be wiping at this point. Laptops and computers with solid state drives will typically finish within several hours. Most desktops and computers with traditional Hard Drives will typically take more than several hours and should be left to wipe overnight.
11. Confirm that the wipe has completed successfully
12. Once the wipe is confirmed update the computers label by circling "Drive Wiped" and place it on the "Leased & Wiped" shelf. Laptops can be stacked until 10x high, desktops should have the serial number facing out for easy scanning. Only Leased & Wiped computers should be put on this shelf!



*If a computer is having issues that are preventing it from being wiped, escalate the issue up to another member of the Endpoint team.

*Occasionally we will find a leased computer that has no drive. Place this computer aside and notify the IT Procurement Specialist of this.

*Set DAILY calendar reminder for this task. Ideally at a time that will not typically conflict with deployments and other Endpoint field work.

Hph Inventory Processing

Thursday, March 7, 2019 4:39 PM

★ Instructions are outdated.

Check HKS Hph Inventory Task Queue Daily for New Tasks

This Queue can be found under ServiceNow category Integration – Harvard Phone – All Hph Tasks and then filtered by adding an “AND” operator for the “Assignment Group” – “HKS – Procurement”

Processing New Tasks

1. Open Parent Request of Task
2. Check Reference 1 & Reference 2 Fields. These are located in the REQST – Variables – **GL Codes section**.
3. The Reference Field will indicate if either “Existing” Phone/HW is already in place and no inventory is needed, or if a “New” Phone/HW is required and must be pulled from inventory and allocated. If the Reference Field(s) are blank or do not indicate “Existing” or “New” do not process request and refer this to the Procurement Specialist for guidance.

Existing Phone/HW

1. If “Existing” Phone is indicated, no inventory allocation is necessary
2. In the Task Work Notes indicate that existing equipment is in place and that no equipment is requested.
3. Close Task.

New Phone/HW Requested

1. If “New” Phone is indicated in the Reference field a new phone must be allocated from stock for install and the requesting department or center must be billed.
2. Confirm that billing information is populated in the REQST. Under Variables – GL Codes, seven fields (Dist Tub, Dist Org, Dist Object, Dist Fund, Dist Act, Dist Sub Act, and Dist Root) should all be populated with the numerical codes. If any or all fields are blank do not process request and refer this to the Procurement Specialist.
3. The requested Phone/HW type will be listed in the Task under New Device - Device Type and in the REQST under Variables - Service Information – Service Type
4. Pull the appropriate Phone/HW from stock and label with REQST #, Phone #, and last name or location.
5. Place Phone/HW in ready to config area in configuration room.
6. In the Task Work Notes “Mention” (@name) the requestor from the Request and indicate that equipment has been allocated and is available in the ready to config area.
7. Do NOT close the Task, assign to the Procurement Specialist (Evan) and save. They will review the task, make necessary chargebacks, and close.

Notes:

If the deployment tech determines that the New Phone/HW is not needed then it should be returned to the Configuration Room and labelled with the REQST #, Phone #, and last name or location. The Procurement Specialist will process a billing adjustment if necessary.

Break/Fix Phone Replacement

Occasionally phones that are in use will fail or break and need to be replaced. This kind of replacement should be requested in the original incident by adding the Endpoint and/or Procurement contact for phones to the watch list, and requesting an equivalent replacement from stock.

1. When a request is received for a replacement phone in a ServiceNow Incident pull the appropriate phone/HW from stock. Used phones/hw should always be issued for break/fix replacement unless there are none left.
2. Label with REQST #, Phone #, and last name or location.
3. Place Phone/HW in ready to config area in configuration room.

The technician who returns the bad/broken phone must label the phone with a printed copy of the incident. The incident should clearly indicate the problem with the phone. This is a HUIT – Telecom requirement.

Move/Change Requests

Returning Bad Phones/HW for Replacement

Periodically bad phones should be returned to HUIT Telecom for replacement.

To determine if a bad phone should be returned, the warranty status must first be confirmed. Only phones that are still within their 1-year warranty can be replaced by HUIT. Phones that are out of warranty should be kept for parts, or disposed.

Phones that are physically broken or water damaged are not eligible for replacement.

1. Confirm warranty status of phone by emailing the serial number(s) to Gerry Redman (Gerry_Redman@harvard.edu). He will respond with the warranty status.
2. If the phone is covered you will be authorized for a replacement.
3. To request the replacement, see Page 6 of HKS Field Tech Tasks Document in the Documents section.

Process / Checklist

Thursday, March 17, 2022 2:11 PM

Pre-Deployment Process:

Change to Handling of Procurement Tickets

Goduco, Evan C will continue to take in Procurement tickets generated by our customers from the Procurement Order page and assist with the Purchasing side.

As soon as the details of the order has been updated by Evan, instead of holding onto these Procurement tickets in his queue, he will escalate immediately to the 'HKS – Deployments' queue with one of the two new ServiceNow tags indicating the procurement status of the ticket.

New ServiceNow Tags: 'READY' & 'PENDING ARRIVAL'

Each Deployment ticket will now have a tag assigned to it. If you do not see the tags displayed under 'My Work', enable it in your settings.

READY:

- Deployment ticket has an available stock item in the Inventory Room. This item is either at the 'Ready to Config' shelf or you will need to request for it via the Inventory Request form.
- The item has arrived in the mailroom and has been processed by Fred in the Inventory Room. Fred will move this item into the 'Ready to Config' shelf, update the Deployment ticket stating the arrival of the package, and change the tag on the Deployment tag to READY.

PENDING ARRIVAL:

- Deployment ticket contains an item that we had to make a purchase for, so the ticket will be placed On Hold as we wait for the arrival of the package.
- In the meantime, the technician assigned to this Deployment ticket will keep watch. If a customer reaches out, the technician assigned to the ticket will answer back. If the customer is requesting for a delivery update, feel free to share the delivery ETA that Evan posted in the ticket description (although if you notice it's been passed the timeframe, reach out to Evan or Alex for the package tracking number).

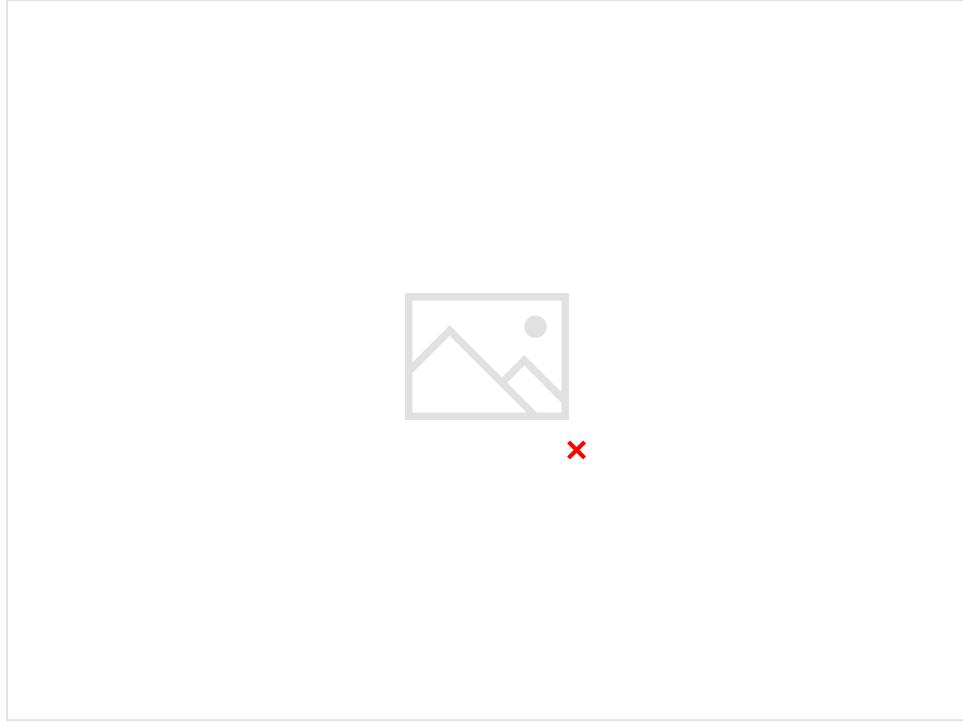
Pre-Deployment Setup:

1. Imaging and initial processing
 - a. Locate the computer box on the config room shelf and unbox it.
 - b. Follow the respective imaging guide for the type of computer in the request ticket:
 1. [PC Imaging](#)
 2. [Mac Imaging](#)
2. Scheduling with customer
 - a. After imaging completes, add a worknote with the name of the computer and that the computer is finished imaging.
 - b. Send out Bookings email using the Technology Deployment template.
 - c. **Backups???**

- d. Place the ticket on hold when the customer schedules a Bookings appointment.

Deployment:

1. Set up the customer's physical desk and office space based on their existing equipment and new equipment ordered in the ticket.
 - a. Set up any new monitors and docking stations included in the ticket on the customer's desk. Monitors should be connected to docking stations unless the user has their own adapters or does not have a dock. **Be as neat as you can!** Try to use the cable guides on the monitor stands and hide cables behind the desk if possible.
 - b. Set up the user's mouse and keyboard. They should be connected to the docking station.



2. Log the customer in to their new computer
 - a. You will need to be **wired in to the network for the first sign in**. Make sure you have an **ethernet cable** and an **ethernet adapter** with you on your deployment. The user will be able to sign on with their HarvardKey credentials (HKS email for the username and their HarvardKey password for the password field).
3. Sign in to HKS apps
 - a. Start with getting the customer on [Harvard Secure](#).
 - b. Sign in to the Outlook desktop application. When prompted about Office, choose **Log in** as this will also log the user into the Office suite (Word, Excel, PowerPoint, Teams).
 - c. Sign in to Zoom. Open Zoom, choose **SSO** at the bottom, enter **Harvard** and continue. The user will enter their HarvardKey credentials and when prompted, open the link from their browser in the Zoom app. This will log them in to their HKS zoom account. You can check to

- see if the user is signed in by clicking on their picture or initials in the top right of the app.
- d. Sign in to Adobe. The user can enter their HKS email in the login window and sign in with HarvardKey when prompted. You may need to select **School or Work** account when prompted.
 - e. Sign in to OneDrive. Some users may not use OneDrive. You can recommend to the user that OneDrive is a convenient way to back up their data. Open OneDrive, and select it from the taskbar (sometimes it opens under the ^ symbol). The user can enter their email and click next the checkboxes for backing up 3 locations. Uncheck these three locations as they have a new computer and nothing needs to be backed up. Click next until prompted to open OneDrive. The user should see all of their files.
 - f. Sign in to the VPN. Open Cisco AnyConnect and follow [this guide](#) for configuring the VPN.
 - g. Set default apps in Windows. Open Settings, navigate to Apps, and from the left side select Default apps. Under email, select Outlook. Under web browser, let the user select their preferred web browser.
 - h. Add any printers that the customer may need.

Post-Deployment:

- 1. Before leaving, you may need to retrieve the current computer that the user has so it can be returned to the leasing company or for end of life processing. This information will be in the ticket:



- 2. Take the customer's computer back to the config lab return shelf. Grab a computer return label and label the computer with as much information about the computer as you know. Leave the bottom row blank besides removing the computer from AD. **Make sure to remove the computer from AD AND SCCM.** ([Removing from AD](#) and [Removing from SCCM](#))



3. Once you have labeled and returned the user's previous computer, you can close the ticket. In the resolution notes of the ticket, **note the serial number** of the computer being returned to the config lab.



Myles' Quick Deployment Checklist:

Use this during the scheduled deployment time to make sure everything is set up:

1. Physical setup (Monitors, dock, ethernet, phone)
2. Ethernet in, sign in.
3. Outlook (also sign in to office after outlook login)
4. Default apps (set in settings, outlook, browser of choice)
5. Wifi (getonline.harvard.edu)
6. Adobe (login using hkey)

7. Zoom Harvard.zoom.us/download
8. Zoom outlook plugin (optional)
9. Teams
10. OneDrive
11. Printers
12. Check admin rights

Dell Warranty Process (Under construction)

Friday, April 15, 2022 9:45 AM

When an HKS employee has a hardware issue with their Dell computer, you may have to start the Dell Warranty Process:



1. Send an email to Dellfs at support@dellfs.zendesk.com and CC hksitsc@hks.harvard.edu. The subject of the email should describe what the issue is. The body of the email should include a description of the issue, what troubleshooting steps you have done, and that you would like to open a warranty ticket for the machine. List all important details of the machine like the model and service tag.

[Here is a template that you can use in your own emails to Dell:](#)

Hi Dell Support,

I have a laptop that **describe issue here**. I have tried **describe what troubleshooting steps you have taken** and this issue still persists. I would like to start the warranty process to replace **the issue/broken part** on this machine.

The details of the device are below:

Model: **Model of the machine, Like Dell 7300 or Dell 7070**
Service Tag: **7 character long string found on the bottom of laptops or top of desktops (Like)**



✗



✗

2. Once you receive the ticket confirmation from Dell, add the request number into the ServiceNow ticket.



✗

3. Soon after sending your email, A Dell contact will reach out with additional information about your request. You can also add this information to the ticket.

Website Requests

Wednesday, October 19, 2022 9:14 AM

From Michelle 10/18/2022:

Good morning everyone. I want to provide an update about some changes to the Harvard Web Publishing (HWP) Service Offering and how HWP will direct users in the HKS Community will be directed to request websites going forward.

1. Users in the HKS community that attempt to request a website through Harvard Web publishing will now be directed to open a ticket with HKS by emailing ithelp@hks.harvard.edu (this process will evolve). The Service Center team is aware and knows to assign any tickets requesting new websites to the **HKS - Web (External) queue**. **Maya Horowitz** will take the lead on assessing the need and determining whether the use case is appropriate for CampusPress, the solution that HWP is offering for new faculty sites and some project / basic sites.
2. New OpenScholar sites will no longer be an option. Existing sites will not be impacted at this time.
3. More to come on future roadmap.

Please let me know if you have any questions or require additional information.

Rounds (Under Construction)

Monday, June 13, 2022 2:16 PM

By: Anna Ji

The Rounds process involves making sure that each of the 5 student printers are functioning normally and that they are fully stocked with paper.

1. Pick up paper:

The paper is located on the ground floor in Taubman, where the rest of IT sits. From the service center, you walk past the cafeteria and enter the tunnel on the right that leads to Taubman. When walking through the tunnel there will be a small passageway to the right where the IT department closet is located. You'll walk straight down the hallway and follow the path until you reach a closet where the paper is located. Usually, you'll need about two reams of paper.



2. From there, you'll go to the first printer. You will enter the elevators that are located on the ground floor of Taubman. Go to the third floor. From there, you'll turn right and go down the hallway to find the printer in the back corner near the windows. There should be another small hallway with a fridge and a vending machine. Walk through that hallway and the printer should be to the left.



✗

3. To check the printer, you can first check the Papercut application on the printer and see if it's able to open normally.

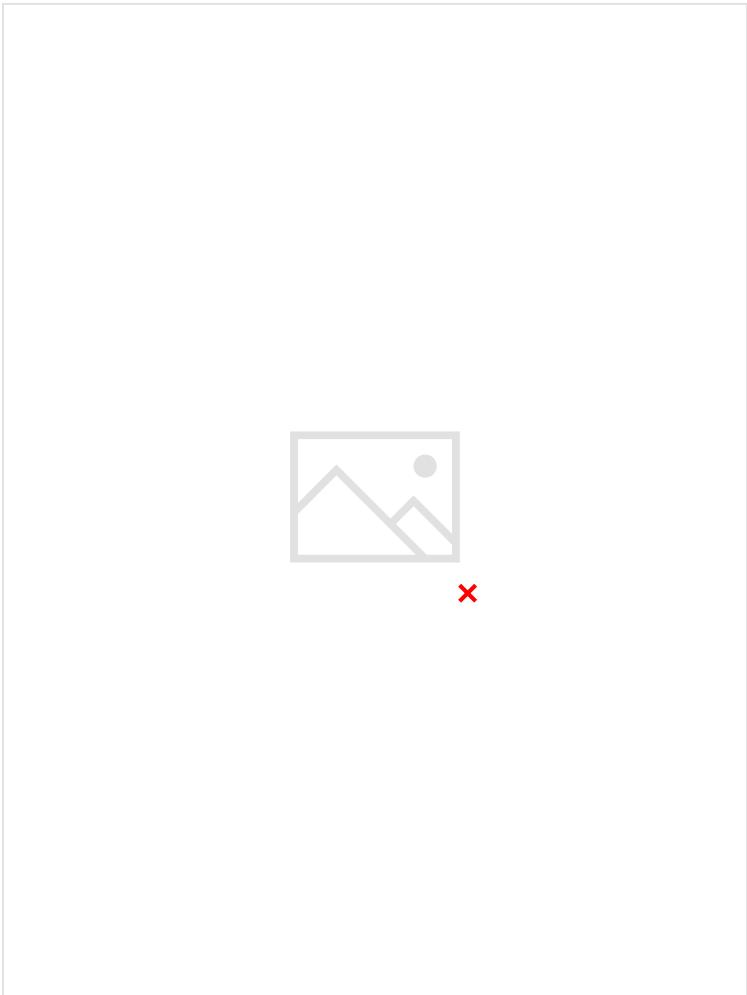




4. Then, click the “Check Status” button in the bottom lefthand corner. If the printer is functioning normally, every status check should say “Ready”. If not, please note whatever issue the printer has.



5. Check the paper trays. The paper trays will all be located on the bottom of the printers. Each tray has a marker on either the side or the back of the tray. **There is a big bolded orange line to the highest mark that the paper can go up to. To avoid paper jams, fill the tray with paper just below the mark on the tray.** Usually, only the top tray will need to be re-filled, but if the top tray is completely empty, you should check the bottom trays.



6. You will repeat Steps 3 through 5 for each printer.
7. After the first printer you'll find the next printer on the Taubman rotunda. If you go down the stairs you'll see the printer next to the window.



8. For the next printer you'll find it after turning to the left when exiting the rotunda. From there you'll follow down the hallway until you see the printer at the end of the hallway in the connection with Rubenstein.

R Pic here

9. From there you'll follow the hallway path again until you reach the small set of stairs to Littauer. There are two printers at this location with one on the left and one on the right. The left one is the color printer and the right one is the BW one.

Forum printers here

10. Complete this [survey](#) after finishing rounds.

Needs pictures of Rubenstein, Littauer, and paper closet pictures.

Adding a Network Drive (Deprecated/Needs Update)

Friday, February 15, 2019 8:37 AM

List of Network Drive Paths:

<https://knet.hks.harvard.edu/team/collab/InformationTechnology/NetworkMigration/>

Windows:

1. Right-click the Start menu and select **File Explorer**
2. Right-click "This PC" in the left menu and select **Map network drive**
3. Select the desired drives corresponding **drive letter** and **path**
4. Select finish

Mac OS:

*Note when entering in the path of the network drive substitute "\\" with "/" and use "smb:" at the start of the line

1. In **Finder** select the Go option from the toolbar
2. Then **select** "Connect to Server"
3. **Enter** in the **network drives** corresponding path

*Macs use the following formats:

for \p-wfs~ smb://p-wfs2-dc1.hks.internal/<OU>

for \p-cifs1a smb://p-cifs1a-dc1.hks.internal/cifsdata/dept/<OU>

or Photos smb://p-cifs1a-dc1.hks.internal/cifsshare/photos (OCPA, Degree, ARRD)

[2023] Changelog

Friday, January 7, 2022 1:26 PM

- 5/10/2023
 - [Harvard Phone \(HPh\)](#)
 - [Phone Move Audits](#) - NEW; Documentation now available
- 5/5/2023
 - [Windows Troubleshooting](#)
 - [Latitude 7330/7430](#)
 - [Microphone Disconnecting](#)
- 4/28/2023
 - [Apps Troubleshooting](#)
 - [HUBS SmartView](#) - NEW; Documentation now available
- 4/25/2023
 - [Tools - Automation](#)
 - [Moves Automation](#) - UPDATED; Documentation now available
 - [Multi Users Automation](#) - UPDATED; Documentation now available
 - [Stockroom Request Automation](#) - UPDATED; Documentation now available
 - [Quick Messages](#)
 - [Handling Deployment Tickets](#) - NEW SECTION
 - [\[DEPLOY/SCHEDULE\] New user deployment](#) - NEW QUICK MESSAGE
 - [Handling Phone Tickets](#) - NEW SECTION
 - [\[PHONE\] Harvard Phone Audit Reachout](#) - NEW QUICK MESSAGE
- 4/18/2023
 - [Tools - Automation](#)
 - [Moves Automation](#) - New instructions added in
 - [Stockroom Request Automation](#) - New instructions added in
 - [Deployment Process](#) - UPDATED
 - [Deployment Preparation](#) - NEW
 - [Deployment Procedure](#) - NEW
- 4/14/2023
 - [Tools - Automation](#) - NEW SECTION
 - [Moves Automation](#) - NEW; Pending work
 - [Multi Users Automation](#) - NEW; Pending work
 - [Stockroom Request Automation](#) - NEW; Pending work
- 3/28/2023
 - [Asset Management](#)
 - [Training](#)
 - [Quick Reference Sheets](#) - NEW
 - Contains Loaner, Config Lab, and End-of-Life Instructions
- 3/7/2023 - 3/24/2023
 - [Policies and Procedures](#)
 - [Asset Management](#) - Non-stop Asset Management updates
- 3/6/2023
 - Redesigning the Guide Menu tree to improve the organization of the categories and articles
 - [Computer Imaging](#)
 - [PC Imaging / Configuration \(02/2023\)](#)
 - [HOW TO: Remotely Login into PC](#) - UPDATED
 - [Mac Imaging / Configuration Guide](#)
 - [HOW TO: Remotely Login into Mac](#) - UPDATED
- 3/3/2023
 - [Asset Management \(SNOW\)](#)
 - [Training](#) - NEW CATEGORY
 - [Roles & Responsibilities](#) - NEW
 - [Scenarios](#) - NEW
 - [New Standard Computer Lease Request](#) - NEW
 - [Reassigning Computer to a New Hire](#) - NEW
 - [Hardware Repair Maintenance Needed](#) - NEW
 - [Request for a Loaner Laptop](#) - NEW

- [Request for an Additional Computer](#) - NEW
 - [End-of-Life Lifecycle](#) - NEW
 - [Stock Replenishment Request](#) - NEW
 - [Receiving Stock and Updating Inventory](#) - NEW
 - [Billing Code Changes](#) - NEW
 - [Purchasing](#) - NEW CATEGORY
- 2/27/2023
 - [Asset Management](#) - NEW SECTION GROUP

Contains internal documentation outlining the new process for SNow Asset Management

 - [General Updates](#) - Processing general / standard updates to assets
 - [Reassignment](#)
 - [Allocate Computer Received that is Reserved for an End User](#) - UPDATED
 - [Hardware Repair](#) - HOW TO: process updates to assets that require hardware repair
 - [\(1\) Pending Asset Repair](#) - UPDATED
 - [\(2\) Repair In Progress](#) - UPDATED
 - [\(3a\) Asset Repaired Successfully](#) - UPDATED
 - [\(3b\) Asset Repaired Failed](#) - UPDATED
 - [Asset Irreparable / Unsalvageable](#) - UPDATED
 - [Stock Processing](#) - HOW TO: process updates to stocked assets
 - [\(1\) Processing Stock Computers](#) - UPDATED
 - [\(2\) Allocate Computer from Existing Stock for a Primary End User](#) - UPDATED
 - [End of Life](#) - HOW TO: process updates to assets going through End of Life cycle
 - [\(1\) Lease Return / Recycling - Moving Asset from Return Shelf to 30 Day Holding Cabinet](#) - UPDATED
 - [\(2\) Lease Return / Recycling - Moving Asset from 30 Day Holding to NCS Cart Preparation](#) - UPDATED
 - [\(3\) Lease Return / Recycling - Asset Picked Up by NCS](#) - UPDATED
 - [\(4\) Retiring Assets](#) - UPDATED
- 2/24/2023
 - [Welcome](#) - UPDATED; Friendlier welcome page, removed Myles Cheda as a primary contact
 - [\[ARCHIVED\] Backlog](#) - Backlog page has been archived; not necessary to have
 - [Troubleshooting](#)
 - [\[RICOH\] SC899-00 Error on CrimsonPrint Printer](#) - Updated article title and made a small tweak in the Instructions
 - [Quick Messages](#) - NEW SECTION - See all of our quick messages in one convenient location
 - [Contacting a Different Department](#) - NEW CATEGORY
 - [\[CONTACT\] Media Services](#) - NEW QUICK MESSAGE
 - [Scheduling Appointments](#) - NEW CATEGORY
 - [\[SCHEDULE\] Office Visit](#) - NEW QUICK MESSAGE
 - [\[SCHEDULE\] Service Center Visit](#) - NEW QUICK MESSAGE
 - [\[SCHEDULE\] Technology Deployment](#) - NEW QUICK MESSAGE
 - [\[SCHEDULE\] Zoom / Phone Appointment](#) - NEW QUICK MESSAGE
 - [Resolving Ticket](#) - NEW CATEGORY
 - [\[RESOLVE\] Closing Ticket & Request Feedback](#) - NEW QUICK MESSAGE
 - [\[IDLE/RESOLVE\] Closing Ticket - No Responses from Customer](#) - NEW QUICK MESSAGE
 - [Handling Loaner Tickets](#) - NEW CATEGORY
 - [\[LOANER\] Return Date Passed; Extension Available](#) - NEW QUICK MESSAGE
 - [\[LOANER\] Return Date Passed; No Extension](#) - NEW QUICK MESSAGE
 - [\[LOANER\] Extension Granted](#) - NEW QUICK MESSAGE
 - [\[LOANER\] Extension Rejected](#) - NEW QUICK MESSAGE
 - [General Email Responses](#) - NEW CATEGORY
 - [\[IDLE\] Request Update \(1st Attempt\)](#) - NEW QUICK MESSAGE
 - [\[IDLE\] Request Update \(2nd & Final Attempt\)](#) - NEW QUICK MESSAGE
 - [Handling Security Tickets](#) - NEW CATEGORY
 - [\[SECURITY\] Suspicious Email \(FYI Notification\)](#) - NEW QUICK MESSAGE
 - [\[SECURITY\] Suspicious Email \(Potential Concerns\)](#) - NEW QUICK MESSAGE
- 2/22/2023
 - [Troubleshooting](#)
 - [Printing](#) - NEW CATEGORY
 - [SC899-00 Error on Crimson Print Ricohs](#) - NEW PAGE compiled from email thread
- 2/14/2023
 - [Computer Imaging / Reimaging](#)
 - [PC Imaging / Configuration \(02/2023\)](#) - Tree structure and minor article changes
 - [HOW TO: Reimage PC](#)

- [HOW TO: Remotely Login into PC](#) - Will need revising
 - [SETUP: BIOS Configuration](#)
 - [Mac Imaging / Configuration \(02/2023\)](#) - NEW JAMF Enrollment merged; thanks to Dustin
 - [HOW TO: Reimage Mac](#) - How to prep a Mac for imaging/configuration
 - [HOW TO: Verify Mac Setup Completion](#) - NEW
 - [HOW TO: Remotely Login into Mac](#) - Will need revising
- 2/10/2023
 - [Quick Links](#)
 - Created new section for Management Tools
- 2/8/2023
 - [Under Review](#)
 - [Asset Management \(SNOW\)](#)
 - [Drafts](#)
 - [Mac Imaging](#) - Dustin is working on a draft to merge all the Mac Reimaging documentation into one (including the New JAMF Migration process)
- 1/29/2023
 - [Introduction](#)
 - [Template](#) - NEW; Use this template to create internal docs for the Guide
- 1/26/2023
 - [Troubleshooting](#)
 - [Wireless](#) - NEW CATEGORY
 - [\[Android\] TLS Not Auto-Selected for Harvard Secure](#) - NEW
- 1/18/2023
 - [Under Review](#)
 - [Asset Management \(SNOW\)](#)
 - [Allocate Computer Received that is Reserved for an End User](#)
 - [\(1\) Stock - Processing Stock Computers](#)
 - [\(2\) Stock - Allocate Computer from Existing Stock for a Primary End User](#)
 - [\(1\) Lease Return / Recycling - Moving Asset from Return Shelf to 30 Day Holding Cabinet](#)
 - [\(2\) Lease Return / Recycling - Moving Asset from 30 Day Holding to NCS Cart Preparation](#)
 - [\(3\) Lease Return / Recycling - Asset Picked Up by NCS](#)
 - [Retiring Assets](#)
 - [Hardware Repair](#)
 - [Active Directory / SCCM](#)
 - [How to Remove Windows Computer by Serial Number](#)
 - [Computer Imaging / Reimaging](#)
 - [JAMF Enrollment and Setup Process \(01/2023\)](#) (Work in Progress)
 - [Requests](#)
 - [Nice to Have](#) (Updated)

[2022] Changelog

Monday, March 6, 2023 8:08 PM

- 12/19/2022
 - Co-op Onboarding Process - Request Access
 - [ServiceNow](#) - NEW
 - [MIDAS](#) - NEW
 - [UNSG Customer Portal - NOC](#) - NEW
 - [Advance Tier 2 Account \(AT2\)](#) - NEW
 - [HUDS Onboarding](#):
 - New section and image, [Server Parameters Setup](#), added.
- 12/13/2022
 - [Under Review](#)
 - [Asset Management \(SNow\)](#) - NEW CATEGORY
Future processes once ServiceNow Asset Management is launched
 - [Allocate Computer Received that is Reserved for an End User](#)
 - [Allocate Computer from Existing Stock for a Primary End User](#)
 - [Updating Returned Asset for Lease Return / Recycling](#)
 - [Retiring Assets](#)
- 12/12/2022
 - [Co-op Onboarding Process](#)
 - Cleaned up page and reuploaded onboarding forms.
- 12/9/2022
 - [IT Asset Management Lifecycle](#)
 - [\(1\) Start-of-Life: Initial Logging](#) - Current Process Added
 - [\(1\) End-of-Life: Return Form / Sticker](#) - Updated and finalized
 - [\(2\) End-of-Life: Holding Period](#) - Updated and finalized
 - [\(3\) End-of-Life: Preparation](#) - Updated and finalized
 - [\(4\) End-of-Life: Disposal](#) - Updated and finalized
 - [\(5\) End-of-Life: Retiring Assets](#) - Updated and finalized
 - [Procurement](#)
 - [Quarterly Lease Chargeback Process](#) - Imported and updated; work pending
 - [Deploying Stocked Leasing Computers](#) - NEW
 - [Deploying Stocked Item](#) - NEW
- 12/7/2022
 - [IT Asset Management Lifecycle](#)
 - Plenty of updates made in the End-of-Life processes to display the current process
- 11/28/2022
 - [HUDS Onboarding](#)
 - Added another FoodPro instruction note; thanks to Fred for update
- 11/21/2022
 - [HUDS Onboarding](#)
 - Added another note into the FoodPro install setup to make sure it is operational; thanks to Fred for update
- 11/16/2022
 - [Computer Return Form](#) added into Quick Links – Automation Forms
- 11/14/2022
 - Introduction

- NEW: [Team Overview](#)
- 11/10/2022
 - [Quick Links](#)
 - UPDATE: Created a chart to better organize and categorize the Quick Links
 - [IT Asset Management Lifecycle](#)
 - NEW: End-of-Life Processes
 - NEW: [Deployment Queue Management \(Daily\)](#)
 - NEW: [Mailroom Pickup \(Daily\)](#)
 - NEW: [Processing and Recording \(Daily\)](#)
 - NEW: [Standard Product Offerings](#)
 - [Processes and Procedures](#)
 - NEW: [Technology Disposal](#)
- 11/9/2022
 - [HUDS Onboarding](#)
 - Included a note under Network Drive mappings -- requires HKS VPN
 - Included a note under FoodPro -- how to properly install / run software
 - Updated Printer Setup instructions to include Chef's Printer install instructions
 - [Tutorials and Guides](#)
 - Completely renovated the page trees to make it easier to find articles using new Categories
- 11/8/2022
 - Renamed section from *Co-op Guide & Training* to [Onboarding](#)
 - New [Onboarding](#) article created: [HUDS \(Dining Services\)](#)
 - Created new section: [Troubleshooting](#)
 - Moved troubleshooting articles from [Tutorials and Guides](#) section into [Troubleshooting](#) section
 - Added 'Printer Setup' into the [HUDS Onboarding](#) instructions
- 11/7/2022
 - Instructions updated: [Computer Return Procedure](#)
 - Adjustments made to the coloring scheme of the Guide navigation tabs
- 11/2/2022
 - Cleaned up the [Contacts](#) page in our IT Asset Management & Logistics section with Evan Goduco's help
- 11/1/2022
 - Adjustments to content tree being made at [IT Asset Management & Logistics](#)
 - New page created: [Computer Return Procedure](#)
- 10/31/2022
 - [General Logistics Tasks](#) page has been updated with corrections / images
 - [Hardware Repair](#) page has been updated with corrections and added details

~~~ MYLES CHEDA HAS LEFT THE SERVICE CENTER ~~~

- 10/18/2022
 1. Added information about new website requests
 2. Added correction to delete returning computers from both SCCM and AD.
- 10/17/2022
 1. Added Windows Store troubleshooting documentation
- 10/12/2022
 1. Added instructions for booking HKSIT Meeting Room
 2. Started shipping documentation
- 10/11/2022
 1. Added documentation template for team submissions
- 10/5/2022

1. Added Blue / Course Evaluation communication
- 9/19/2022
 1. Harvard Phone Reassign documentation created
 - 9/13/2022
 1. Harvard Phone deinstall documentation created
 - 8/26/2022
 1. Copied AD security group info from Endpoint Co-op Guide
 - 8/22/2022
 1. Replaced existing network drive documentation updated docs
 - 7/29/2022
 1. Network Drive resource page created (created earlier)
 - 7/26/2022
 1. Inventory room form move
 - 7/18/2022
 1. Created Service Center Quick Links
 - 7/11/2022
 1. Lots of small tweaks to various entries (thanks co-ops!)
 2. Updated AD and SCCM guides to only include Univ addresses
 3. Create Network Jack Activation entry
 - 6/27/2022
 1. Started work on identifying useful ServiceNow KB articles
 2. Added and updated code printing info (already depreciated)
 3. Added other verification methods to the VPN connection page
 - 6/21/2022 - Networking information page created (VLANs, buildings, etc)
 - 6/13/2022 - Added and edited Rounds process, thanks Anna!
 - 5/24/2022 - Created guide for removing computers from HUIT SCCM
 - 5/23/2022 - Created guide for removing computers from UnivAD
 - 5/16/2022 -
 1. Created mac reimaging guide
 2. Added primary procurement contacts doc from Support-Procurement
 - 5/12/2022 - Created instructions for adding shared mailboxes
 - 5/11/2022 - Added entries for OME encryption, HUDs, and more updates to procurement guides.
 - 4/25/2022 - Drafted Teams and Guide training PowerPoint presentations
 - 4/21/2022 - Added EMS installation instructions/guide
 - 4/18/2022 -
 1. Added in/out instructions for loaners
 2. Continued work on CO-OP docs
 3. Updated backlog to reflect completed and current projects
 - 4/11/2022 -
 1. Cleaned up and updated Mac imaging guide
 2. Cleaned up and updated deployments guide
 - 4/4/2022 -
 1. Ongoing work on ITAM and Logistics pages
 - 3/30/2022 -
 1. Added Updating Directory Information page
 - 3/29/2022 -
 1. Added '[Granting Adobe CC Access to Students / Staff / Faculty](#)'
 - 3/28/2022 -
 1. Added IT Asset Management and Logistics tab from endpoint guide
 2. Added Team Norms page
 - 3/21/2022 -
 1. Created VPN connection guide

2. Started outline for deployment process
- 3/17/2022 -
 1. Adding Finding BitLocker Keys page under Tutorials and Guides section
 2. Moved Departmental OU chart to Tutorials and Guides section
 3. Updated Departmental OU chart to align with current departments and centers
 - 3/14/2022 -
 1. Moved loaner guides into the Tutorials and Guides section
 2. Moved imaging guides into Tutorials and Guides
 - 3/7/2022 - Added Looking up Computer Information page
 - 3/4/2022 - Added PC computer renaming page for Mac and PCs post migration
 - 2/28/2022 - Remote and on-site admin/signing in documentation added, needs review/discussion.
 - 2/25/2022 -
 1. Mac and Windows loaner guides updated, needs review/discussion
 2. Started general windows troubleshooting guide
 3. Updated Windows imaging guide to include labeling chargers (Need to add for mac)
 - 2/1/2022 - Added remote logon instructions for download on the Mac and Windows imaging tabs
 - 1/27/2022 - Finished address book documentation. Screenshots were captured earlier and transferred to this guide
 - 1/18/2022 - Started Mac reimaging and completed PC reimaging page (pending Endpoint review)
 - 1/11/2022 - Finished Bomgar section
 - 1/10/2022 -
 1. Separated network printing pages by OS
 2. Started work on Bomgar section
 - 1/7/2022 -
 1. Mac network printing doc updated
 2. Overhauled Office Troubleshooting pages and subpages
 3. Created CO-OP Setup and Orientation section
 4. General updates and fixes throughout
 - 12/17/2021 - Windows Imaging posted
 - 12/16/2021 - Mac Imaging posted
 - 12/2/2021 - Guide created

Recruitment Process

Wednesday, March 1, 2023 2:45 PM

Overview:

The following is the process for kicking off the HKSIT Service Center co-op recruitment process, which covers the posting of the job description, suggestions on how to rank candidate resumes, and instructions on how to have candidates register for an interview via Bookings.

Job Posting:

Every six months, the co-op job posting will need to be reviewed and published within the Northeastern Co-op Recruitment Fall / Spring timeline. Note: the timeline for publishing the job posting is a floating one but generally, the job posting should be submitted for approval sometime within mid to late February (for Fall co-ops) or mid to late September (for Spring co-ops).



Once the job posting has been approved by the Northeastern Co-op Advisor / contact (Eric Winters as of 03/2023), co-op candidates and their resumes will need to be reviewed and evaluated for possible interviewing.

Candidate Resumes:

When reviewing candidate's resumes, it's recommended splitting the resumes into 3 groups (at least):

Tier 1:

- Candidate lists experience working at a walk-up desk, as a receptionist, or similar experience that mimics working at the Service Center walk-up desk.

and

- Lists certificates or project work that are in IT, technology, etc.

or

- Has direct experience working in an IT Service Center environment (previous co-op, currently employee of Northeastern IT, etc.).

Tier 2:

- Candidate has some work experience that required customer service skills (i.e. retail jobs)

or

- Candidate has "useful" software skills or interests that can be potentially tapped into for project work (i.e. Photoshop / Illustrator, automation practice, OpenAI / ChatGPT interest, etc.)

Tier 3:

Everyone else.

Tier 1 candidates should be prioritized when interviewing, but Tier 2 candidates should also be offered an interview opportunity if the Tier 1 candidates are unavailable/uninterested in the position. Tier 3 candidates are usually saved for last resort.

Interview Scheduling:

Once a list of possible candidates are compiled, use the following email template and Excel spreadsheet to mass invite the candidates, using [Mail Merge](#), to schedule an interview date and time using [O365 Bookings](#).



Note: the Bookings page, HKSIT SC Team Lead, should have the HKSIT Co-op Position Interview Service updated to reflect the current co-op recruitment cycle time period. Similarly, it may be useful to update the "Provide Additional Information" questions to make them more relevant during the interviewing process.

Onboarding Process

Monday, September 12, 2022 12:23 PM

Overview:

The HKSIT Service Center Team Lead is the primary individual responsible for interviewing and onboarding new Co-op student workers. Once some viable candidates become available through the interviewing process, the following steps are to be taken to offer the candidate the co-op position and to kick off the onboarding / account creation process for them (should they accept the offer).

Onboarding Forms and Process:

1. *Position Offer Email:* This email template, which formally offers the applicant the co-op position, is sent after 1st or 2nd interview, depending on the candidates qualifications and interview question responses.



2. *Position Offer Confirmation Form:* This file is sent, in an encrypted email, to the candidate(s) that accept the Co-op position. The candidate(s) need to fill out the form and return it to the Team Lead within a week (or two depending on candidate's situation).



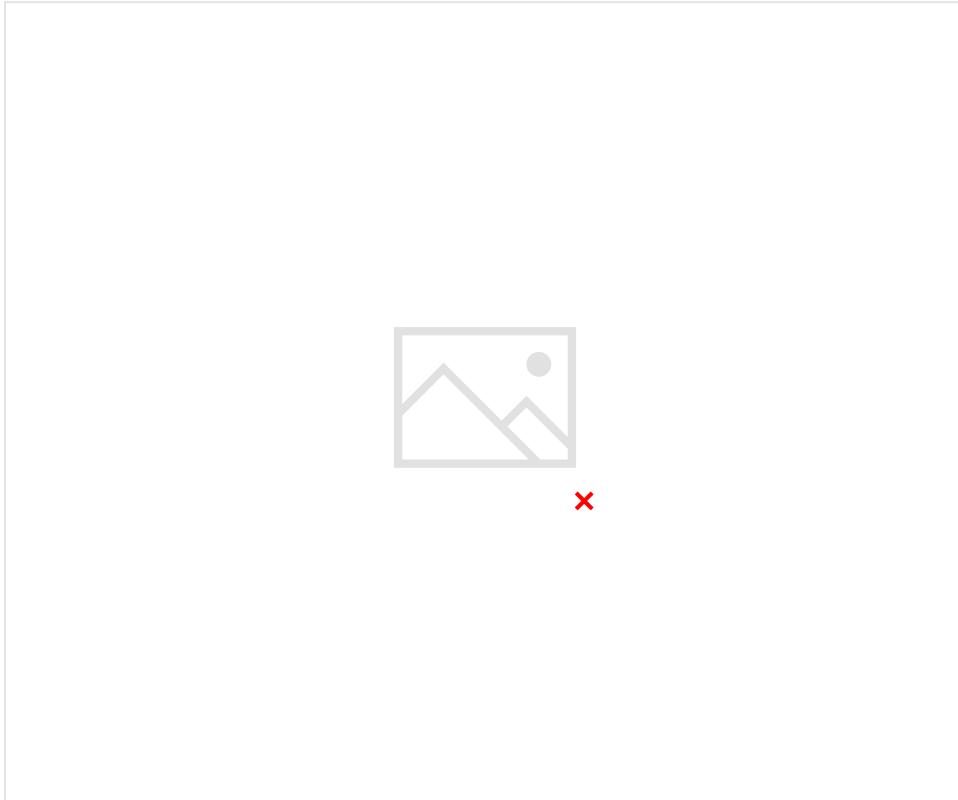
3. The *Information Form Hire Temp* PDF will need to be filled out and combined, using Adobe Acrobat, with the candidate's *Position Offer Confirmation Form* and sent via an encrypted email to HR to kick off the onboarding process.



NOTE: For international students, a dummy SSN may need to be generated if the candidate does not have a U.S. SSN. If needed, it's best to request the dummy SSN before sending the packet of *Position Offer Confirmation Forms* and *Information Form Hire Temp* PDFs to HR.

To request a temporary SSN, use the [HKSIT Dummy SSN Request](#) ServiceNow ticket

template:



Once the request has been submitted, no further actions are required as the dummy SSN will be visible/accessible to HR once it goes live. Note that we may need to follow up with HR to let them know that the dummy SSN is live (once we hear from the UFS folks).

4. Once the paperwork has been submitted, HR will reach out to the candidates to schedule a meeting for completing other HR paperwork /I-9 form.
5. After the HR paperwork / I-9 meeting, HR will reach out to the Team Lead to confirm the filled out paperwork and with the candidate's HUID, once ready. Once this email is received, the [HKSIT Co-op Onboarding](#) ServiceNow ticket template should be used to submit account creation requests for the new Co-ops:



✗

6. After requesting the co-ops accounts, the following *HKSIT SC Welcome* email, which contains information about claiming HarvardKey and setting up HKS email, should be sent about a week or two prior to the co-ops start date:



✗

Requesting Access

Tuesday, January 18, 2022 1:43 PM

Overview:

Once the Co-op candidates have their HUIDs created and their Harvard / HKS account requested, the Service Center Team Lead or Manager will proceed with requesting and setting up the following account access rights for the incoming Co-ops.

List of permissions/access Co-ops need:

- [ServiceNow](#)
- [MIDAS](#)
- [UNSG Customer Portal - NOC](#)
- [Advance Tier 2 Account \(AT2\)](#)

- Endpoint Management: Apps and Permissions
 - Active Directory install and setup
 - SCCM install and setup
 - HUIT reporting site (multi search)
 - HUIT toolkit
 - JAMF accounts for enrolling macs (Dustin)
- PaperCut / CrimsonPrint Admin site
- Door access (HKS Campus, OB, 124, config room)
- High Priority Email Alerts
- Bookings Appointments Emails
- Rounds Form - Update to include co-op names
- Walk-up Form - Picture needed/update

ServiceNow

Monday, December 19, 2022 10:31 AM

What is ServiceNow?

ServiceNow is a web based application that is used to manage most/all IT-related requests and incidents, in the form of tickets, for the Harvard / HKS community.

Who is responsible for requesting access?

ServiceNow access is requested by either the Service Center Team Lead or Manager via the ServiceNow *HKSIT ServiceNow License Request (Co-op)* ticket template.



MIDAS

Monday, December 19, 2022 10:11 AM

What is MIDAS?

Web application used to edit one's directory listing information, check on one's Harvard affiliate status, job appointment start and end dates, HarvardKey status, and other useful account related information.

Who is responsible for requesting access?

Co-ops will request access via the following link: https://harvard.service-now.com/ithelp?id=sc_cat_item&sys_id=db02f52b2bd12e00245f47f217da15f7

How to fill out request form:

- *School / Business Unit: Harvard Kennedy School*
- *Department: Information Technology*
- *Supervisor Name: Alex Costa*
- *Supervisor Email: alex_costa@hks.harvard.edu*
- *Business Reason for Requesting Access:*

At my manager's request, I am looking to be granted BasicManager permissions for MIDAS. As a member of the HKSIT Service Center, I am expected to process Harvard directory changes for the HKS community. Similarly, I will often be working on account-related activities that require knowing someone's Harvard/HKS affiliation status and/or their HarvardKey details.

- *Request Access to SSN/National ID: No*
- *Similar access to a colleague: Dmitry Alper*

UNSG Customer Portal - NOC

Monday, December 19, 2022 11:00 AM

What is the UNSG Customer Portal - NOC?

The UNSG Customer Portal, usually referred to as NOC or VPN admin console, is used by the Service Center team to grant HKS affiliates access to the #hks and #hksstudents VPN tunnels.

Who is responsible for requesting access?

Once a co-op has successfully claimed their HarvardKey, they will need register for an account and tunnel granting permissions via the following link: <https://www.noc.harvard.edu/index.php?show=open/register>.

How to fill out request form:

Assuming that one's name and email address matches, the VPN text box should be filled in with *#hks*, *#hksstudent*, and *#hksitsupport*, before hitting Submit.



✗

AT2 Account (Advance Tier 2)

Monday, December 19, 2022 11:53 AM

What is an Advance Tier 2 Account (AT2)?

An AT2 account is used for advanced computer management purposes, namely adding and removing a computer from the Harvard University domain, recovering a computer's Bitlocker Key, looking up last known logged in users of devices, etc.

Who is responsible for requesting access?

After a co-op has successfully claimed their HarvardKey and because an AT2 account is not connected to HarvardKey, one will need to request an account via the [Active Directory Tired Admin Account Request form](#).

How to fill out the request form:

OU: //university/Tier 2/HKS Tier 2

Approver: rdelacruz@hks.harvard.edu

Tier Requested: Tier 2

Role Specific Access: User Administrators, Computer Administrator, HelpDesk (Tier 2 Only)



✗

Endpoint Permissions

Friday, August 26, 2022 10:37 AM

Speak with Bryan / Dustin to fill out this page

(Legacy) New Endpoint Co-op Checklist

Saturday, January 23, 2021 11:13 AM

Fleurjuste, Bryan at 7/6/2022 10:14 AM

As an Endpoint Management co-op, you will need:

- To claim your HarvardKey
- An HKS AD account based on your netID. This will be your "regular" account.
 - This netID will be your HKS username. Your password will be your HarvardKey password.
 - Your regular AD account should not be used to log into customers' machines and should not have long-term admin access on your work machine.

- An elevated (eld) account used exclusively for logging on to customers' machines for computer setup, deployment, and troubleshooting.

- **Permissions and access to following (for your regular AD account):**

- i. HKS\hksfsa
- ii. HKS\\$its
- iii. HKS\grp_its_coop
- iv. Hks\grp_papercut
- v. Hks\grp_papercut_admin
- vi. Hks\its_casper_admins (Permission to JAMF admin console)
- vii. Hks\its_casper_users
- viii. Hks\its_casper_users2
- ix. Hks\its_sccm_reports
- x. Hks\its_support
- xi. Device Management Analyst role assigned in Configuration Manager

- **Permissions to the following for your elevated (eld) account:**

- i. Hks\grp_support_local_admin
- ii. Hks\grp_support_local_admin_90_password_age
- iii. Hks\grp_tse_add_computer_domain

- **Access to the following HUIT tools / portals:**

- i. ServiceNow
- ii. Bomgar (does not use HKey authentication)
- iii. MIDAS (Ask Stephen Lau or Alex Costa)
- iv. #hksitsupport tunnel to use RSAT consoles and Configuration Manager console
- v. NOC Portal for provisioning access to the HKS VPN tunnel (#hks, #hksitsupport).

(Legacy) Co-op Groups to add

Tuesday, June 28, 2022 1:18 PM

HKS_GRP_SCCM_ADMIN; HKS_GRP_SCCM_REPORT; HKS_GRP_SCCM_TSE; HKS-GRP_ITS_Coop; HKS-GRP_PAPERCUT; HKS-GRP_PAPERCUT_ADMIN; HKS-GRP-ITS_Casper_Users; HKS-GRP-ITS_Casper_Users2; hksgrp-its-support;

Training Schedule Outline

Monday, March 14, 2022 11:26 AM

Week Before Start Date:

- Have Co-ops claim HarvardKey, create HKS email, and activate Duo.

(Legacy) Working doc for Co-op training

Monday, April 18, 2022 3:13 PM

This doc is currently my scratch/outline for the coop training docs and is subject to continuous changes.

Highlighted text = needs to be created/updated/outlined

Blue highlight = in progress/needs review from Horacio

Prearrival Checklist:

Zoom meeting for account setup: Claim HarvardKey, get mailbox started.

~~Celer (Brian Conroy/Alex will coordinate)~~

MIDAS

AT2

Bomgar

Adobe Admin?

Day 1 (Remote?):

Celer Covid testing: Show coops where to get tests, reach out to Brian Conroy for access to ~~Celer (this should happen before their first day)~~.

Staff introductions: Each team member will meet with the coops and explain their title, what they do, who they work with, how they fit in to the team, and what they will be teaching the coops over their time spent at HKSIT. (I need to come up with questions that both sides of the conversation can ask each other)

PeopleSoft? Direct deposit? *Tbd on Peoplesoft access.*

PSA training: LastPass setup, best practices, password sharing for shared resources.

Day 2 (On-Campus):

Imaging and loaner training: Walkthrough with FTE, Q&A.

Campus tour/Smith center (for HUIDs) while imaging.

-- Contact Brian Conroy for HUID access to buildings

After imaging completes, sign in to apps/deploy setup.

ServiceNow training with Horacio: What the queues are, how they are different, where tickets come from, what different tickets mean/common formats (walkups, deployments, etc) setting up dashboard.

ServiceNow dashboard set up (or Day 1?).

Rounds training and config room training and processes. (Led by Myles? Fred? Alex? Evan?)

Day 3:

Intro with Endpoint, explain what Dustin and Bryan do, go over SCCM and AD install and permissions.

Guide training with Myles: Go over the guide, what info you can find, main topics that would be useful to know, cover Guide Entry Template?. Locations of frequently referenced guides.

Teams training (Led by Alex?): Go over various channels and what they offer, who is in them. Chat norms (liking, responding), install Teams app on phone.

Two groups for training: QM training for one group, Field support / walkup for another

Day 4:

Continue training from day 3. Shadowing FTEs, etc.

Remote support training: [Bomgar](#)

Phone tickets

On-campus training: imaging, walkup, deployments, field support.

PeopleSoft training/how to submit time.

Day 5:

Continue training from day 3. Shadowing FTEs, etc.

Week 2:

Introduction to QM, continue working with available FTEs to develop walkup skill set. Add responsibilities slowly to introduce them into their role. Coops should be encouraged to check the guide first, then ask for help when needed.

Intro to rest of the IT Team? Definitely Support team members.

Rough Shift Schedule:

FTEs:

Myles

Dmitry

Fred

Horacio

Alex

Co-ops:

Adil

Anjali

Florenz

Hoa

M:

FTEs - QM (reassign on-campus tickets / divvy up work amongst 4 co-ops)

--Dmitry and Myles

---While Dmitry on Dad Leave - Myles QM Mondays

---Field Support/Deployments tickets on Mondays go to Field Support co-op(s).

Adil - Walk-up

Anjali - *Walk-up / Field Support Backup*

Florenz - Deployments / *Field Support (high priority alerts?)*

Hoa - Field Support

T:

Adil - QM

Anjali - Walk-up

Florenz - *Walk-up / Field Support Backup*

Hoa - Deployments / *Field Support (high priority alerts?)*

W:

Adil - Deployments / *Field Support (high priority alerts?)*

Anjali - Walk-up

Florenz - QM

Hoa - *Walk-up / Field Support Backup*

Th:

Adil - *Walk-up / Field Support Backup*

Anjali - QM

Florenz - Deployments / *Field Support (high priority alerts?)*

Hoa - Walk-up

F:

Adil - Walk-up

Anjali - *Walk-up / Field Support Backup*

Florenz - Deployments / *Field Support (high priority alerts?)*

Hoa - QM

Day 1 (Week 1)

Thursday, March 2, 2023 3:42 PM

- Welcome to HKS
 - Confirm Co-ops have claimed their HarvardKey and can access their HKS email inbox
 - Add Co-ops into HKSIT Teams Team
 - Assign Co-ops their laptops
- Campus Tour
 - Show Co-ops around campus and the buildings we support
 - Pick-up Co-ops HUIDs from Smith Center
- Computer Imaging Training
 - Co-ops should learn how to image both Macs and PCs (Mac loaners can be used for training purposes)
- Intro to ServiceNow Training
 - ServiceNow Overview
 - ServiceNow HKSIT Service Center Dashboard Overview
 - HKSIT Tickets Widget
 - My Work
 - Queue / Triage
 - Loaners
 - Deployments and Procurement
 - Ticket Creation Overview
 - Contact Type
 - Service and Category
 - Relationship between Category and Urgency/Priority
 - Watchlists: IT vs Customer
 - Work notes, resolution notes, and issue codes
 - Quick Messages and Ticket Templates
 - ServiceNow Search
- Customer Service Basics
 - **Note to Alex:** Fred led this for the Spring 2023 Co-ops and it served as both an introduction of Fred to the Co-ops and best practices when working with customers.
- Self-Study: Customer Service Foundations (w/ Jeff Toister) - LinkedIn Learning:
 - <https://www.linkedin.com/learning/customer-service-foundations-2018/keep-your-customers-happy?u=2194065>

(Legacy) Day 1

Monday, March 14, 2022 11:27 AM

1. Claim your HarvardKey: <https://key.harvard.edu/>
2. Campus Maps: https://prodsmap.cadm.harvard.edu/portal/apps/indoors?appid=d71c69bc4b014b40b730d90880fba3a0&itemUniqueIdField=point_of_interest_id&x=-71.12224943521211&y=42.37169109542832&l=0&itemSourceKey=Places&itemUniqueId=78

HKS main campus and other buildings: https://knet.hks.harvard.edu/DPSA/DeanofStudents/RTC-Student-Pilot/PublishingImages/Pages/Contact-information-and-additional-resources/20%20DPSA%20Return%20to%20Campus%20Map_F.pdf#search=campus%20map

While walking around HKS, be sure to read the directory signs! These will help you find where you are and where to go.

3. Imaging Computers:
 - a. [PC](#)
 - b. [Mac](#)
4. Zoom: <https://harvard.zoom.us/>
 - a. If you do not have your account set up yet, you can use the Zoom app without signing in.
5. Outlook: <https://outlook.office.com/mail/> and Teams: <https://teams.microsoft.com/>
6. Peoplesoft: <https://peoplesoft.harvard.edu/>
7. MIDAS access form: <https://iam.harvard.edu/links/request-midas-access>

1. Claim your HarvardKey: Visit <https://key.harvard.edu/> and create your HarvardKey account.
2. Campus Maps: Access the following maps to help you navigate around HKS and its buildings:
3. Indoor Maps: https://prodsmap.cadm.harvard.edu/portal/apps/indoors?appid=d71c69bc4b014b40b730d90880fba3a0&itemUniqueIdField=point_of_interest_id&x=-71.12224943521211&y=42.37169109542832&l=0&itemSourceKey=Places&itemUniqueId=78
4. HKS Main Campus and Other Buildings: https://knet.hks.harvard.edu/DPSA/DeanofStudents/RTC-Student-Pilot/PublishingImages/Pages/Contact-information-and-additional-resources/20%20DPSA%20Return%20to%20Campus%20Map_F.pdf#search=campus%20map While walking around HKS, make sure to read the directory signs to help you find where you are and where to go.
5. Imaging Computers: Locate and familiarize yourself with the following imaging computers:
 1. [PC](#)
 2. [Mac](#)
6. Zoom: Visit <https://harvard.zoom.us/> to sign in to your Zoom account. If you don't have an account yet, you can use the Zoom app without signing in.
7. Outlook and Teams: Visit <https://outlook.office.com/mail/> to access your Outlook email and <https://teams.microsoft.com/> to access Teams.
8. Peoplesoft: Access Peoplesoft at <https://peoplesoft.harvard.edu/>.
9. MIDAS Access Form: Complete the MIDAS access form at <https://iam.harvard.edu/links/request-midas-access>.

Schedule

- 9am – 9:45am:
 - Welcome Meeting **w/ Horacio + Alex** (meet in front of Wexner) (15 – 30 minutes)
 - Check on HKey, HKS email, and ServiceNow access.
 - Setup personal devices with Harvard Secure, email, etc.
- 10am – 11:30am:
 - Campus / Harvard Tour + HUID pick-up **w/ Alex** (1.5 – 1.75hrs)
- 12pm – 1pm
 - Lunch (1hr)
- 1pm – 1:30pm
 - Intro Meeting **w/ FTE #1 – Fred** (15 minutes, 15-minute buffer)
- 1:30pm – 2pm
 - Intro Meeting **w/ FTE #2 – Dmitry** (15 minutes, 15-minute buffer)
- 2:30pm – 3:00pm
 - Intro ServiceNow Training **w/ Horacio** (30 minutes, 15-minute buffer)
- 3:15pm – 4:30pm
 - TSA & ILT Role and Responsibilities Overview **w/ Horacio (and Alex?)** (1.25hr)

Day 2 (Week 1)

Thursday, March 2, 2023 3:42 PM

- First-time Login Computer Training
 - Point of this is to cover the setup process for logging onto a HKS laptop for the first time while ensuring that the Co-ops are able to use their computers properly.
 - Once Co-ops are logged into their computers, they should also try requesting their other accounts/access rights (MIDAS, AT2, Zoom, etc.)
- Rounds and Rounds Form Training
 - Covers the Rounds process and how to fill out the Rounds form.
- Co-op Roles and Responsibilities
 - Policies
 - Running late
 - Dress code
 - Outside of work appointments / sick time
 - Walk-up Desk
 - Do's and Don'ts
 - Queue Management
 - Do's and Don'ts
 - Working from home
 - Do's and Don'ts
 - Field Support / Deployments
 - Do's and Don'ts
 - Project Work
 - Do's and Don'ts
- AD and SCCM Training w/ Endpoint
 - Covers introduction meetings with Endpoint team members
 - Covers AD installation and usage
 - Covers SCCM basics and how to remove computers from SCCM for reimaging.
- Guide and KNet Training
 - Introduces the Guide and how to use it
 - Covers KNet and how to access HKSIT homepage and its various pages of self-service instructions
- Self-Study: KNet
 - Explore the different parts of KNet. Feel free to go through the different dropdown menus, click on some of the Quick Links, explore the different Research Centers "homepages", etc.
 - Read through the following HKSIT links:
 - [New to HKS Technology Checklist](#) - a great starting point for all new hires/students to figure out what sort of things everyone should/may want to set up on their HKS/personal devices to be able to effectively work on campus. This page and its links in particular are something that I would like for you to internalize/be able to navigate quickly as usually the first few common

questions of a new year can be answered on this page.

- Onboarding for Technology, Systems and Access - The onboarding process is one of the trickier things that directly impacts HKSIT. Although a lot of the information on this page won't be necessary for your day-to-day work, you'll get newly hired customers who will have questions that can be answered through this page.
- Our Services - Lastly, this page houses everything that HKSIT actively supports and can service as an index of reference when folks mention/ask for support on our services.

(Legacy) Co-op Responsibilities / Definition

Wednesday, May 11, 2022 3:05 PM

Walk-up Desk

Rounds

Config Room

Queue Manager

Field Support

Deployments

Project Work

Day 3 (Week 1)

Thursday, March 2, 2023 3:45 PM

- Walk-up Desk Processes Training
 - Covers walk-up desk best practices
 - Greeting customers, moving customers to FTEs, etc.
 - Keeping the walk-up desk area clean, make sure the walk-up check-in tablet is on and at the "welcome" screen"
 - How to set up customers on loaners
 - Etc.
- ServiceNow Training Part 2 - Queue Management
 - Walk through ticket triaging and escalation
 - Best to use live tickets and walk through how to work through them
 - Harvard Phone Request Training
 - Phone Installs
 - Deinstalls
 - Billing code changes
 - User reassessments
 - Call appearances
- LastPass Training
 - Account creation
 - Securing / 2FA Account
 - Sharing HKSIT credentials folder
 - Basic overview of Harvard's [Small Actions. Big Differences. campaign.](#)
- PeopleSoft and Time Reporting Training
- Self Study: Working with Upset Customers (w/ Jeff Toister) - LinkedIn Learning:
 - [https://www.linkedin.com/learning/working-with-upset-customers/manage-upset-customers-like-a-pro?
autoAdvance=true&autoSkip=false&autoplay=true&resume=true&u=2194065](https://www.linkedin.com/learning/working-with-upset-customers/manage-upset-customers-like-a-pro?autoAdvance=true&autoSkip=false&autoplay=true&resume=true&u=2194065)

(Legacy) Walk-Up Desk Shift

Friday, January 7, 2022 5:17 PM

- Organization/cabinets for pickups
 - Confirm with COOPS
- Triaging incoming customers, utilizing the walkup front desk space
 - Customers should be addressed when they walk in
 - Coops should help customers at the front of the Service Center
 - If all coops are with a customer, overflow customers can work with an FTE at their desk if they are available
 - Customers can also wait for a coop at the seating available
- Moving customers to FTE's if available
- Imaging
- Common problems and how to deal with them
- Lunch/shifts
- Greeting customers in the Service Center
- Managing customer/Dealing with difficult or demanding customers

Day 4 (Week 1)

Tuesday, March 7, 2023 1:08 PM

- FAQ Training - Topic: New to HKS Technology Checklist (part 1 of 2)
 - o Walk through most commonly requested walk-up desk services:
 - o Connecting to Harvard Secure
 - o Setting up network or student printers
 - o Claiming HKey and activating 2SV / Duo
 - o Installing and activating O365 (Outlook, Teams, and either one of Word, Excel, PowerPoint)
 - o Zoom account claiming and installation
 - o Zotero installation
 - o VPN permission granting and installation
- Intro to Walk-up Desk Shift
 - o Have 1-2 co-ops assigned a walk-up desk shift for training purposes (depending on FTE staffing)
- Intro to Field Support / Shadowing Shift
 - o Have 1-2 co-ops assigned a field support / shadowing shift for training purposes (depending on FTE staffing)
- Intro to Queue Management Shift
 - o Have a co-op (and a FTE for support) assigned to QM for the day for training purposes
- Field Support and Deployments Overview
 - o Assign each co-op a deployment ticket
 - o Walk through the imaging, labeling, and customer outreach processes involved with deployment computers
 - o Inventory Request Form
 - o Cover potentially common issues seen on deployments
 - o Deployment Checklist (having one and having the co-ops follow it would be great)

Day 5 (Week 1)

Tuesday, March 7, 2023 1:08 PM

- FAQ Training - Topic: New to HKS Technology Checklist (part 2 of 2 - cover what wasn't covered)
 - o Walk through most commonly requested walk-up desk services:
 - o Connecting to Harvard Secure
 - o Setting up network or student printers
 - o Claiming HKey and activating 2SV / Duo
 - o Installing and activating O365 (Outlook, Teams, and either one of Word, Excel, PowerPoint)
 - o Zoom account claiming and installation
 - o Zotero installation
 - o VPN permission granting and installation
- Intro to Walk-up Desk Shift (rotate shifts amongst co-ops that haven't done this training)
 - o Have 1-2 co-ops assigned a walk-up desk shift for training purposes (depending on FTE staffing)
- Intro to Field Support / Shadowing Shift (rotate shifts amongst co-ops that haven't done this training)
 - o Have 1-2 co-ops assigned a field support / shadowing shift for training purposes (depending on FTE staffing)
- Intro to Queue Management Shift (rotate shifts amongst co-ops that haven't done this training)
 - o Have a co-op (and a FTE for support) assigned to QM for the day for training purposes
- Bomgar Training
 - o What is Bomgar
 - o When to use Bomgar vs Zoom
 - o Hands on demo/training of Bomgar with other co-ops (or FTEs) as testers

Day 6 (Week 2)

Tuesday, March 7, 2023 1:08 PM

- FAQ Training - Topic: CrimsonPrint
 - o **Note to Alex:** I spoke with Barbara earlier in 2023 about scheduling a CrimsonPrint training session for the Fall 2023 co-ops. We may want to circle back with her about scheduling the training.
 - o Cover CrimsonPrint setup process
 - o Cover Crimson Cash setup process
 - o Go over commonly seen issues:
 - Print jobs are not showing up
 - No funds available
 - Print jobs fail to print
 - Etc.
- Intro to Walk-up Desk Shift (rotate shifts amongst co-ops that haven't done this training)
 - o Have 1-2 co-ops assigned a walk-up desk shift for training purposes (depending on FTE staffing)
- Intro to Field Support / Shadowing Shift (rotate shifts amongst co-ops that haven't done this training)
 - o Have 1-2 co-ops assigned a field support / shadowing shift for training purposes (depending on FTE staffing)
- Intro to Queue Management Shift (rotate shifts amongst co-ops that haven't done this training)
 - o Have a co-op (and a FTE for support) assigned to QM for the day for training purposes

Day 7 (Week 2)

Tuesday, March 7, 2023 1:08 PM

- FAQ Training - Topic: Hardware Repairs and Network Printer Setups
 - o Two topics in one:
 - o Cover Dell and Apple repair processes
 - Repair Request Form
 - o Cover how new network printers are setup / installed
 - John Romaine ticket kicks off process
 - Grab config page of new printer
 - Grab queue name of printer
 - Etc.
- Intro to Walk-up Desk Shift (rotate shifts amongst co-ops that haven't done this training)
 - o Have 1-2 co-ops assigned a walk-up desk shift for training purposes (depending on FTE staffing)
- Intro to Field Support / Shadowing Shift (rotate shifts amongst co-ops that haven't done this training)
 - o Have 1-2 co-ops assigned a field support / shadowing shift for training purposes (depending on FTE staffing)
- Intro to Queue Management Shift (rotate shifts amongst co-ops that haven't done this training)
 - o Have a co-op (and a FTE for support) assigned to QM for the day for training purposes

Day 8 (Week 2)

Tuesday, March 7, 2023 1:08 PM

- FAQ Training - Topic: Troubleshooting Network Connectivity Issues
 - o Wireless vs Wired connectivity issues
 - o What information is needed?
 - o User
 - o Location
 - o Data jack
 - o MAC address of device
 - o Escalation of issues
 - o Etc.
- Assign Co-ops their shifts for the next 2 weeks for training
 - o Suggestion:
 - o Have a co-op responsible for a shift for an entire week and then rotate

Day 9 (Week 2)

Tuesday, March 7, 2023 1:08 PM

- FAQ Training - Topic: TBD (Asset Management?)
- Assign Co-ops their shifts for the next 2 weeks for training
 - o Suggestion:
 - o Have a co-op responsible for a shift for an entire week and then rotate

Day 10 (Week 2)

Tuesday, March 7, 2023 1:08 PM

- FAQ Training - Topic: TBD (Another ServiceNow training - focused triaging training or Project Work Intro?)
- Assign Co-ops their shifts for the next 2 weeks for training
 - o Suggestion:
 - o Have a co-op responsible for a shift for an entire week and then rotate

Saturday, March 4, 2023 9:55 PM

Saturday, March 4, 2023 9:58 PM

[HUDS] Account Creation

Saturday, March 4, 2023 9:58 PM

Account Creation Process

Step 1: Serie Demelo / HUDS Management reaches out to HR to initiate account creation

- If this HUDS worker is working for Harvard and will be rotating between schools, Harvard University HR will need to be contacted to get the account creation started.
- If this HUDS worker is working for HKS solely, HKS HR will need to be contacted to get the account creation started; most likely [Serie Demelo](#) will need to start this process.

Step 2: HR creates the MIDAS profile, and a ‘Welcome Email’ will be sent to new employee

It would be great for HUDS to make sure that this new employee completes their tasks in the To-Do list of the Welcome email. Claiming their HarvardKey and email address is a big one since it will help them get up and running on Day 1.

[HUDS] Permissions / Access

Saturday, March 4, 2023 10:03 PM

Permissions / Access

Reaching out to HUIT to grant new employee access to all HUDS Tools

Triage ticket to: Field Support – Allston, SEAS (Speak with Eric Thompson, Erika Olson)

A new ticket would be generated. Provide the full name of the employee, as well as their HUID number and HarvardKey email address.

He will grant the necessary permissions to the software / platforms / network drives that the HUDS employee needs access to.

HKSIT grants the following access:

- HKS VPN (#HKS)
- HKS Email Forwarding (either set up @hks.harvard.edu to forward to their @harvard or vice versa)

Reaching out to Account Mgmt to grant employee access to HUDS HKS mailboxes

- HUDS has their own generic email address that their team needs access to
- Reach out to HKS Account Management (specifically Kathy Nichols) to grant the new employee to huds@hks.harvard.edu

[HUDS] Computers

Saturday, March 4, 2023 10:04 PM

Computers

Procurement

If the HUDS employee is going to be situated here at the Harvard Kennedy School, HUDS management will need to order the new employee's computer via the [HKS Procurement portal via KNet.](#)

Reassignment of Computer

We can reimagine the computer that is being reassigned to another HUDS member, if the computer itself was ordered from HKSIT.

Note: If the asset was ordered outside of HKSIT, we will need to escalate this to the attention of Alex Costa / Evan Goduco for approval and to make sure we log this asset in our Procurement Database.

Deployment

Once computer has been successfully configured for the new employee, HKSIT will send a Walk-Up Visit Bookings appointment to Serie Demelo (or whoever submitted the setup request) so they can bring the new HUDS employee into the Service Center. We will set them up with the profile and help configure EMS and the mapping of the network drives.

[HUDS] Network Drive Mappings

Saturday, March 4, 2023 10:04 PM

Network Drive Mappings

HUDS employee will need to sign into their computer, in order to assist with the network drive mappings. ([Windows instructions](#) and [MacOS instructions](#) for mapping network drives)

Note: In order to map the network drives, the customer must be connected to the [#HKS VPN tunnel](#).

H: <\\sox1.university.harvard.edu\HUHDS-Gen-A\Groups\Common>

I: <\\sox1.university.harvard.edu\HUHDS-Gen-A\Groups>

K: <\\sox1.university.harvard.edu\HUHDS-Gen-A\Groups\Dept>

O: <\\sox1.university.harvard.edu\HUHDS-Gen-B\Groups>

Q: <\\sox3.university.harvard.edu\csapps-l3>

[HUDS] Software / Platforms

Saturday, March 4, 2023 10:05 PM

EMS

HKSIT helps with the EMS installation.

Installation Steps: This install can be found in the Windows Software Center application under the user's profile.

Server Parameters Setup:



Important Step to Conclude Setup: Once EMS has successfully installed under the user's profile, you must upload this CustomReports.dll file under the **Program Files (86) \ EMS** folder to enable the Custom Reports option on their EMS Portal.



(Right click the file above and click 'Save As' to save attachment on your computer; email file to the customer)

FoodPro

HKSIT helps with the FoodPro installation. Make sure to ask the HUDS employee if they actually need access to FoodPro since it is a unique software for only a few (typically the chefs).

Note: You must first map all the HUDS network drives onto the user's profile, specifically the Q Drive (Q:\FoodPro 3.1 Release\3.1 Setup Workstation)

Important: HKS HUDS uses a specific version of FoodPro that they use. Once you have installed the software on the customer's computer, you want to make sure that they are using this version of the FoodPro shortcut. If it doesn't exist in the desktop, go back into the Q Drive where the FoodPro installation folder is and you'll find a backup copy. [Image](#)

[Screenshot](#) of the FoodPro application.

UPDATE: Install the harvard_compreg.bat file on the user's desktop and run it as admin. It will add different DLL's that you will see on the screen. Wait for the bat file to complete.

UPDATE: After installing FoodPro, make sure that you check the "SHOW PRICES" in OPTIONS, once they are in MODIFY DELIVERIES (otherwise users wont be able to see prices when they order food).

Installation & Troubleshooting Steps: https://harvard.service-now.com/ithelp?id=kb_article&sys_id=KB0011045

Kronos, Agilysis, Kronos, all other HUDS software

HUIT will assist with these installations. HUDS employee will either need to contact HUIT by phone (617-495-7777) or submit a ticket (ithelp@harvard.edu) to schedule an appointment for a remote session setup.

[HUDS] Printer Setup

Saturday, March 4, 2023 10:06 PM

Printer Setup

HUDS Ricoh MP C407 Printer in Taubman G-56 (Catering Printer)

This printer was ordered by HUIT and configured by them, therefore, we are not doing the traditional HKS printing setup for this one.

Installation Steps: Use HUIT's [manual printer install steps](#) to configure this printer.

Printer Details as of 11/8/22:

IP Address - 128.103.161.78

Printer Model - Ricoh MP C407 ([driver install page](#), install PCL 5c Driver)

MAC Address - 00.26.73.e0.42.c4

Admin Credentials - Use the old Ricoh credentials to grant yourself Admin rights (the official HKSIT SC LastPass list contains the credentials -- talk to Alex or Horacio if you don't see it)

HUDS Xerox Phaser 3635MFP Printer in Wexner G-19 (Chef Printer)

This printer was ordered by HUIT and configured by them, therefore, we are not doing the traditional HKS printing setup for this one.

Installation Steps: Use HUIT's [manual printer install steps](#) to configure this printer.

Printer Details as of 11/10/22:

IP Address - 128.103.161.80

Printer Model - Xerox Phaser 3635MFP ([driver install page](#), install PCL6 Driver)

MAC Address - 9C:93:4E:4C:FC:8E

Admin Credentials - Use the old Ricoh credentials to grant yourself Admin rights (the official HKSIT SC LastPass list contains the credentials -- talk to Alex or Horacio if you don't see it)

Config Page: [image](#)

[HUDS] Additional Onboarding Info

Saturday, March 4, 2023 10:07 PM

Detailed KB Article on HUIT's Knowledgebase

The steps above should suffice, but in case something is outdated or something else needs to be done that is missing from this KB article:

[HUIT KB Article Link](#)

Saturday, March 4, 2023 9:59 PM

Saturday, March 4, 2023 9:59 PM

Processing Stock Computers

Monday, December 19, 2022 12:22 PM

Description

New process for how we handle stock computers that arrived in the Mailroom and how to update the Asset Database

Instructions

Step 0: Pick up Stock Computers from Mailroom and Bring to Stockroom

You will know that the computer is a stock computer by its **Cust PO** number showing a range from one HKS Asset Number to another. If we use the image below as an example, if you look at the Cust PO, the range is HKS003596-HKS003605. Most of the time, these packages with the HKS Asset Range are typically our Stock Computers and will need to be stored in the Storage Room in its correct location.



Step 1: Search the first HKS Asset Number on ServiceNow to open the original Stock Replenishment Ticket

We will need to open up the Stock Replenishment ticket and update each HKS asset number with a Service Tag. To find the ticket, you can simply grab the first HKS asset number (HKS003598 if using the image above) and use the ServiceNow search to find the ticket.

Open ticket and find the list of HKS Asset Numbers in the Ticket Description.

Step 2: Designate an HKS Asset Number to Each Computer by Putting the Serial Number Beside It

Short description

IT Stock Replenishment

Description

10x More 7420 Laptops
eQuote - #3000115498440

HKS003596 - 1R86LN3

HKS003597 - 3236LN3

HKS003598 - 7TL6QN3

HKS003599 - 5P86LN3

HKS003600 - 9X97LN3

HKS003601 - 2DZ6QN3

HKS003602 - 5GG6LN3

HKS003603 - 6YF6LN3

HKS003604 - 4036LN3

HKS003605 - GDM6LN3

Sent to II on 3/22

ETA: late March. Shipped: FedEx: Multi

Received, added to stock.

10x More Monitors
Req #: 155726276
Order #: 80000213093

ETA: Late March - Early April. Shipped early, FedEx: Multi - ETA 3/29

Received, added to stock.

Keyboards & Mice
Quote attached

Disable Notifications

Using the screenshot above, we grabbed the serial numbers from the stock packages that arrived and placed each serial number beside an HKS Asset number, which in result, assigns the HKS asset number to that package / computer. See green box.

Once done, make sure to state that the stock items were received and added to stock.

Step 3: Write the Newly Assigned HKS Asset Numbers on the Computer Packages

Now that you have each serial number assigned with an HKS Asset Number, make sure that each computer package is marked (with a Sharpie) to indicate its HKS Asset Number and its laptop model (if using screenshot above, model is 7420).

So a package with its serial number set as 3236LN3 (second item on the list above) would have the following written on the package:

HKS003597
7420

Step 4: Copy Stock Replenishment Ticket INC Number (Order Number)

That order number will need to be used to locate the On Order stock computers when you search by Order Number.

Step 5: Go to the HKSIT Asset Dashboard and go to the Procurement tab

The 'Procurement' section of our Asset Database contains reports for what assets are currently on order.

Step 6: Change Statuses and Fill Empty Boxes for Each Stock Asset

Status	CHANGE TO: In Stock
Sub Status	CHANGE TO: Available
Stockroom	CHANGE TO: HKSIT Stockroom
Serial Number	Carefully type in the serial number of the computer asset (This will assign the HKS asset number to this specific computer so make sure to write on the asset package the HKS asset number)

HKS asset number)

NOTE: It will be a lot easier to have these details displayed in the list so you can quickly edit the empty entries right on the list, instead of clicking into each asset page and making the edits that way. See image below:

	All > School Code = HKS > Order number = INC01234567	Asset tag ▾	Model category	Display name	Assigned to	Stockroom	Acquisition method	Status	Sub Status	Serial number
(i)	HKS004004	Desktop/Laptop Computer	13" MacBook Pro	(empty)	(empty)	Lease		Status: On order	<input checked="" type="checkbox"/> <input type="checkbox"/>	TBD
(i)	HKS004003	Desktop/Laptop Computer	13" MacBook Pro	(empty)	(empty)	Lease		Sub Status: -- None --	<input type="checkbox"/>	TBD
(i)	HKS004002	Desktop/Laptop Computer	13" MacBook Pro	(empty)	(empty)	Lease	On order			TBD
(i)	HKS004001	Desktop/Laptop Computer	13" MacBook Pro	(empty)	(empty)	Lease	On order			TBD
(i)	HKS004000	Desktop/Laptop Computer	13" MacBook Pro	(empty)	(empty)	Lease	On order			TBD

Allocate Computer from Existing Stock for a Primary End User

Tuesday, December 13, 2022 3:38 PM

Description

New process for allocating a computer to a primary end user from our existing stock in the Storage Room.

Instructions

Step 1: Go to the HKSIT Asset Dashboard and go to the Inventory tab

The 'Inventory' section of our Asset Database contains a report that provides a list of available stock computers in the HKSIT Stockroom.

Step 2: Open the Asset and Assign Asset to Primary End User

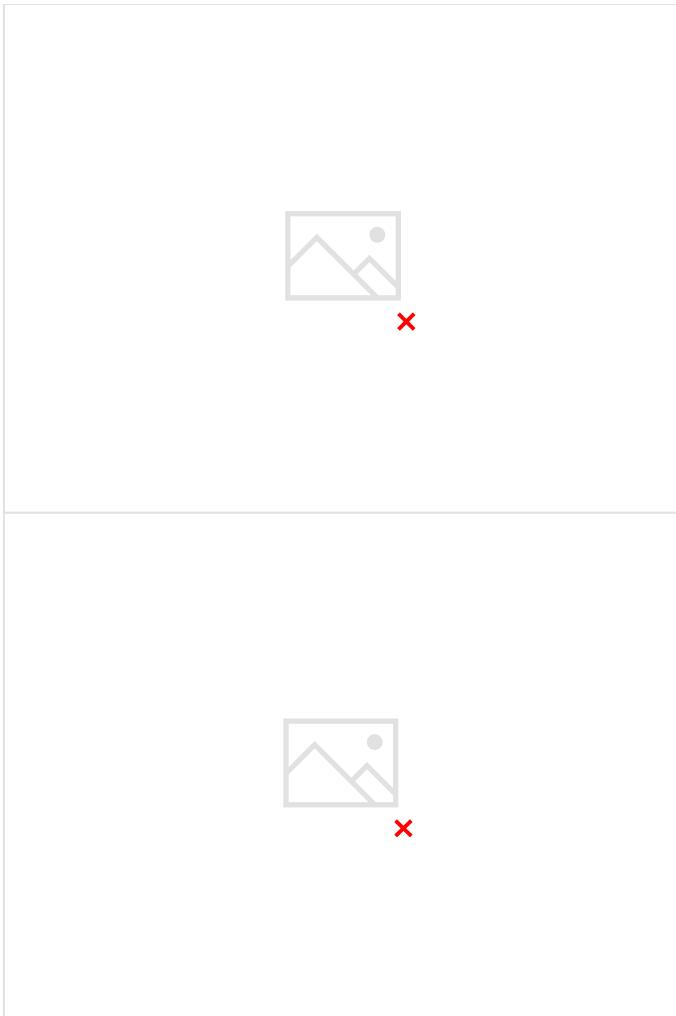
The following will need to be changed to properly assign the asset to the end user:

<i>Asset Type</i>	If this computer is being assigned to a end user, make sure 'End User Primary' is selected
<i>Status</i>	CHANGE TO: In Transit
<i>Sub Status</i>	CHANGE TO: Reserved
<i>Stockroom</i>	CHANGE TO: HKSIT Service Center <u>Explanation:</u> Since we are moving asset to 'Ready to Config' shelf in the Configuration Lab
<i>Order Number</i>	CHANGE TO: the customer's Procurement order INC number
<i>Billing Code</i>	Insert the 33-digit billing code provided by the customer in the Procurement ticket; make sure it is valid (Validator)

Click **SAVE** once complete.

Step 2: Move Stock Computer to the 'Ready to Config' Shelf

Once the assignment has been made on Asset Management, we will need to make this computer physically available for the assigned technician to grab and start the configuration process. The computer package should have the "Assigned To" Customer Name and Deployment Ticket Number written on the package and placed at the Ready to Config shelf in the Configuration Lab, as seen below:



Step 3: Update Deployment Ticket with a Worknote

The TSS / ILT confirms on the deployment ticket via worknotes that the computer (and other items) have been placed on the 'Ready to Config' shelf, ready for configuration & deployment.

<u>Status</u>	CHANGE TO: Assigned
<u>Worknotes</u>	Make sure to note in the ticket that the computer asset / accessories are at the Ready to Config shelf

Worknote Example:

Laptop & dual monitors have been placed on the Ready to Config shelf.

Deployment Process

Now that the computer has been allocated and needing to be configured / deployed, [click here for the Deployment steps.](#)

Allocate Reserved Computer for a New Primary End User

Wednesday, March 1, 2023 10:15 AM

Description

We have developed a comprehensive Asset Management process that outlines the necessary fields to be updated on the asset page once a **reserved** computer is placed at the Ready to Config shelf in the Configuration Lab (pending configuration and deployment). **Note: This reserved computer is currently in the HKSIT Stockroom.**

If you are looking for instructions for reassigning a dropped off computer that is held at a technician's desk, click [here](#).

Instructions

Step 0: TSS or ILT Places Computer at the Ready to Config Shelf

TSS or ILT will need to go through the process for moving the asset package to the Ready to Config shelf. Once done, proceed with next steps to update asset page correctly. This step can be done before or after the asset management change.

Step 1: Go to the HKSIT Asset Dashboard and go to the [Inventory](#) tab

The 'Inventory' section of our Asset Database contains a report for what assets we have in our possession in the Stockroom. The computer should be listed in there.

Use Ctrl + F or Cmd + F and type the HKS Asset Number to highlight the asset in the list.

Step 2: Open the Asset and Make The Following Changes

Click on the Asset Number to open the asset page to view its details.

The following will need to be changed to properly assign the asset to the end user:

<u>Asset Type</u>	If this computer is being assigned to an end user, make sure 'End User Primary' is selected
<u>Status</u>	<u>CHANGE TO:</u> In Transit
<u>Sub Status</u>	<u>CHANGE TO:</u> Reserved
<u>Stockroom</u>	<u>CHANGE TO:</u> HKSIT Service Center

Click **SAVE** once complete.

Step 3: Update the Deployment Ticket to Notify Technician

The TSS / ILT will need to make sure to notify the technician by updating the deployment ticket with a worknote stating that the computer (and other items) are at the 'Ready to Config' shelf.

<u>Status</u>	<u>CHANGE TO:</u> Assigned
<u>Worknotes</u>	Make sure to note in the ticket that the computer asset / accessories are at the Ready to Config shelf: provide the HKS Asset number in the ticket

shelf; provide the HKS Asset number in the ticket

Deployment

Tuesday, February 28, 2023 8:53 PM

Computer Deployed to Office

Tuesday, February 28, 2023 10:18 AM

Description

We have developed a comprehensive Asset Management process that outlines the necessary fields to be updated on the asset page once a computer is deployed from our Service Center to a customer's office.

Instructions

Step 0: Technician Successfully Deploys Computer to Customer's Office

To ensure the accuracy of the asset page, it is imperative that we confirm the computer has been transferred from the Service Center and is now in the possession of the customer prior to making any modifications.

Step 1: Go to the HKSIT Asset Dashboard and go to the Inventory tab

The 'Inventory' section of our Asset Database contains a report for what assets we have in our possession in the Service Center office. The computer should be listed in there.

Use Ctrl + F or Cmd + F and type the HKS Asset Number to highlight the asset in the list.

Step 2: Open the Asset and Make The Following Changes

Click on the Asset Number to open the asset page to view its details.

The following will need to be changed to properly assign the asset to the end user:

<i>Asset Type</i>	If this computer is being assigned to an end user, make sure 'End User Primary' is selected
<i>Status</i>	CHANGE TO: In Use
<i>Sub Status</i>	N/A
<i>Assigned To</i>	INSERT: the primary end user's name (SNow should autofill with customer's account)
<i>Deployed</i>	INSERT IF FIELD IS EMPTY: the deployment date of the computer in this field IF FIELD ALREADY HAS A DATE: do NOT update the date

Click **SAVE** once complete.

Computer Shipped to Customer

Tuesday, February 28, 2023 10:19 AM

Description

We have developed a comprehensive Asset Management process that outlines the necessary fields to be updated on the asset page once a computer leaves our Service Center and is transferred to the HKS mailroom for processing and shipment.

Instructions

Step 0: Technician Packages Computer Asset and Delivers it to HKS Mailroom

As part of our commitment to providing exceptional service, we highly recommend our technicians take a photo of the shipping label on the package. This serves as both a helpful reference for their own records and as an additional verification step to confirm the package has been successfully delivered to the HKS Mailroom.

Step 1: Go to the HKSIT Asset Dashboard and go to the Inventory tab

The 'Inventory' section of our Asset Database contains a report for what assets we have in our possession in the Service Center office. The computer should be listed in there.

Use Ctrl + F or Cmd + F and type the HKS Asset Number to highlight the asset in the list.

Step 2: Open the Asset and Make The Following Changes

Click on the Asset Number to open the asset page to view its details.

The following will need to be changed to properly assign the asset to the end user:

<i>Asset Type</i>	If this computer is being assigned to an end user, make sure 'End User Primary' is selected
<i>Status</i>	<u>CHANGE TO:</u> In Use
<i>Sub Status</i>	N/A
<i>Assigned To</i>	<u>INSERT:</u> the primary end user's name (SNow should autofill with customer's account)
<i>Deployed</i>	<u>INSERT IF FIELD IS EMPTY:</u> the deployment date of the computer in this field <u>IF FIELD ALREADY HAS A DATE:</u> do NOT update the date

Click **SAVE** once complete.

Loaners

Thursday, March 2, 2023 9:01 PM

Loaner Laptop Picked Up @ SC

Thursday, March 2, 2023 9:03 PM

Description

We have developed a comprehensive Asset Management process that outlines the necessary fields to be updated on the loaner asset page when it is picked up by the customer for use.

Instructions

Step 0: Customer Picks up Loaner Computer from the Service Center

Step 1: Go to the HKSIT Asset Dashboard and go to the [Loaners](#) tab

The 'Loaners' section of our Asset Database contains a report for what loaner assets we have available in the Service Center office.

HKSIT SC - Loaners Available			
Asset tag ▲	Configuration Item	Assigned to	Status
(i) HKS000951	HKS000951 - Latitude E7250 - GL0RF72	(empty)	In stock
(i) HKS001488	HKS001488 - Latitude E7270 - 8TZ8VF2	(empty)	In stock
(i) HKS001618	HKS-ITS-LOAN02	(empty)	In stock
(i) HKS001781	HKS001781 - Latitude 7280 - J4NRBH2	(empty)	In stock
(i) HKS001869	HKS-LIB-WITS-01	(empty)	In stock
(i) HKS002137	HKS002137 - 13" MacBook Pro (2018) - C02X35M7JHCD	(empty)	In stock
(i) HKS002491	HKS002491 - Latitude 7290 - 41P0RV2	(empty)	In stock
		◀◀ ◀ 1 to 7 of 7 ▶ ▶▶	

Step 2: Open the Loaner Asset Page and Make The Following Changes

Click on the Asset Number to open the asset page to view its details.

The following will need to be changed to properly assign the loaner asset to the end user:

<u>Status</u>	CHANGE TO: In Use
<u>Sub Status</u>	N/A
<u>Assigned To</u>	Enter the primary end user's name (SNOW should autofill with customer's account)

Click **SAVE** once complete.

Loaner Laptop Returned @ SC

Thursday, March 2, 2023 9:03 PM

Description

We have developed a comprehensive Asset Management process that outlines the necessary fields to be updated on the loaner asset page when it is returned to the HKSIT Service Center.

Instructions

Step 0: Customer Returns Loaner Computer to the Service Center

Step 1: Go to the HKSIT Asset Dashboard and go to the [Loaners](#) tab

The 'Loaners' section of our Asset Database contains a report for what loaner assets are currently being used.

HKSIT SC - Loaners In Use			
Asset tag ▲	Configuration Item	Assigned to	Status
(i) HKS000039	HKS000039 - Latitude E6330 - 3549FV1	Michelle Dwyer	In Use
(i) HKS000728	HKS000728 - Latitude E7250 - CRNBN32	Horacio Garza II	In Use
(i) HKS000992	HKS000992 - 13" MacBook Air (2015) - C1MRQ22JH3QE	Caroline Southard-Smith	In Use
(i) HKS001085	HKS001085 - Latitude E7270 - D4V9GC2	Darren Yeung	In Use

Step 2: Open the Loaner Asset Page and Make The Following Changes

Click on the Asset Number to open the asset page to view its details.

The following will need to be changed to properly assign the loaner asset to the end user:

<u>Status</u>	CHANGE TO: In Stock
<u>Assigned To</u>	REMOVE: Customer name Leave the field blank

Click **SAVE** once complete.

Reassignment

Monday, February 27, 2023 4:50 PM

Reassign Computer to Another End User

Tuesday, December 13, 2022 10:05 PM

Description

New process for allocating a computer that was dropped off by an IT Partner or departing customer and it needs to be reassigned to a new end user immediately.

Make this change when the new user has picked up their computer from the IT Service Center or the computer has been deployed to their office.

Instructions

Step 0: New User Receives Their Reassigned Laptop

Either by Service Center pick up OR by deployment to new user's office.

Step 1: Go to the HKSIT Asset Dashboard and go to the Inventory tab

The 'Inventory' section of our Asset Database contains reports for what assets we have in our possession in the Service Center office and what reserved assets we have in our Stockroom.

Step 2: Open the Asset and Assign Asset to new End User

Click on the Asset Number to open the asset page to view its details.

The following will need to be changed to properly assign the asset to the end user:

<i>Asset Type</i>	If this computer is being assigned to an end user, make sure 'End User Primary' is selected
<i>Status</i>	In Use
<i>Sub Status</i>	N/A
<i>Assigned To</i>	CHANGE TO: The new end user's name is filled in

Click **SAVE** once complete.

Billing Code Change

Wednesday, March 1, 2023 1:43 PM

Description

A billing code change on an asset refers to the modification of the code used to track and allocate leasing costs associated with that asset.

Instructions

Step 0: Check Validity of the Billing Code Received

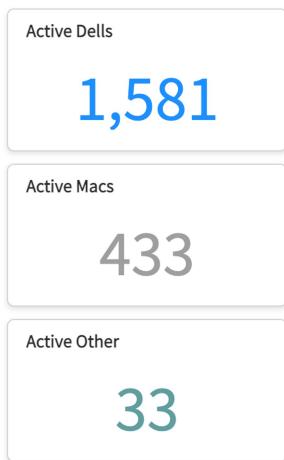
The IT Partner should have provided a billing code in their Billing Code Change request ticket. It is important to check the validity of the billing code to make sure that it is valid and in working condition:

[Chart of Accounts Validator](#) - use Safari or IE

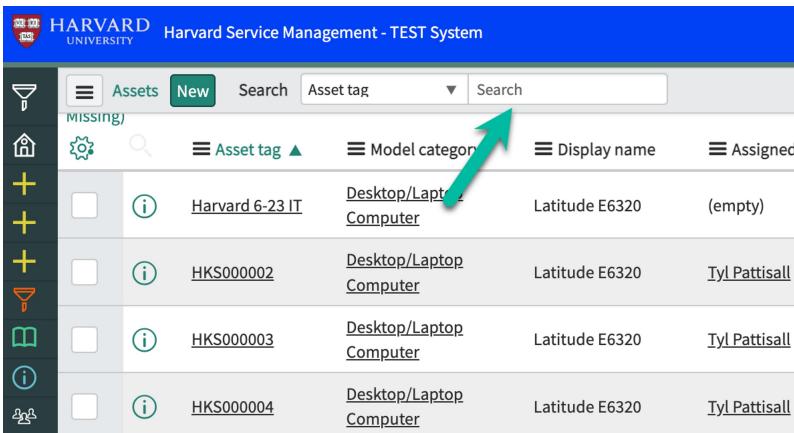
Step 1: Go to the HKSIT Asset Dashboard and go to the Catalog tab

The 'Catalog' section of our Asset Database contains reports on the number of active Dell, Mac, and active PC computers we have in our environment.

Click on the report that corresponds to the model of the computer you have in possession.



Once the report loads, use the search bar to search for the exact asset. Click on the asset number of the computer to open its Asset page.



	Assets	New	Search	Asset tag	Search
	MISSING			Asset tag ▲	Model category
				Display name	Assigned
				Harvard 6-23 IT	Desktop/Laptop Computer
				HKS000002	Desktop/Laptop Computer
				HKS000003	Desktop/Laptop Computer
				HKS000004	Desktop/Laptop Computer

Step 2: Open the Asset and Make The Following Change

Click on the Asset Number to open the asset page to view its details.

The following will need to be changed to properly assign the asset to the end user:

Billing Code	CHANGE TO: New billing code provided in the ticket
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Click **SAVE** once complete.

Other Updates

Thursday, March 2, 2023 9:01 PM

Missing Computer

Tuesday, February 28, 2023 10:59 AM

(1) Pending Asset Repair

Monday, February 27, 2023 4:29 PM

Description

Instructions below outline what needs to happen in Asset Management when an asset has been dropped off with the HKSIT Service Center and requires repair.

If you are looking for instructions on how to request a hardware repair, [click here](#).

Instructions

Step 1: Go to the HKSIT Asset Dashboard and go to the **Catalog** tab

The 'Catalog' section of our Asset Database contains reports on the number of active Dell, Mac, and active PC computers we have in our environment.

Click on the report that corresponds to the model of the computer you have in possession.



Once the report loads, use the search bar to search for the exact asset. Click on the asset number of the computer to open its Asset page.



Step 2: Change Statuses of Asset

<i>Status</i>	<u>CHANGE TO:</u> In maintenance
<i>Sub Status</i>	N/A

Step 3: Make Sure Asset is Placed at the Pending Repair Shelf in the HKSIT Service Center Office

You want to make sure that this asset is ready to be worked on by the Dell team when they visit. Make sure the asset is indeed in the Service Center at the Pending Repair shelf.

(2) Repair In Progress

Monday, February 27, 2023 4:37 PM

Description

Once asset has been picked up by the Dell team for repair or dropped off with Computer Loft for repair, you must update the asset status.

If you are looking for instructions on how to request a hardware repair, [click here](#).

Instructions

Step 1: Go to the HKSIT Asset Dashboard and go to the **Hardware Repair** tab

The 'Hardware Repair' section of our Asset Database contains reports on assets pending repair.

Step 2: Once Asset Has Left the Service Center for Repair, Change Sub-location Field

<i>Status</i>	In maintenance
<i>Sub Status</i>	N/A
<i>Sub-location</i>	<u>INSERT:</u> DELL (If Dell Team has the asset) <u>INSERT:</u> COMPUTER LOFT (If Computer Loft has the asset)

Making this asset status change will move the asset into the "Repair In Progress" list under the Hardware Repair tab.

(3a) Asset Repair Completed

Monday, February 27, 2023 4:40 PM

Description

Instructions below outline what needs to happen in Asset Management when an asset has been repaired and brought back to the HKSIT Service Center for pending pickup.

Instructions

Step 1: Go to the HKSIT Asset Dashboard and go to the Hardware Repair tab

The 'Hardware Repair' section of our Asset Database contains reports on assets pending repair / repair in progress.

Step 2: Change Statuses of Asset

<i>Status</i>	<u>CHANGE TO:</u> In Use
<i>Sub Status</i>	N/A
<i>Sub-location</i>	<u>REMOVE:</u> DELL or COMPUTER LOFT or any other entry in this field (Leave this field blank)
<i>Comments</i>	Use the following template and add at the very top of asset's comments field: [2023-01-02] Hardware Repair Completed: motherboard, screen (time stamp) (Hardware Repair Successful:) (Parts that were replaced / repaired; separate by commas)

Step 3: Make Sure Asset is Placed at the Pending Pickup Shelf in the HKS Service Center Office

You want to make sure that this asset is ready to be picked up by the customer. Make sure the asset is indeed in the Service Center at the Pending Pickup shelf.

NOTE: For best customer experience, the laptop should be completely turned off and charged to its max before placing it on the Pending Pickup shelf.

(3b) Asset Repair Failed

Monday, February 27, 2023 7:48 PM

Description

Instructions below outline what needs to happen in Asset Management when an asset is unable to be repaired by Dell / Computer Loft.

Instructions

Step 0: Figure out Next Steps with Customer

If the laptop can still be turned on or SSD can be removed from laptop for data recovery,
follow **Step 2A**.

If the laptop cannot be turned on and retrieval of data is not possible (or customer does not want to proceed with data recovery),
follow **Step 2B**.

At this point, the customer will need to work with their department to get a new computer ordered to replace this damaged computer.

Step 1: Go to the HKSIT Asset Dashboard and go to the Hardware Repair tab

The 'Hardware Repair' section of our Asset Database contains reports on assets pending repair / repair in progress.

Step 2: Change Statuses of Asset, Depending on Next Steps

Step 2A: Laptop Data Recovery Requested & It is Possible

<i>Status</i>	CHANGE TO: In Stock (Since this computer is no longer expected to go back to customer, we will not change this status to "In Use")
<i>Sub Status</i>	N/A
<i>Stockroom</i>	HKSIT Service Center
<i>Sub-location</i>	REMOVE: DELL or COMPUTER LOFT or any other entry in this field (Leave this field blank)
<i>Comments</i>	Use the following template and add at the very top of asset's comments field: [2023-01-29] Hardware Repair Failed: data recovery requested by CUSTOMER NAME (time stamp) (Hardware Repair Failed:) (Data recovery requested by CUSTOMER NAME)

Step 2B: Laptop Data Recovery Not Needed OR It is Not Possible

<i>Status</i>	CHANGE TO: In Stock (Since this computer is no longer expected to go back to customer, we will not change this status to "In Use")
<i>Sub Status</i>	N/A

<i>Stockroom</i>	HKSIT Service Center
<i>Sub-location</i>	<u>REMOVE:</u> DELL or COMPUTER LOFT or any other entry in this field (Leave this field blank)
<i>Comments</i>	<p>Use the following template and add at the very top of asset's comments field:</p> <p>[2023-01-29] Hardware Repair Failed: data recovery not possible / not requested by CUSTOMER NAME</p> <p>(time stamp) (Hardware Repair Failed:) (Data recovery not possible / not requested by CUSTOMER NAME)</p>

Step 3: Make Sure Asset is Placed in the Correct Location

If damaged computer asset needs to have its data recovered, schedule an appointment with the customer and have them visit the SC or you visit their office to initiate the data recovery process.

Asset Irreparable / Unsalvageable

Monday, February 27, 2023 8:24 PM

Description

Instructions below outline what needs to happen in Asset Management when an asset is damaged beyond repair / unsalvageable.

Instructions

Step 0: Figure out Next Steps with Customer

At this point, the customer will need to work with their department to get a new computer ordered to replace this damaged computer.

Step 1: Go to the HKSIT Asset Dashboard and go to the Catalog tab

The 'Catalog' section of our Asset Database contains reports on the number of active Dell, Mac, and active PC computers we have in our environment.

Click on the report that corresponds to the model of the computer you have in possession.



Once the report loads, use the search bar to search for the exact asset. Click on the asset number of the computer to open its Asset page.



Step 2: Change Statuses of Asset

<i>Status</i>	CHANGE TO: In Stock (Since this computer is no longer expected to go back to customer, we will not change this status to "In Use")
<i>Sub Status</i>	N/A
<i>Stockroom</i>	HKSIT Service Center
<i>Sub-location</i>	REMOVE: DELL or COMPUTER LOFT or any other entry in this field (Leave this field blank)
<i>Comments</i>	<p>Use the following templates and add at the very top of asset's comments field:</p> <p>If data recovery is possible:</p> <p>[2023-01-29] Irreparable Damage: data recovery possible / requested by CUSTOMER NAME</p> <p>If data recovery not possible:</p> <p>[2023-01-29] Irreparable Damage: data recovery not possible</p> <p>(time stamp) (Irreparable Damage:) (Data recovery not possible / not requested by CUSTOMER NAME)</p>

Step 3: Make Sure Asset is Placed in the Correct Location

If damaged computer asset needs to have its data recovered, schedule an appointment with the customer and have them visit the SC or you visit their office to initiate the data recovery process.

If damaged computer asset needs to be placed in the HKSIT Stockroom for disposal, proceed with filling out the Return Form ([\(1\) End-of-Life: Return Form / Sticker](#)).

Roles & Responsibilities

Wednesday, March 1, 2023 2:17 PM

Description

The **Asset Manager** is a role responsible for overseeing and managing the organization's assets. This includes maintaining accurate and up-to-date records of all IT assets and their status, such as hardware, software, and licenses. The Asset Manager ensures that all assets are properly tracked, accounted for, and managed throughout their lifecycle, from acquisition to disposal.

The **Asset Editor** is a role responsible for updating and maintaining individual asset records within the ServiceNow platform. The Asset Editor has permission to add, modify, or delete asset information such as hardware specifications, software configurations, and other details related to an asset. They also maintain accurate records of the asset's maintenance history, location, and usage to ensure that the Asset Manager has access to the most up-to-date information.

Overall, the Asset Manager and Asset Editor roles work together to ensure that the organization's IT assets are managed effectively, tracked accurately, and utilized efficiently.

Roles / Responsibilities

<i>Manager (TSS, ILT, Senior, Team Lead, Manager)</i>	<ul style="list-style-type: none">• Create new assets• Create / edit / view asset reports• Edit asset statuses and information• Manage the asset catalog and error logs• Manage billing code change requests• Manage the end-of-life cycle
<i>Editor (TSE, Co-op)</i>	<ul style="list-style-type: none">• Unable to create assets• View-only access to reports• Edit asset statuses and information• View-only access to asset catalog and error logs

Comments Taxonomy

Friday, March 3, 2023 10:36 PM

Description

A taxonomy is a system of classification that provides a standardized way of organizing and categorizing information or objects, making it easier to manage, search, and retrieve information efficiently.

The taxonomy below outlines what the team should be inserting into the **Comments** field for specific updates.

Note: simply copy and paste into the Comments field of the asset page and change the dates and other info requested within the template

Chart

<i>Hardware Repair</i>	<p>Hardware Repair Completed:</p> <p>[2022-01-01] Hardware Repair Completed: motherboard, screen</p> <p>Hardware Repair Failed (Data Recovery Requested & Possible)</p> <p>[2022-01-01] Hardware Repair Failed: data recovery requested by CUSTOMER NAME</p> <p>Hardware Repair Failed (Data Recovery Not Needed or Not Possible)</p> <p>[2022-01-01] Hardware Repair Failed: data recovery not possible / not requested by CUSTOMER NAME</p> <p>Asset Irreparable / Unsalvageable</p> <p>[2022-01-01] Irreparable Damage: data recovery not possible</p>
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Quick Reference Sheets

Wednesday, March 29, 2023 10:39 AM

Description

Quick reference sheets of the asset management status updates we need to make on asset pages, depending on its status.

Sheets

Loaner Asset Management



Config Lab Asset Management



✗

End of Life Asset Management



✗

Stockroom Management

Sunday, March 12, 2023 4:54 PM

Stockroom Daily Tasks

Tuesday, February 12, 2019 9:16 AM

Monitor Phone Request Inventory Task Queue and Assign Phones as Needed (As Needed)

New phone request tasks should be reviewed daily. See Hph Inventory Processing Document in documents section on how to process these kinds of requests.

*Set DAILY calendar reminder for this task. Ideally at a time that will not typically conflict with deployments and other Endpoint field work.

Pick & allocate stock as indicated on procurement tickets. (Daily)

Tickets assigned to the Deployment queue and the Co-op may require that certain equipment be pulled from stock to fulfill the request. These items will commonly be standard monitors and docks (we charge for these and they are located in the storage room), and standards keyboards and mice (we do not typically charge for these and they are located in the configuration room). Serialized and tracked equipment such as laptops, desktops, and tablets will always be assigned and left on the ready to configure shelf in the configuration room.

When reviewing a ticket assigned to you make sure to look for notes indicating what, if anything, to deploy from stock. For manually created request tickets this will be entered manually in the top of the description field. For request tickets that are created by the Request Portal this will be indicated in the Form Submission Tab (the "Chargeback(s) Created:" line in the Description will indicate which items have been archiveaffed for, and are ok to take from stock (ex. Dock, Monitor, etc.)

Track all Incoming & Outgoing Equipment (Overlaps with IT AM) (Ongoing)

All equipment coming in to and going out of the stock room should be tracked and documented. Appropriate inventory or tracking tools should be updated in real time. - More to come here re: IT AM Module in SN, adding an In/Out tracking log

Ensure all computers are properly labeled, stored, and processed through IT Asset Lifecycle Steps. (Daily)

All computers that are returned to the configuration or storage room for processing must be labeled with an HKS IT Computer Return Form (See documents section for form). These forms should be available in the return area in the configuration room and storage room. Anyone returning a computer or drive is required to fill out the form and affix it to each computer so that it can be properly identified quickly and accurately.

Maintain an organized and efficient stockroom. (Daily/Ongoing)

The Co-op should assist the Procurement Specialist in maintaining an organized and well maintained stockroom. Periodically organizing storage areas and shelving to ensure items are clearly identifiable, easy to access, and not mixed together, is essential in ensuring an efficiently operating stockroom.

Standard Product Offerings

Friday, November 11, 2022 11:52 AM

Consumables

(No purchase needed at this time, hand one consumable to customer)

Customer can visit the HKSIT Service Center or submit a request at ithelp@hks.harvard.edu

Keyboards – Configuration Lab, Top Shelves

Mice – Configuration Lab, Top Shelves

Network Cables – Configuration Lab, Bottom Shelves

Video Adapters – Configuration Lab, Bottom Shelves

Computers

(Requires a purchase to be made)

Links: [KNet Computers Info page](#) | [HKS Computers Order page](#)

Laptops – Inventory Room, Designated Shelves

Desktops – Inventory Room, Designated Cabinet(s)

Accessories

(Requires a purchase to be made)

Links: [KNet Accessories Info page](#) | [HKS Accessories Order page](#)

Docking Stations – Inventory Room, Near Entrance / Top Shelves

Monitors – Inventory Room, On the Shelves Against the Slanted Wall

Phones – Inventory Room, Near Entrance / Top Shelves

(Note: We do have used HarvardPhone landline sets we should use first)

Inventory Cycle Counts & Stock Replenishment Requests (Weekly)

Thursday, November 10, 2022 10:33 PM

Perform regular inventory cycle counts & create stock replenishment requests (Weekly task)

- ★ This process documentation is outdated and we are working on creating an automated process for this. View this [Task](#) for more info.

1. Open the [Inventory Room Audit Checklist](#) spreadsheet and save a new copy with the date in the title. Ex. "Inventory Room Audit 3-5-19". This document should be emailed to the IT Procurement Specialist after the audit is completed.
2. Take inventory counts of each item listed on the document. Enter your count of each item in the corresponding "Quantity Counted" field. Start with computers / peripherals and end with consumables. (Consumable items are those that are located in the Configuration Lab)
3. Highlight the counted quantity of items that are below the Target Minimum Stock Level. Keep in mind that some items may already be on order. Look for a ticket assigned to the IT Procurement Specialists Queue with a short description of "IT Stock Replenishment" to see what computer equipment is already on order. For phone equipment you will need to look at the IT Procurement Specialist's Watched Incidents.
4. Upon completion of audit, save the document and email directly to the IT Procurement Specialist for review.

Monitoring Target Stock Levels

Thursday, November 10, 2022 10:24 PM

Inventory Room Audit Spreadsheet

Our [Inventory Room Audit Checklist](#) contains the target stock levels for all of our accessories we store in the Inventory Room.

Monitor Target Stock Levels for all Standard Equipment

- ★ This process documentation is outdated and we are working on creating an automated process for this. View this [Task](#) for more info.

In order to best serve our customer base we keep a minimum amount of commonly used computers, accessories, and phones on hand for a quick turnaround on requests and for emergency/last-minute fulfillment, such as Break/Fix. The Co-op should familiarize themselves with the target stock levels and perform a weekly audit to be sent to the IT Procurement Specialist. The Co-op will work with the IT Procurement Specialist, on an as needed basis, to review these stock items and their target levels, and make changes when necessary.

Scenarios

Thursday, March 2, 2023 8:53 AM

New Standard Computer Lease Request

Wednesday, March 1, 2023 1:54 PM

Scenario Description

A department is ordering a new HKS lease computer for a new hire.
The computer they are requesting is for a standard model under a lease contract.

Instructions

Procurement

1. Department will need to go to the [IT Procurement - Order page](#) to place a new order, which will generate a new ticket in the **HKS - Procurement** queue.
2. The Procurement Specialist follows [Purchasing](#) protocol.
3. Once Purchasing protocol is complete, order ticket is assigned to **HKS - Deployments** with the 'READY' tag (indicating that the ticket contains an in-stock item request).

Pre-Deployment / Computer Assignment

1. The Unassigned Deployment ticket gets assigned to an available technician.
2. The assigned technician [submits a request](#) to the TSS / ILT for the stocked lease computer and other item(s) to be placed on the 'Ready to Config' shelf for deployment preparation.
3. The TSS / ILT receives Inventory Request and heads to the HKSIT Stockroom.
4. The TSS / ILT follows [Allocate Computer from Existing Stock for a Primary End User](#) process.

Configuration

1. Assigned technician visits the 'Ready to Config' shelf in the Configuration Lab to start the configuration process.
 - a. PC Imaging instructions: [PC Imaging / Configuration \(02/2023\)](#)
 - b. Mac Imaging instructions: [Mac Imaging / Configuration \(02/2023\)](#)

Deployment

1. Once computer has been successfully configured, the technician will begin the Deployment process
 - a. Deployment Process instructions coming soon...
Click on this [Smartsheet Project Link](#) to view status.
2. Once successfully deployed, technician will need to make the final updates on the asset's page on Asset Management:
 - a. Customer picks up new computer from SC: [Computer Picked Up @ SC](#)
 - b. Computer is deployed to the customer's office: [Computer DeDeployed to Office](#)
 - c. Computer is dropped off at the HKS Mailroom to be shipped to customer: [Computer Shipped to Customer](#)

Request for an Additional Computer

Wednesday, March 1, 2023 2:00 PM

Scenario Description

The customer has requested an additional computer. Please note that our policy is to provide one computer per staff member and up to two computers per faculty member, although this policy is not publicly known by the community.

Talks about making the policy known: [Smartsheet Project Link](#)

Instructions

- If a staff / faculty member is requesting an additional computer, they will need to fill out a form that requests the business reason and the location of this new computer.
- Form gets submitted and brought to HKS and HKSIT Senior Leadership for review & approval.

If Approved:

- Go through the typical [New Standard Computer Lease Request](#) scenario

If Rejected:

- An email will be sent out to the staff / faculty member to reject the request
 - An email template should be made for a situation like this
 - HKSIT Manager or a member of HKSIT Senior Leadership should reach out to the staff / faculty member with the update; not a TSE / Co-op.

Reassigning Computer to a New Hire

Wednesday, March 1, 2023 1:59 PM

Scenario Description

A department is reassigning a computer from one staff member to another.

Typically this happens when a staff member has left HKS and the department wants to repurpose the laptop to someone else (most likely, their replacement).

Policy

- The department is responsible for maintaining an accurate inventory of their laptops and ensuring their safekeeping.
- When a staff member leaves, they are required to return their HKS laptop and accessories to their manager for storage.
- Once the department identifies a new user for the laptop and that person has a MIDAS profile, the IT Partner or manager should initiate the reassignment process by contacting us at ithelp@hks.harvard.edu to generate a ticket and dropping the laptop off at the HKSIT Service Center.

Instructions

Pre-Deployment / Computer Assignment

1. Laptop is dropped off at the HKSIT Service Center for reassignment.
2. Computer is placed on the "Work Pending" station, assigned to the technician.

Configuration

1. Assigned technician starts the Reimaging process
 - a. PC Reimaging instructions: [HOW TO: Reimage PC](#)
 - b. Mac Reimaging instructions: [HOW TO: Reimage Mac](#)

Deployment

1. Once computer has been successfully configured, the technician will begin the Deployment process
 - a. Deployment Process instructions coming soon...
Click on this [Smartsheet Project Link](#) to view status.
2. Once successfully deployed, technician will need to make the final updates on the asset's page on Asset Management:
 - a. Complete reassignment: [Allocate Computer Received that is Reserved for an End User](#)

Hardware Repair Maintenance Needed

Wednesday, March 1, 2023 1:59 PM

Scenario Description

Customer has a damaged laptop, requiring hardware repair.

Policy

Our hardware repair process is located here: [Requesting Hardware Repair](#)

Instructions

Before Repair

The damaged laptop is dropped off at the HKSIT Service Center OR picked up from the customer's office: [\(1\) Pending Asset Repair](#)

Repair In Progress

Dell Team stops by and picks up damaged laptop OR technician drops off Mac computer at Computer Loft: [\(2\) Repair In Progress](#)

Repair Successful

Dell Team drops off repaired computer with the HKSIT Service Center OR technician picks up repaired Mac computer from Computer Loft: [\(3a\) Asset Repaired Successfully](#)

Other Hardware Repair Scenarios

Repair Failed

If the computer has been repaired multiple times and the issue is still not fixed: [\(3b\) Asset Repaired Failed](#)

Asset Damaged Beyond Repair

If the computer is unsalvageable: [Asset Irreparable / Unsalvageable](#)

Request for a Loaner Laptop

Wednesday, March 1, 2023 1:59 PM

Scenario Description

Customer requesting a loaner laptop.

Policy

Our loaner process is located here: [Loaner Process](#)

Instructions

- Customer picks up loaner from Service Center: [Loaner Laptop Picked Up @ SC](#)
- Customer returns loaner to Service Center: [Loaner Laptop Returned @ SC](#)

End-of-Life Lifecycle

Wednesday, March 1, 2023 2:03 PM

Scenario Description

The asset management updating process on an asset going through End-of-Life

Instructions

Laptop Approaching End of Warranty / End of Lease

- **TBD:** Purchaser will need to reach out to notify staff member or the IT Partner that an asset of theirs is reaching the end of its warranty / lease.
- A new order will need to be placed to replace this asset (proceed with Procurement / Purchaser process).

Procurement

1. Department will need to go to the [IT Procurement - Order page](#) to place a new order, which will generate a new ticket in the **HKS - Procurement** queue.
2. The Procurement Specialist follows [Purchasing](#) protocol.
3. Once Purchasing protocol is complete, order ticket is assigned to **HKS - Deployments** with the 'READY' tag (indicating that the ticket contains an in-stock item request).

Pre-Deployment / Computer Assignment

1. The Unassigned Deployment ticket gets assigned to an available technician.
2. The assigned technician [submits a request](#) to the TSS / ILT for the stocked lease computer and other item(s) to be placed on the 'Ready to Config' shelf for deployment preparation.
3. The TSS / ILT receives Inventory Request and heads to the HKSIT Stockroom.
4. The TSS / ILT follows [Allocate Computer from Existing Stock for a Primary End User](#) process.

Configuration

1. Assigned technician visits the 'Ready to Config' shelf in the Configuration Lab to start the configuration process.
 - a. PC Imaging instructions: [PC Imaging / Configuration \(02/2023\)](#)
 - b. Mac Imaging instructions: [Mac Imaging / Configuration \(02/2023\)](#)

Deployment

1. Once computer has been successfully configured, the technician will begin the Deployment process
 - a. Deployment Process instructions coming soon...
Click on this [Smartsheet Project Link](#) to view status.
2. Once successfully deployed, technician will need to make the final updates on the asset's page on Asset Management:
 - a. Customer picks up new computer from SC: [Computer Picked Up @ SC](#)
 - b. Computer is deployed to the customer's office: [Computer Deployed to Office](#)
 - c. Computer is dropped off at the HKS Mailroom to be shipped to customer: [Computer Shipped to Customer](#)

End-of-Life (Phase 1 - Return Shelf)

1. Collect computer that is being replaced from the customer.
2. Start the [\(1\) End-of-Life: Return Form / Sticker](#) process.
3. Followed by the [\(1\) Placing Asset on Return Shelf](#) asset management process.

End-of-Life (Phase 2 - 30 Day Holding Period)

1. TSS / ILT will need to move the expiring / expired computer into the Stockroom and placed at the 30 Day Holding cabinet.
2. Start the [\(2\) End-of-Life: Holding Period](#) process.
3. Followed by the [\(2\) Moving Asset from Return Shelf to 30 Day Holding Cabinet](#) asset management process.

End-of-Life (Phase 3 - NCS Cart Preparation)

1. TSS / ILT will need to move computer asset to the NCS Cart to prepare for NCS Pickup (either to get recycled / returned to InsightInvestments).
2. Start the [\(3\) End-of-Life: Preparation](#) process.
3. Followed by the [\(3\) Moving Asset from 30 Day Holding to NCS Cart Preparation](#) asset management process.

End-of-Life (Phase 4 - NCS Pickup)

1. TSS / ILT will move the carts to the Loading Dock on the scheduled NCS Pickup date.
2. Start the [\(4\) End-of-Life: Disposal](#) process.
3. Followed by the [\(4\) Asset Picked Up by NCS](#) asset management process.

End-of-Life (Phase 5 - Retiring Asset)

1. NCS will send out spreadsheets of assets that they've successfully disposed or returned to InsightInvestments; make the side by side comparisons and start to update assets into 'Retired' status.
2. Start the [\(5\) End-of-Life: Retiring Assets](#) process.
3. Followed by the [\(5\) Retiring Assets](#) asset management process.

Stock Replenishment Request

Wednesday, March 1, 2023 2:03 PM

Scenario Description

A stock replenishment request is a formal or informal request made by the TSS / ILT to restock a particular product or item. The request is usually triggered when the stock of an item falls below a certain level or threshold, indicating that it needs to be replenished to maintain sufficient inventory levels.

The IT Department can now conveniently access the [Accessory Stock spreadsheet](#) to keep track of the latest inventory numbers in the Stockroom.

Policy

- The TSS / ILT are accountable for checking the Accessory Stock daily and submitting stock replenishment requests to the Purchaser.
- The TSS / ILT are also accountable for checking the **Inventory** tab in the Asset Management dashboard and making sure we have enough available leased laptops in stock.

Instructions

1. **Check inventory levels:** The first step in the stock replenishment process is to check the current inventory levels of the product(s) that need to be replenished.



As you can see above, if the In Stock count is lower than the Restock Level, a stock replenishment request for the specific item(s) need to be sent to the Purchaser.

2. **Submit a replenishment request:** If any of the stock levels in the Accessory Stock spreadsheet have been reached, the Technical Support Specialist must submit a stock replenishment request to the Purchaser. This request should include the specific items that need to be replenished, the quantity required, and the desired delivery date.
3. **Place the order:** Once the Purchaser receives the replenishment request, they should place an order with the supplier(s) for the required items. The Purchaser follows the [Purchasing](#) process.
4. **Receive the shipment:** When the shipment arrives, the items should be checked to ensure they match the order and that there is no damage or defects. Bring the packages into the Stockroom and leave them at the [Processing shelf](#).

5. **Update inventory levels:** Finally, the new items should be added to the inventory management system, and the inventory levels should be updated accordingly. This will ensure that the system accurately reflects the current stock levels and helps prevent stockouts in the future.

If the stock replenishment packages consist of accessories, make sure to count EVERY item and confirm that the correct amount has been shipped to us. Once done, go to the Stock Replenishment ticket and confirm in the ticket description that the item(s) arrived and they've been processed. **IMPORTANT:** Make sure you manually update the In Stock number in the Accessory Stock spreadsheet with the new total amount.

If the stock replenishment packages consist of computers, make sure to count EVERY computer package and confirm that the correct amount has been shipped to us. Once done, start the [Processing Stock Computers](#) process.

Receiving Stock and Updating Inventory

Wednesday, March 1, 2023 2:04 PM

Scenario Description

The process for picking up the stock packages from the mailroom and updating the Asset Management system to confirm the new stock additions.

Instructions

- Either the TSS / ILT or the Co-ops are assisting with mailroom pickups. This should be a daily task.
- The entire process is outlined here: [Processing Stock Computers](#)

Billing Code Changes

Wednesday, March 1, 2023 2:04 PM

Scenario Description

IT Partner reached out to us, asking for a billing code change on a computer asset.

Policy

An Asset Management Manager handles these requests, as stated in the [Roles & Responsibilities](#) page.

Instructions

Changing the billing code is quick and easy; instructions here: [Billing Code Change](#)

(1) Placing Asset on Return Shelf

Tuesday, February 28, 2023 11:00 PM

Description

New process for updating asset status / details on a computer that is pending lease return / recycling. This process starts when moving an asset from the Return Shelf (Configuration Lab) to the 30 Day Holding Cabinet (Stock Room).

Instructions

Step 0: Make sure to fill out Hardware Return Form and Print out Return Label

Instructions here: [\(1\) End-of-Life: Return Form / Sticker](#)

Once sticker has been printed out, placed on the computer, and left on the Return Shelf, proceed with next step.

Step 1: Go to the HKSIT Asset Dashboard and go to the Catalog tab

The 'Catalog' section of our Asset Database contains reports on the number of active Dell, Mac, and active PC computers we have in our environment.

Click on the report that corresponds to the model of the computer you have in possession.



Once the report loads, use the search bar to search for the exact asset. Click on the asset number of the computer to open its Asset page.



Step 2: Open the Asset and Confirm if it is a Purchase or a Lease

Click on the Asset Number to open the asset page to view its details.

We must first check the following:

<i>Acquisition Method</i>	Is the computer asset a purchase or a lease ?
---------------------------	---

If Asset is a Purchase

The following fields will need to be changed:

<i>Status</i>	<u>CHANGE TO:</u> In Stock
<i>Sub Status</i>	<u>CHANGE TO:</u> Pending Disposal
<i>Stockroom</i>	<u>CHANGE TO:</u> HKSIT Service Center

Click **SAVE** once complete.

If Asset is a Lease

The following fields will need to be changed:

<i>Status</i>	<u>CHANGE TO:</u> In Stock
<i>Sub Status</i>	<u>CHANGE TO:</u> Pending Disposal
<i>Stockroom</i>	<u>CHANGE TO:</u> HKSIT Service Center

Click **SAVE** once complete.

Return Shelf

Located in the Configuration Lab.

Picture here

(2) Moving Asset from Return Shelf to 30 Day Holding Cabinet

Tuesday, December 13, 2022 9:22 PM

Description

New process for updating asset status / details on a computer that is pending lease return / recycling. This process starts when moving an asset from the Return Shelf (Configuration Lab) to the 30 Day Holding Cabinet (Stock Room).

Instructions

Step 1: Go to the HKSIT Asset Dashboard and go to the [Inventory](#) tab

The 'Inventory' section of our Asset Database contains reports for what assets we have in our possession in the Service Center office and what reserved assets we have in our Stockroom.

Step 2: Open the Asset and Confirm if it is a Purchase or a Lease

Click on the Asset Number to open the asset page to view its details.

We must first check the following:

<u>Acquisition Method</u>	Is the computer asset a purchase or a lease ?
---	---

If Asset is a Purchase

The following fields will need to be changed:

<u>Status</u>	In Stock
<u>Sub Status</u>	Pending Disposal
<u>Stockroom</u>	CHANGE TO: HKSIT Stockroom

Click **SAVE** once complete.

Here is what you will need to write on the sticker on the computer device:



- a. Circle the acquisition method on the sticker -- [Purchased](#)
- b. Write down today's date when you made the SNOW Asset Database update and processed the status change on this device.

Move the computer to the 30-day Holding Cabinet and stash it along with other purchased / bought out computers to prep them for recycle.

If Asset is a Lease

The following fields will need to be changed:

<i>Status</i>	In Stock
<i>Sub Status</i>	Pending Disposal
<i>Stockroom</i>	<u>CHANGE TO:</u> HKS Stockroom

Click **SAVE** once complete.

Here is what you will need to write on the sticker on the computer device:



- a. Circle the acquisition method on the sticker -- LEASED
- b. Write down the lease contract number on the bottom left of the sticker
- c. Write down today's date when you made the SNow Asset Database update and processed the status change on this device.

Move the computer to the 30-day Holding Cabinet and stash it along with other computers with the same lease contract number to keep the computers organized and easy to locate

30 Day Holding Cabinet:

Located in the Stockroom.



(3) Moving Asset from 30 Day Holding to Disposal Cart Preparation

Tuesday, January 10, 2023 10:00 PM

Description

New process for updating asset status / details on a computer that is being moved from the 30 Day Holding Cabinet to the Disposal Carts to prep for recycling / lease return.

Instructions

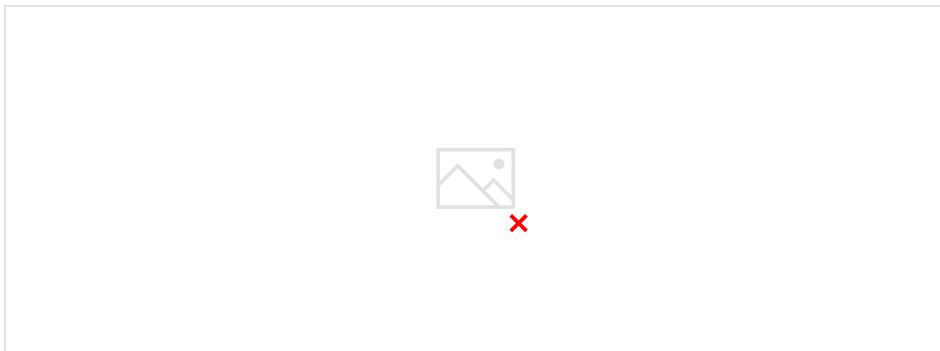
Step 1: Go to the HKSIT Asset Dashboard and go to the End of Life tab

The 'End of Life' section of our Asset Database contains reports for what assets we have in our Stockroom that is prepped for End of Life processing.

Step 2: Grab an asset from the Cabinet and Locate it on the 30 Day Holding Period List

Use the "Find" feature of Windows (Ctrl+F) / MacOS (Cmd+F) to search the asset by asset number or serial number.

Quickly edit the status by double-clicking on "In Stock". It'll allow you to change the status and sub status of the asset right there. See screenshot below:



Following fields will need to be updated:

The following fields will need to be kept at these statuses:

<i>Status</i>	<u>CHANGE TO:</u> In Transit
<i>Sub Status</i>	Pending Disposal
<i>Stockroom</i>	HKSIT Stockroom

Step 3: Once Statuses are Updated, Confirm the Acquisition Method and Place Asset in the Correct Cart

Check the acquisition method.



See purple arrow for acquisition. The asset is either Purchase or Lease.

If you can't see the acquisition method, click on the gear to enable it. See green arrow for gear settings.

If Asset is a **Purchase**, update the statuses on SNow and place the computer on the Purchase Cart. No Stickers needed.

If Asset is a **Lease**, just update the statuses on SNow and place a sticker (see image below) on the device to make it clear for NCS that the asset is meant to be returned to InsightInvestments and place the asset on the Lease Cart.



(4) Asset Picked Up by Disposal Company

Tuesday, January 10, 2023 8:52 PM

Description

New process for updating asset status / details on a computer that has been picked up by Disposal Company for lease return / recycling.

Disposal Contact

HKSIT uses NCS as our disposal company.

See [NCS Contacts](#) for more info.

Instructions

Step 1: Go to the HKSIT Asset Dashboard and go to the [End of Life](#) tab

The 'End of Life' section of our Asset Database contains reports for what assets we have in our Stockroom that is prepped for End of Life processing.

Step 2: Quickly Remove Stockroom Entry to Confirm Pickup

Since the assets have been picked up by NCS, these assets are no longer in the HKS IT Storage Room.

Go through the list and quickly edit the Stock Room entry of each asset and leave it blank. You can quickly edit by double clicking in the data box.

Stockroom

REMOVE: HKS Stockroom and leave entry blank.

SNow will automatically add (empty) in the box to indicate a blank entry.



(5) Retiring Assets

Tuesday, December 13, 2022 10:32 PM

Description

NCS will email us spreadsheets to confirm the disposal of the purchased / bought out computers, as well as a separate spreadsheet outlining which leased computers have been returned to Insight Investments.

It is crucial that we take a look at the spreadsheets and compare it with the ServiceNow Asset Management database to confirm that everything has been disposed of (and nothing went missing).

Instructions

Step 0: Open the NCS Spreadsheets

Step 1: Go to the HKSIT Asset Dashboard and go to the [End of Life](#) tab

The 'End of Life' section of our Asset Database contains reports for what assets have been picked up by NCS and being prepped for wipe / recycle (purchased) or wipe / return to vendor (leased).



Step 2: Confirm Retired Status on Asset(s)

There are different status updates depending on the asset's acquisition method ([Leased](#) or [Purchased](#)).

Leased Computers

NCS will provide the spreadsheet of the leased computers that was wiped and shipped back to Insight Investments. We will need to update each Asset and change the following:

<i>Status</i>	CHANGE TO: Retired
<i>Sub Status</i>	CHANGE TO: Returned to Vendor

Make sure to highlight each computer you've confirmed to keep track of your progress. See image below.



The green box above points out how the status should look like to confirm an asset has been successfully retired / returned to Insight Investments by NCS in the Asset Database
(NOTE: make sure to use Returned to Vendor, instead of Disposed)

The red box above shows which assets has disposed of. It is our duty to go back and forth between the NCS spreadsheet and ServiceNow Asset Management to make sure everything has been returned and nothing is missing.

USEFUL TIPS:

- To assist you with confirming each asset, make sure to highlight the field in yellow to indicate that you found the asset on ServiceNow and changed its status to Retired, Returned to Vendor.
- Highlight the field in red text if you could not find the asset in ServiceNow. We'll have to review this with the IT Service Center Manager.
- If there is no yellow highlight or red text, we will assume that we have not checked that asset yet and work is still pending.

Purchased / Bought Out Computers

NCS will provide the spreadsheet of the purchased computers that was wiped and recycled. We will need to update each Asset and change the following:

<i>Status</i>	<u>CHANGE TO:</u> Retired
---------------	----------------------------------

Sub Status | **CHANGE TO:** Disposed

Make sure to highlight each computer you've confirmed to keep track of your progress. See image below.



The green box above points out how the status should look like to confirm an asset has been successfully retired / disposed by NCS in the Asset Database.

The red box above shows which assets has disposed of. It is our duty to go back and forth between the NCS spreadsheet and the ServiceNow Asset Management to make sure everything has been disposed of and nothing is missing.

USEFUL TIPS:

- To assist you with confirming each asset, make sure to highlight the field in yellow to indicate that you found the asset on ServiceNow and changed its status to Retired, Disposed.
- Highlight the field in red text if you could not find the asset in ServiceNow. We'll have to review this with the IT Service Center Manager.
- If there is no yellow highlight or red text, we will assume that we have not checked that asset yet and work is still pending.

Start-of-Life: Initial Logging [LEGACY]

Friday, December 9, 2022 3:10 PM

Description

A new computer asset has been purchased / requested for lease.

This process outlines what we need to do to keep track of the asset in our Procurement Database and eventually in the new ServiceNow Asset Database when it launches.

Instructions

Procurement Database (Current Process)

1. Scroll all the way down the database to find empty rows with HKS Asset numbers available.
See image below:



2. Choose the next available Asset number (if using example above, it would be HKS003893) and start filling out the row details.
 - a. Order date
 - b. Manufacturer
 - c. Model
 - d. Model number
(use TBD, if unsure)
 - e. Form Factor
 - f. Order number
(use INC Ticket number of Procurement order)
 - g. Orderer's name
(use "Last Name, First Name" formatting)
 - h. Assigned To
(use "Last Name, First Name" formatting)
 - i. Asset Type
 - j. Status
(use "On Order" if item has recently been purchased and pending arrival)
 - k. Sub Status
(use "N/A")
 - l. Acquisition Method
(use "P" if purchased; use "L" if leased)
 - m. Warranty Expiration
[\(Dell Warranty Lookup\)](#) | [\(Apple Warranty Lookup\)](#)
3. If this asset is a 'PURCHASE', the entries above should suffice, skip this step.

If this asset is a 'LEASE', proceed with filling the following fields in that same row.

- a. Lease Contract
(if unsure, speak with TSS or Team Lead or SC Manager)
- b. Cost
(total value of asset, shown on receipt)
- c. Lease Charge
(quarterly payment charge)
- d. Rent
(monthly payment charge)

- e. Start Date
(when the lease has officially started)
- f. End Date
(when the lease is expected to end; computer should be returned to Insight Investments by that date)
- g. 33-digit billing code
(make sure to fill out the entire green section with the proper 33-digit billing code; OFS uses this to process the quarterly lease charges)
(IMPORTANT: Make sure that you confirm that the 33-digit billing code is valid using the [Validator](#))

4. We are all set with the Procurement Database, go back to the INC Ticket that has the procurement order details.



Make sure the following are updated in the Ticket Description:

- a. Order Date
- b. Req #
(can be found in HCOM order details)
- c. Order #
(can be found in HCOM order details)
- d. ETA
(the checkout page might provide an ETA, provide this in the ticket; any delivery updates can be added here -- Shipped status / Shipping Number)
- e. Chargeback(s) Created
(if customer requested a stocked item, make sure to add the item into the IT Journal so OFS charges the department)
- f. Deploy
(provide the asset name and its assigned HKS Asset number; if this is a computer, add "SN:" at the end so we record the serial number when the computer arrives)
- g. Return
(confirm what computer assets must be returned during the deployment)
- h. Leave a worknote in the ticket
(worknote example: order placed; Procurement Database updated)

Make sure to also put one of the two tags: "READY" or "PENDING ARRIVAL"

READY indicates that the computer / accessor(ies) are in stock in the Storage Room

PENDING ARRIVAL indicates that the computer / accessor(ies) have been ordered and pending arrival to the HKS Mailroom

Once done, assign ticket to HKS - Deployments.

(1) End-of-Life: Return Form / Sticker [LEGACY]

Wednesday, November 2, 2022 11:38 AM

Description

Do you have a computer that needs to be returned to the leasing company or needs to be recycled?

Follow these instructions to start the end-of-life process. Each computer must be reported via the Computer Return Form. The form also generates a sticker that you will need to print out and place on the computer.

Instructions

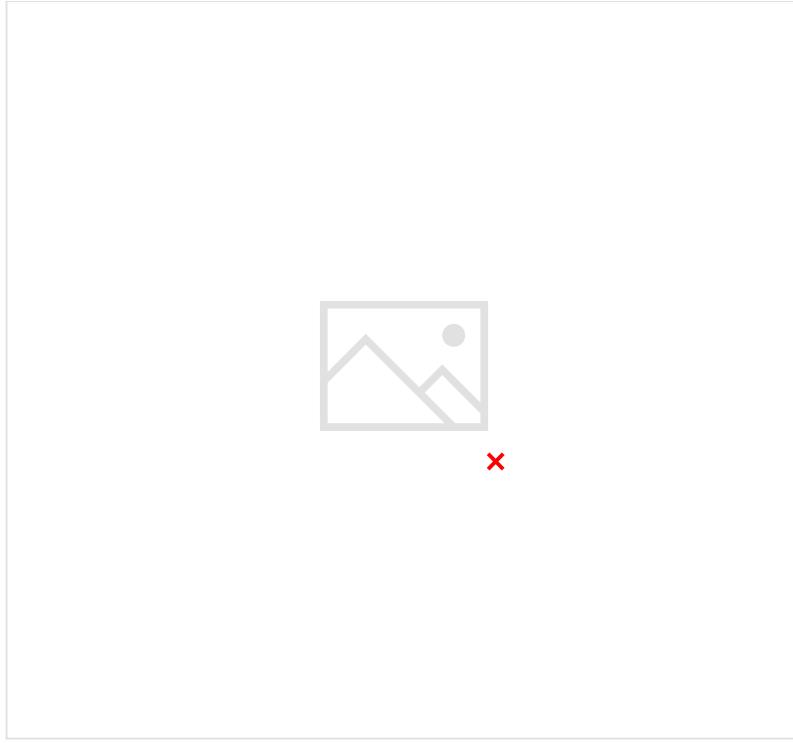
1. Fill out and submit a [Computer Return Form](#).



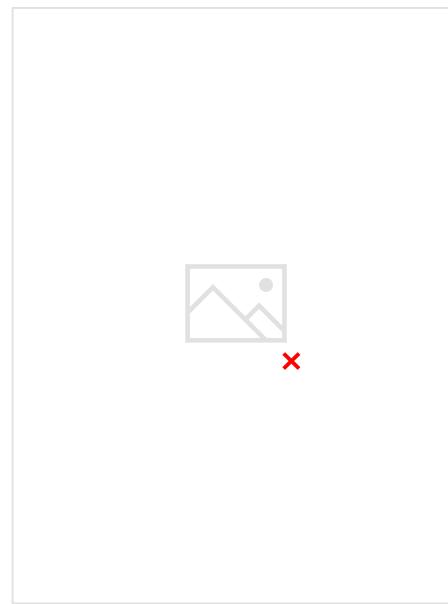
2. Go to the Configuration Lab and log into ITFSA on the first desktop to the left. Open Outlook and navigate to the Computer Return Forms folder.



3. Find the email which correlates to the serial number/service tag of the device. Finally, select the quick print option from the attachment drop down menu. **Do not delete any emails in this folder.**



4. Label should print out from the Dymo printer! Peel sticker and place on the **top left corner with the laptop lid facing towards you**.
5. Place computer at the Computer Return space; it will be transferred from the Configuration Lab into the Inventory Room to start the 30 day hold period.



Troubleshooting

- [The link](#) for label refills. (Standard DYMO shipping labels, 2-1/8" x 4" 30323)
- You should be cc'd in an email containing the label file. If you did not receive that email after submitting the form, the flow might have failed. Therefore, resubmit the form.
- If margins are incorrect or text isn't fitting onto one label, ensure that the page setup for the file match the ones shown

here.

- Margins:
 - o Left: 0.213, Right: 0.06, Top: 0.04, Bottom 0.06



(2) End-of-Life: Holding Period [LEGACY]

Friday, November 11, 2022 11:13 PM

Description

All computers should be held for at least 30 business days. After this period, computers will need to be processed for disposal from the HKS environment. The holding shelves should be checked daily for computers that have passed this time period.

Instructions

1. ILT / TSS will need to check the Recycle Shelf in the Configuration Lab **daily** and make sure any computers / items in there are being processed for 'Pending Disposal' and moved into the Inventory Room.
2. ILT / TSS brings the computer(s) into the Inventory Room and opens up the Procurement Database.
3. Look up the computer by Serial Number or HKS Asset number. Once found, here are the fields you must take a look at:
 - a. Status
 - b. Sub-status
 - c. Acquisition method
 - d. Lease Contract
4. Here is what you will need to keep in mind for each of those:
 - a. Status - The status of this computer being transitioned into the Inventory Room will need to be changed from 'In Use' to '**In Stock**'.
 - b. Sub Status - The sub status of this computer will need to be changed to '**Pending Disposal**'.
 - c. Acquisition method - This field will tell you if this computer is a leased or purchased computer.
 - d. Lease Contract - This field will tell you which lease contract group that the computer is in. Purchased computers will have this field blank.
5. Here is what you will need to write on the sticker on the computer device:



- a. Circle the acquisition method on the sticker -- computer is either purchased or leased
 - b. Write down the lease contract number on the bottom left of the sticker
 - c. Write down today's date when you made the Procurement Database update and processed the status change on this device.
6. Move the computer to the 30-day Holding Period shelves and stash it along with other computers with the same lease contract number to keep the computers organized and easy to locate.

Location



✗

(3) End-of-Life: Preparation [LEGACY]

Friday, November 11, 2022 11:18 PM

Description

This process outlines the preparation step of the end-of-life process for these computers. This step starts once a computer has surpassed the 30-day waiting period and we are officially moving it onto the cart to get it ready for NCS Pickup.

Instructions

There are two different processes for disposal of HKS computers. This is why it is important to identify all returned computers as leased or purchased on the return sticker at the time of initial processing (prior to the hold period).

Purchased Computers

After the holding period has expired on purchased computers, move it to the Shelving area(s) designated for Purchased/Processed Computers. Place the purchased laptops on the top shelf near the cart. Place the purchased desktops on the floor, next to the cart (as far away from the 30-day holding period shelves to avoid confusion).

CURRENT PROCESS: Go to the Procurement Database and make sure every purchased computer that you move over to the Purchased/Processed Shelf has **NCS-E-waste** in the Comments field.



1.

NOTE: Do NOT place the purchased computers in the cart, at this time. Place them on the shelf seen below or on the floor beside the cart. Keep these computers as far from the 30-day period shelves to avoid confusion.



✗

Leased Computers

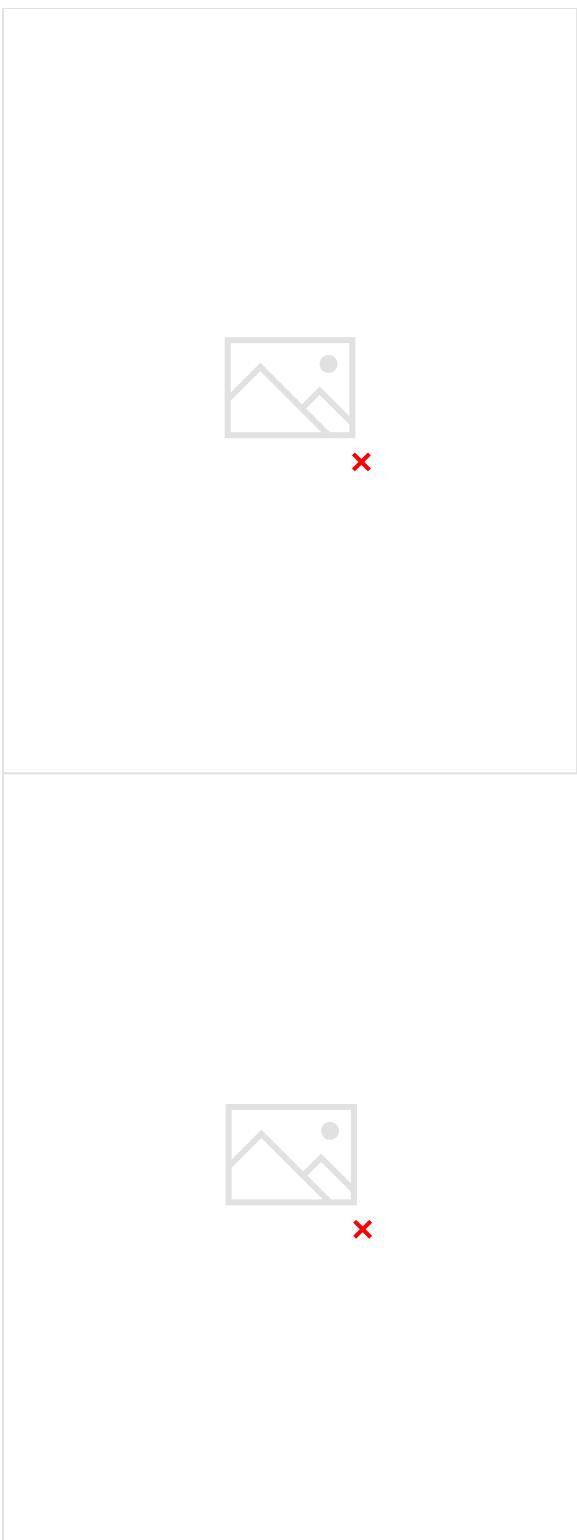
Leased computers will be moved to the wooden cart in the Inventory Room to prep for NCS Pickup. See image above for picture of the wooden cart.

CURRENT PROCESS: Go to the Procurement Database and make sure every leased computer that you move over to the wooden cart has **NCS-Lease** in the Comments field.



✗

IMPORTANT: Once status has been updated, make sure to place a blue sticker on the top right corner of the laptop lid to make it easier for NCS to note that the computer is a LEASED computer. We want to avoid mix-up of the leased / purchased computers during these pickups.



Proper Handling

- Laptops should be stacked no more than 10 high (when possible) with the largest models on the bottom.
- Desktops should be placed with their Service Tag/Serial Number barcode facing out for easy scanning.
- Heavier items such as iMacs and AIO desktops should be carefully placed, screen down, on a lower shelf.

(4) End-of-Life: Disposal [LEGACY]

Saturday, November 12, 2022 11:49 AM

Description

NCS has notified us when they plan to visit Harvard to do their routine pickups and we add ourselves into their pickup destination. We should always try to make every NCS pickup so leased computers get returned on time. This page outlines what should happen during the days prior AND the day NCS visits HKS.

Instructions

Designated Contact Person(s)

NCS will request who they should reach out to when they are making their way to HKS and station themselves in the Loading Dock.

Typically, the designated contact person will be the Technical Support Specialist. If the TSS is not available, the Inventory & Logistics Technician will be the backup contact. If both TSS and ILT are not available, the IT Service Center Manager will cover.

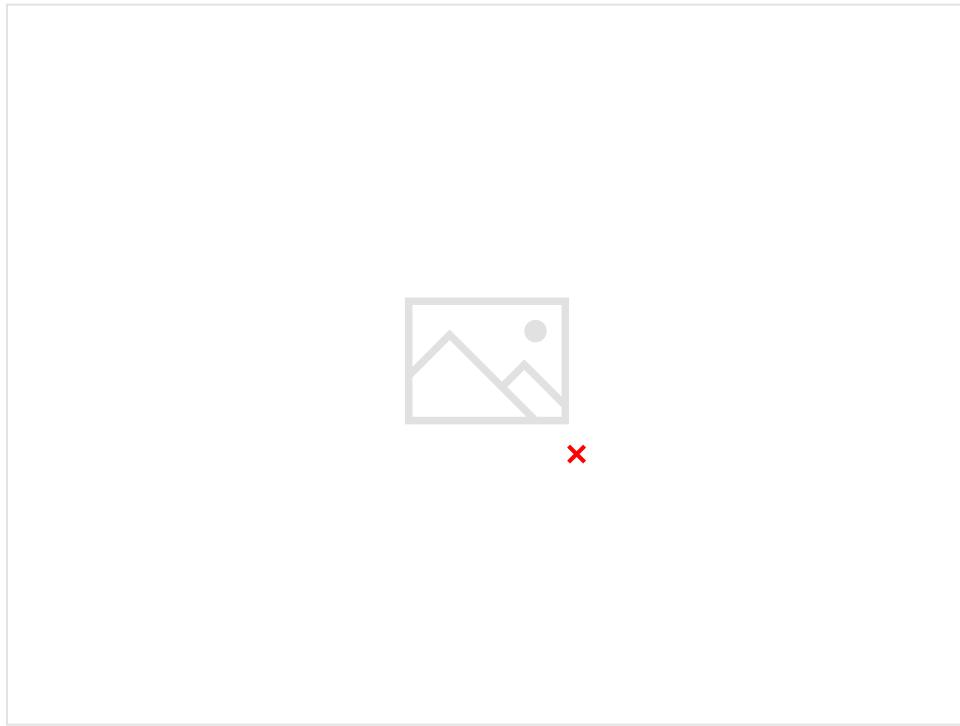
Days Prior to NCS Visit - Prepare Carts for Lease AND Purchased

We have a second cart in the Loading Dock, mainly used for recycling tech junk (old monitors / printers / bigger tech equipment). We are partnered with Harvard Recycling and they should be checking this cart every Thursdays to remove any junk they see on this cart so this cart should be either empty or barely have anything on it. If there are items on this cart, remove them and place it on the ground for the time being.



We will be using this cart for the purchased computers. Roll the empty cart into the Storage Room and start to move the purchased & bought out computers from the Purchased / Processed Computers and place them on the cart.

At the end, we should have two separate carts with leased computers and purchased / bought out computers separated to make it easy for NCS.



On Day of NCS Visit

ILT and/or TSS should ask the Team Lead if they can have someone be the lookout when they transport the carts to the Loading Dock. It's important that we avoid running the cart into a student / staff / faculty member in the hallway leading from the Configuration Lab to the Loading Dock so having a third person assist the ILT / TSS while they move the cart is a must.

NCS will call the designated contact person to let them know that they have arrived and they are stationed in the Loading Dock. The ILT / TSS and the lookout helper will now start moving the cart (one at a time) to the Loading Dock.

The TSS should remain available with the NCS driver to answer any questions / comments they might have (or assist with anything). Once all the computers have been stationed in the truck, the TSS will sign papers to confirm the pickup with the NCS employee. The TSS brings the first cart back into the IT section of the Loading Dock (place any junk on the ground back on the cart) and brings the second cart back into the Storage Room.

Process below is outdated and they are just notes, in case it is needed.

Assist with the processing and disposal of all End of Life IT assets
(Quarterly, As Needed)

Once a Quarter (4 times a year) leased computers are shipped back to the leasing company Insight Investments. Purchased computers are picked up by our retirement/recycling vendor, NCS Global, on an as-needed basis.

Leased Computers:

Towards the end of each quarter it is important that we make every effort to get as many leased computers (the ones that are due for return that quarter) back to the Inventory Room prior to the quarterly shipment. The shipment will typically be around 6-7 business days before the lease expiration, or due date.

(Example: Lease expiration is 3/31/19, so we should ship around 3/21 to ensure the computers are delivered with enough time to both collect computers here and ensure timely delivery)

As the shipment day nears in the last month of the quarter be sure to:

- ~~Wipe leased computers (after hold period) daily~~ (NCS now provides this service when they pick up the laptops)
- Check tickets/queue daily for outstanding computers (due back this quarter)
- Ensure that all computers left in Endpoint room are returned to the Storage Room as soon as possible
- Periodically check Service Center for returned computers
- Work with IT Procurement Specialist to be available during Computer shipment time window

It will not be possible to get all outstanding computers back by this date. Often users will be traveling, busy, or otherwise unwilling to replace/return their computer before the cutoff date. These cases should be discussed on a case by case basis with the Endpoint Manager and/or the IT Procurement Specialist.

Purchased Computers:

The IT Procurement Specialist will arrange for pickup of purchased computers, as well as old monitors, printers, etc. And the Bins (1x in Config Room and 1x in Storage Room) of miscellaneous equipment.

NCS Global is responsible for wiping the data from the computers and drives that we return to them.

When notified of the pending pickup:

- Review equipment for disposal in the Endpoint room and return it to storage room for pickup
- Work with IT Procurement Specialist to be available during pickup time window
- Work with IT Procurement Specialist to review settlement documentation (available 1-2 weeks after pickup) to update inventory records accordingly.

(5) End-of-Life: Retiring Assets [LEGACY]

Wednesday, December 7, 2022 1:25 PM

Description

NCS will email us spreadsheets to confirm the disposal of the purchased / bought out computers, as well as a separate spreadsheet outlining which leased computers have been returned to Insight Investments.

It is crucial that we take a look at the spreadsheets and compare it with our Procurement Database to confirm that everything has been disposed of (and nothing went missing).

Instructions

Leased Computers

NCS will provide the spreadsheet of the leased computers that was wiped and shipped back to Insight Investments. We will need to update the Asset Database and mark each computer as followed:

Status: **Retired**

Substatus: **Vendor Credit**

Make sure to highlight each computer you've confirmed to keep track of your progress. See image below.



The green box above points out how the status should look like to confirm an asset has been successfully retired / returned to Insight Investments by NCS in the Asset Database (NOTE: make sure to use Vendor Credit, instead of Disposed).

The red box above shows which assets has disposed of. It is our duty to go back and forth between the NCS spreadsheet and the Asset Database to make sure everything has been returned and nothing is missing.

USEFUL TIPS:

- To assist you with confirming each asset, make sure to highlight the field in yellow to indicate that you found the asset on the Asset Database and changed its status to Retired, Returned to Vendor.
- Highlight the field in red text if you could not find the asset in the Asset Database. We'll have to review this with the IT Service Center Manager.
- If there is no yellow highlight or red text, we will assume that we have not checked that asset yet and work is still pending.

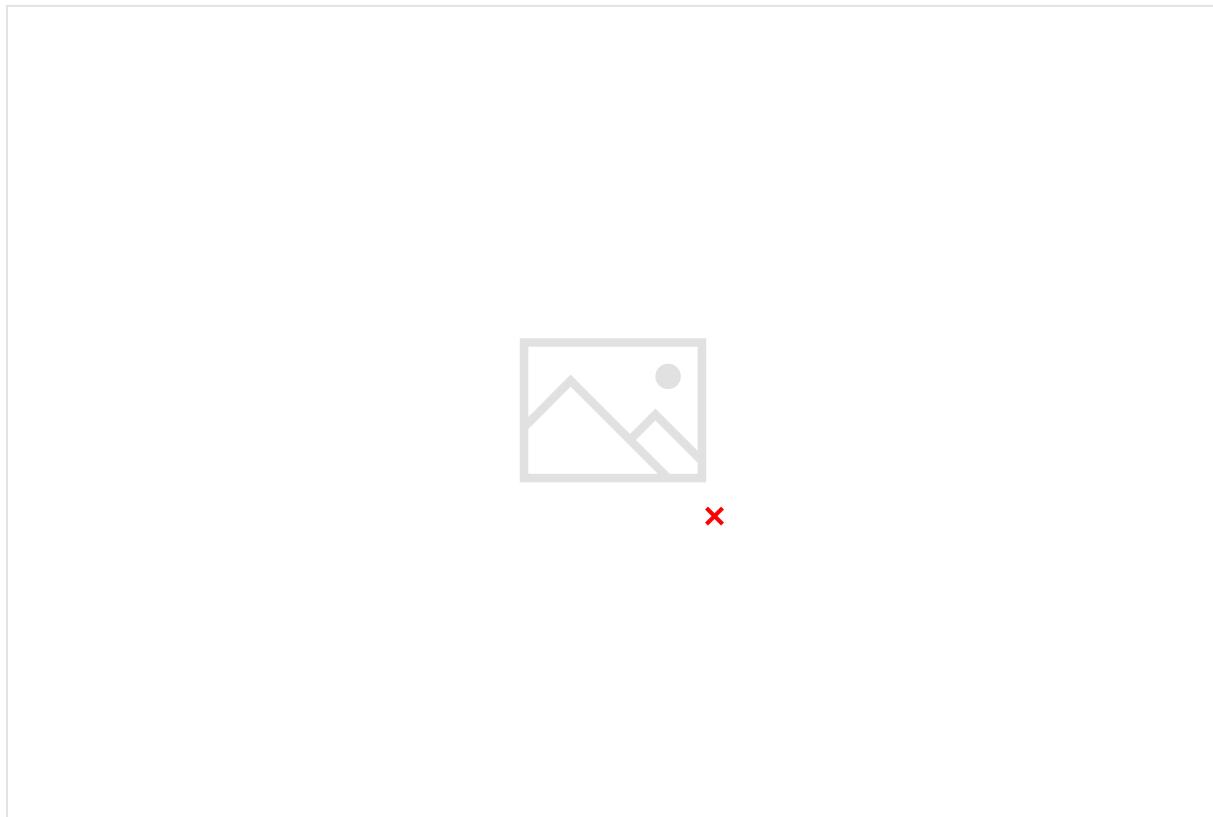
Purchased / Bought Out Computers

NCS will provide the spreadsheet of the purchased computers that was wiped and recycled. We will need to update the Asset Database and mark each computer as followed:

Status: Retired

Substatus: Disposed

Make sure to highlight each computer you've confirmed to keep track of your progress. See image below.



The green box above points out how the status should look like to confirm an asset has been

successfully retired / disposed by NCS in the Asset Database.

The red box above shows which assets has disposed of. It is our duty to go back and forth between the NCS spreadsheet and the Asset Database to make sure everything has been disposed of and nothing is missing.

USEFUL TIPS:

- To assist you with confirming each asset, make sure to highlight the field in yellow to indicate that you found the asset on the Asset Database and changed its status to Retired, Disposed.
- Highlight the field in red text if you could not find the asset in the Asset Database. We'll have to review this with the IT Service Center Manager.
- If there is no yellow highlight or red text, we will assume that we have not checked that asset yet and work is still pending.

Deployment Preparation

Tuesday, March 7, 2023 9:49 AM

Description

Follow the steps below to prepare for a new computer deployment with a user.

Instructions

Step 1: If the user is new to HKS

Check their status in MIDAS to confirm they have claimed their HarvardKey and activated their HKS email/Office 365 access. Ask a full-time staff member to confirm they have been [added to the HKS VPN](#).

Step 2: Imaging and initial processing

Collect the computer box from the shelf in the config lab, and follow the appropriate imaging guide for [PC](#) or [Mac](#).

After imaging completes, add a work note into the ticket confirming the **name of the computer** and that it is ready to deploy. Recycle the box and any bags in the bins outside the Service Center.

Step 3: Gather return information

During the deployment, you may need to retrieve the user's current computer, in order to return it to the leasing company or begin end-of-life processing. This information will be in the ticket, as shown in the image below.



Step 4: Schedule an appointment with the customer

Send out a Bookings email to schedule an office visit, using the **Technology Deployment** template. If the user has an old computer that you will be picking up, ensure that their data has been backed up beforehand.

Once the booking appointment is scheduled, put the ticket on hold for that date and time.

Deployment Procedure

Monday, March 6, 2023 3:16 PM

Description

The following steps outline the procedure for setting up a user on a new computer.

Physical Setup

Set up the customer's physical desk based on their existing equipment. All peripherals should be plugged into the dock or hub monitor and tested to ensure they work.

Try to be as neat as possible, using the cable guides on the monitors and hiding any excess cables behind the desk.



Make sure that any surge protectors are placed flat on the ground, no cables have unnecessary tension, and that all extra cable length is secured.



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Network Connections

Step 1: Log user into network

Connect the computer to ethernet through the dock or hub, and have the user sign into the network with their HarvardKey credentials. The user's HKS email will be linked with HarvardKey as soon as it is activated.

Step 2: Connect user to Harvard Secure

Get the customer onto Harvard Secure by connecting to the **Harvard University** network and following the prompts at getonline.harvard.edu. Further instructions for PC, Mac, and mobile devices are available from the page as well.

Step 3: Set up the VPN

Enter "**vpn.harvard.edu**" as the server address, then click **Connect**. Sign in to the VPN with the user's HarvardKey credentials, and press enter to trigger the Duo prompt. See further connection instructions [here](#).



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Software Setup

Step 1: Sign user in to Outlook

Sign into the Outlook desktop application with the user's HarvardKey credentials. When prompted to "Stay signed in to all your apps," chose **OK** to log the user into the rest of the Office 365 suite (excluding OneDrive).

Step 2: Sign User into Adobe CC with HarvardKey

At the Creative Cloud login window, the user will enter their HKS email, which will redirect them to sign in with their HarvardKey for access. The program may need to update and restart.

Step 3: Configure Zoom

Open the Zoom app, select **SSO** at the bottom, and enter "**harvard**" as the domain. The user will then be redirected to enter their HarvardKey credentials.

Video Link: [Signing into Zoom.mp4](#)



Click the link to return to the Zoom app. Once it reopens, select the user's profile icon in the top right-hand corner, and then click **Check for updates**.

(Optional: link the user's Outlook and Zoom accounts by clicking **Add a calendar** and following the login prompts. This will also allow them to schedule Zoom meetings from the Outlook calendar.)

Step 4: Sign user into OneDrive

Let the user know that OneDrive is our recommended way to back up their data. Open OneDrive, and select it from the taskbar. (In Windows, it may open under the ^ icon below.)



The user will enter their HarvardKey email, and can uncheck the three options for backup locations, as there is no data on this computer yet. Click next until prompted to open OneDrive. All of the user's files should then appear.

Final Steps

Step 1: Configure the user's default apps

On Windows 11, open **Settings**, navigate to **Apps**, and from the right side select **Default apps**. Search for the user's preferred browser under **Set defaults for applications**, then select it and press **Set default**. Scroll down further on the page to select **Adobe Acrobat** as the default for .pdf files.

For macOS, if not prompted, choose the instructions for the appropriate version of the OS. [Setting up default browser and email app](#) and [PDF reader](#).

Step 2: Connect and test local printer

On Windows, open **Printers & Scanners**, then select **Add a printer or scanner**. The printer should then install itself if it is connected and turned on. On Mac, navigate to **Printers & Scanners**, then press the + icon and select the matching printer from the list.

Confirm that the printer is functional, and add any nearby [network printers](#) the customer may need.

Step 3: Confirm that the user is an admin

Make sure that the user's net ID has been added to the computer's **Administrator** group under **Local Users and Groups** in the Control Panel.

Video link: [Check Admin.mp4](#)



Step 4: Update the asset in ServiceNow

Update the computer's info along the guidelines [here](#), making sure to change the status, assignee, and deployment date. If no return is required, you may resolve the ticket after this step.

When There is a Return

Follow the [instructions](#) to complete the return and update the old asset. Make sure to remove the computer from **both AD AND SCCM** (through the Toolkit) or Jamf.

Once you have labeled and returned the user's previous computer, you can close the ticket. In the resolution, note the **serial number or service tag** of the computer being returned to the config lab.



Deploying Stocked Accessories [Manual]

Friday, December 9, 2022 4:33 PM

Description

How to process a Procurement request for an item (accessories, peripherals, printers, monitors, etc.) that we have in stock? Read below.

Instructions

Step 0: Customer needs to request the item

Customer must fill out their new item request using our [Order page](#) on the IT Procurement page (KNet).

Once they have filled out the Order page and provided all the details we need (especially the 33-digit billing code), a new ticket will be generated and sent directly to HKS - Procurement triage.

The TSS / ILT will open the ticket from the HKS - Procurement queue and proceed with next step.

Step 1: Open Inventory Audit Spreadsheet to confirm availability and update count

Inventory Audit Spreadsheet is located [here](#).

Locate the item on the spreadsheet and see if we have the item in stock. Make sure to deduct 1 from the count and proceed immediately to the next step.



(Example: If a procurement ticket is requesting a WD22 Dell USB-C Dock, find the item on the spreadsheet, deduct 1 from the item's count in the In Stock column.)

Step 2: Move Item to the Configuration Lab's "Ready to Config" Shelf

As soon as the TSS / ILT deducts from the count, they must immediately move the stocked item to the "Ready to Config" shelf. Make sure to write down the ticket number and the full name (or last name) of the customer who's receiving the product. Update the Procurement ticket with a worknote confirming that the item is now available in the "Ready to Config" shelf.

Deployment Queue Management (Daily)

Friday, November 11, 2022 6:15 PM

Manage queue of deployment related tasks, processing tickets as required (Daily task)

The Deployment queue will contain Unassigned tickets transferred from the Procurement queue with a tag either indicating that the order has been placed and the product is on its way (PENDING ARRIVAL tag) or the computer / accessory is already available in the Inventory Room or 'Ready to Config' shelf (READY tag).

- ★ These Unassigned tickets must have an Assignee, by the end of the day.

1. Make sure to create a report that displays the following filter settings and bookmarking it on your ServiceNow menu. [Click here](#) to automatically open that filter page.



2. Make sure to also enable Tags in the report view (both in this report and your main dashboard)



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Processing and Recording (Daily)

Thursday, November 10, 2022 10:15 PM

Processing and recording all new equipment (Daily task)

After all of the new incoming equipment has been picked up and brought to the Inventory Room, it must be identified and processed. New equipment will typically either be put into stock, or associated with the ticket it was requested on and moved over to the Service Center team for configuration and/or delivery.

Identifying New Equipment

Identification of all incoming equipment starts with the packing slip or label which will typically be affixed to or inside a box. Often there will be multiple boxes associated with one packing slip or label, these boxes should be numbered by either the shipper (Ex. Dell) or the shipping company (FedEx, UPS, etc.)



When equipment is ordered the Purchase Order or Order number is recorded by the vendor and should be visible on every packing slip or label. This number will be the key to looking up the associated ticket in ServiceNow. With certain vendors, such as Amazon, the Incident number will also be recorded for easy identification.

Packing Slip Review

1. Identify the packing slip. This may be a sticker on the box, a slip in the box, or a folded paper(s) attached to the box.
2. Review the packing slip and identify the Purchase Order (PO) or order number. The number will

normally be one of the following:

- a. A number beginning with **4000 or 8000** (Example: **40002840642**). These PO or Order numbers indicate that the computer or equipment was purchased through Harvard's order portal. This will be most common with Purchased Dell and Apple computers/peripherals, as well as HP Printers.
- b. An HKS # (Example: **HKS001234**). These PO or Order numbers indicate a **leased** computer. This will only be on Leased Dell, Apple, and occasionally other computers.
- c. An Incident # (Example: **INC03012345**). Incident numbers will commonly be used for PO or Order numbers with smaller vendors and Amazon, and will likely be accessories and peripherals.

*The Purchase Order/Order/HKS # is manually entered in to the ServiceNow Ticket that the item(s) are ordered on by the **IT Procurement Specialist**.

3. Once the PO or Order number has been identified, search for it in ServiceNow.

The search result should be the ticket that this item was purchased for. If you are unable to locate the ticket in ServiceNow, check with the **IT Procurement Specialist** to confirm a ticket.

4. Open the ticket and confirm that the item received matches the item ordered. This may be just a quick glance to confirm an accessory and quantity, or a review of the computers configuration on a packing slip to make sure it was delivered as requested/ordered.
5. New equipment will be ordered as stock or for a specific ticket.

For Stock Orders

1. Label each package, if necessary.

Example: Stock computers should be labeled with the model and HKS Asset #. [Click here](#) for visual example.

2. For Computers - Record serial number(s) in the [ServiceNow ticket](#) and in the [Procurement Database](#).
 - a. Serial numbers must be paired to the HKS #s in the ticket (Added there by the **IT Procurement Specialist**)
3. For non-serialized items (Monitors, docks, adapters, cables and other peripherals/consumables) - These should be counted to ensure the quantity received [matches the quantity ordered in the ticket](#).
4. Save ticket with updates.
5. Place stock equipment in designated storage locations.

For Specific Ticket Orders

1. Label each item with ticket # and end-user last name. Computers should be labeled with the model, HKS Asset #, and end-user last name.
2. For Computers - Record serial number(s) in the [ServiceNow ticket](#) and in the [Procurement Database](#).
 - a. Serial numbers must be paired to the HKS #s in the ticket (Added there by the **IT Procurement Specialist**)
 - b. [Use the 'READY' ServiceNow tag](#) to alert the technician that the item(s) has arrived and are

ready to be worked on.

3. For non-serialized items (Monitors, docks, adapters, cables and other peripherals/consumables) - These should be counted to ensure the quantity received [matches the quantity ordered in the ticket.](#)
4. Save ticket with updates.
5. Place labeled equipment on "[Ready to Config](#)" shelf in the Configuration Lab. Provide a worknote stating that the item(s) are on the shelf. Also, make sure that the ticket is tagged with the 'READY' ServiceNow tag (see step 2b for picture).

Other Notes

- For samples of Purchase Order Numbers (Purchased and Leased) see the packing slip bin in the stock room, or ask **the Procurement Specialist**.

Mailroom Pickup (Daily)

Thursday, November 10, 2022 10:14 PM

Pickup all incoming equipment from Mailroom (Daily task)

1. The [HKS Mailroom](#), located in Littauer G-28, should be checked daily for any new packages (computer and peripherals) designated for IT.

NOTE: Afternoon is a good time to ensure all deliveries for the day have been made. It is generally good to bring a cart, as well.

2. Sign for packages at Mailroom, if needed
3. Bring packages to the "[Processing](#)" area of the Inventory Room.

NOTE: A cart or multiple trips may be needed on days with lots of deliveries.

4. Ensure that the [Inventory Room door](#) is closed completely when leaving.
5. Equipment should then be processed as soon as possible to avoid delays and equipment backlog in Inventory Room. Customers already need to wait for their computer(s) and/or accessor(ies) to arrive, we want to avoid being the cause of further delays.

ADVICE: Set a DAILY calendar reminder for this task. Ideally at a time that will not typically conflict with deployments and other field work.

Hardware Repair - Introductions

Sunday, March 5, 2023 12:44 PM

Description

Our hardware repair services cover HKS desktop and laptop computers.

For Dell devices, we work closely with the Dell team to ensure that all repairs are done according to the manufacturer's specifications, ensuring the longevity and reliability of the device.

For Mac repairs, we partner with Computer Loft in Allston, MA, to provide expert repairs and replacements for all types of Apple devices.

Our goal is to provide customers with a seamless experience, from diagnosis to repair, so that the customer can get back to using their device with confidence.

(1) Before Reaching Out for Repair

Sunday, March 5, 2023 12:54 PM

Step 1 - Before Reaching Out for a Hardware Repair request

It is important to make sure that you confirm that the computer issue is indeed a hardware issue. If it is obvious (physical damage, water damage, wear-n-tear, etc.), then you can go to the next step. If it does not look obvious, proceed with the following tasks:

- Make sure all Windows updates / Dell driver updates have been processed.
- Do your own testing. Turn the computer ON and perform the same actions that the customer did in order to replicate the issue.
- Run Diagnostics ([Dell instructions](#) / [Apple instructions](#)) on the computer to collect more information.

Once instructions are followed above and it is confirmed that it is a hardware issue, [proceed to Step 2](#).

(2) Confirm Warranty Status

Sunday, March 5, 2023 12:56 PM

Step 2 - Confirm Warranty Status

Confirm the warranty status of the computer ([Dell Warranty](#) / [Apple Warranty](#)) to see if the computer qualifies for a free warranty repair. If it is out of warranty, it will justify ordering a new computer to replace the damaged one to avoid additional costs.

Once the warranty has been confirmed, [proceed with Step 3](#).

(3) Fill out Hardware Repair Form

Sunday, March 5, 2023 12:58 PM

Step 3 - Fill out Hardware Repair Form

This form asks for all the necessary information we need to send out to the Dell Support team or the Computer Loft team. Please fill out the form carefully and as accurately as you can.

Form link: [Microsoft Forms](#)

Credit: Anjali Tanna (Northeastern Co-op | July - Dec 2022)

- If you submit the form for a Dell repair, you will eventually receive an email with the Dell Support ticket number. Make sure to insert that ticket number into the ServiceNow ticket's worknotes.
- If you submit the form for an Apple repair, make sure to update the ServiceNow ticket that you reached out to the Computer Loft to start the repair process.

Once the hardware repair form is filled out and you've finished the quick instructions above, [proceed with Step 4](#).

(4) Preparation

Sunday, March 5, 2023 1:00 PM

Step 4 - Preparation

Now that a Hardware Repair ticket has been generated with the Dell Support team or the Computer Loft, we need to have the damaged computer in our possession so we can hand it over for repair.

1. Before the customer drops off the computer at the Service Center, we recommend asking the customer if they need a loaner laptop or if they have a personal computer that they can use for the time being while we work on the repair.
2. If a loaner laptop is needed, [click here](#) for our loaner process.
3. Send the customer the quick message with our Service Center Bookings link so they can schedule an appointment to visit the office to drop off the laptop.

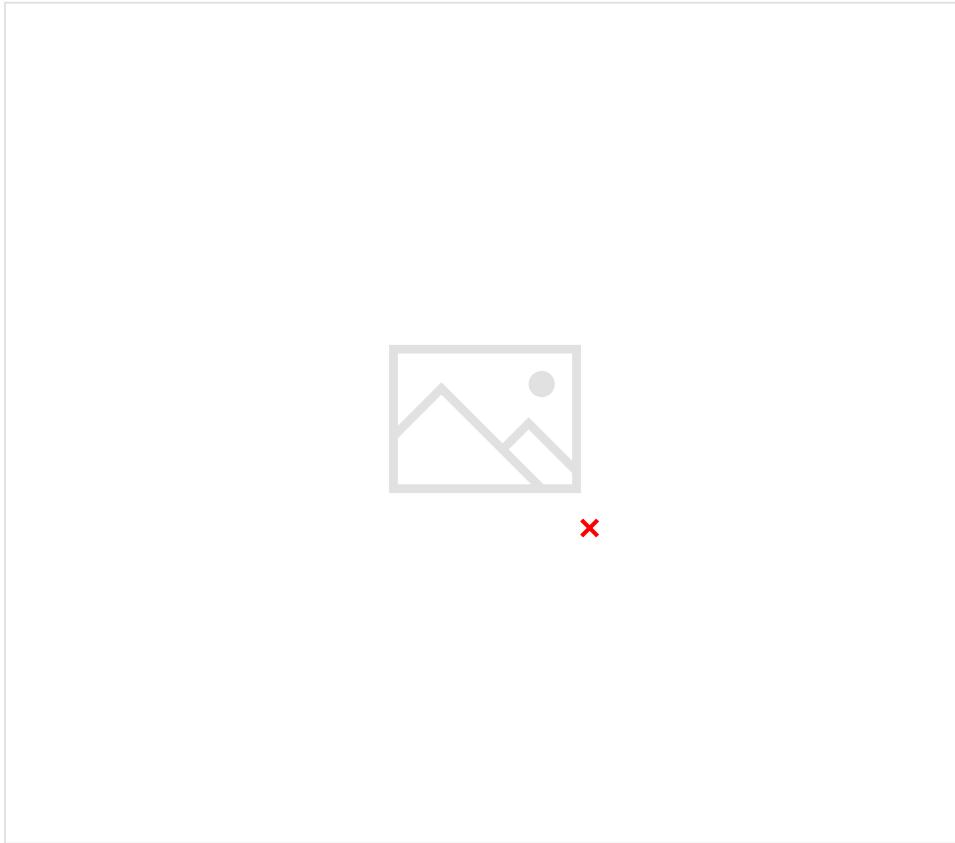
Once customer has dropped off the laptop, coordinate with the Technical Support Specialist to figure out their next visit to the Computer Loft or work with the Dell technician to find out their next scheduled visit to the Harvard Kennedy School.

PC (Students, Staff)

Friday, February 18, 2022 12:52 PM

Loaning out:

1. Grab a loaner from the loaner cabinet. The loaners are on the left side of the middle shelf and will have a matching charger in the charger bin. Grab a loaner and the corresponding charger from the basket on the right. The HKS numbers do not have to match.



2. Before the user signs in, you must create a [loaner ticket](#). Be sure to select the correct loaner number from the drop down menu while creating a ticket. If the loaner number is not properly listed, make a note of the customer and update the ticket with the correct loaner number when the ticket enters the unassigned queue.



3. Plug the computer into ethernet using an adapter at the front of the Service Center. This is necessary for the first login, but not for subsequent logins as we will set up wifi for the user.



4. Turn on the computer and have the user sign in using their HarvardKey credentials. This will be their full HKS email and their normal HarvardKey password. Once the user is logged in, proceed with logging in with the usual suite of HKS apps:

- WiFi (<https://getonline.harvard.edu>)
- Outlook
- Office apps like Word (these should already be signed in after logging in to Outlook)

- Zoom
- Adobe
- VPN (For staff or faculty)
- Printers (If needed)
- Default applications like preferred browser and Outlook for email

5. Log the user out of their Windows profile and sign in to the local administrator account. Once logged in, search for **Computer Management**. Open Computer Management as **Administrator**. Click on **Local Users and Groups** on the left, and then double-click on **Groups**, and then double-click on **Administrators**. When the Administrators Properties box is opened, click on **Add**. Ask the user to type their email in the box that comes up (you can also use their NetID). When prompted, enter your own network credentials to verify the addition. Click **OK** on the network credentials box, and then **Apply** and **OK** to close the Administrator Properties window.



6. Once the user is has been added as an admin and is signed in to their accounts, they are ready to use the loaner! If you have not created a loaner ticket yet, please create one before the customer leaves. If the number of the loaner does not appear on the loaner ticket creation form, be sure to update the ticket with the correct number when it is assigned to your queue.

Laptop Return:

Once the user returns the laptop to the Service Center, you need to fill out the [Loaner return form](#). Make sure you select the correct loaner number from the drop down menu. Once this ticket is submitted, return the loaner and the charger to the loaner cabinet in the Service Center. Close out the loaner ticket.

Mac (Faculty, Special Requests)

Friday, February 18, 2022 12:52 PM



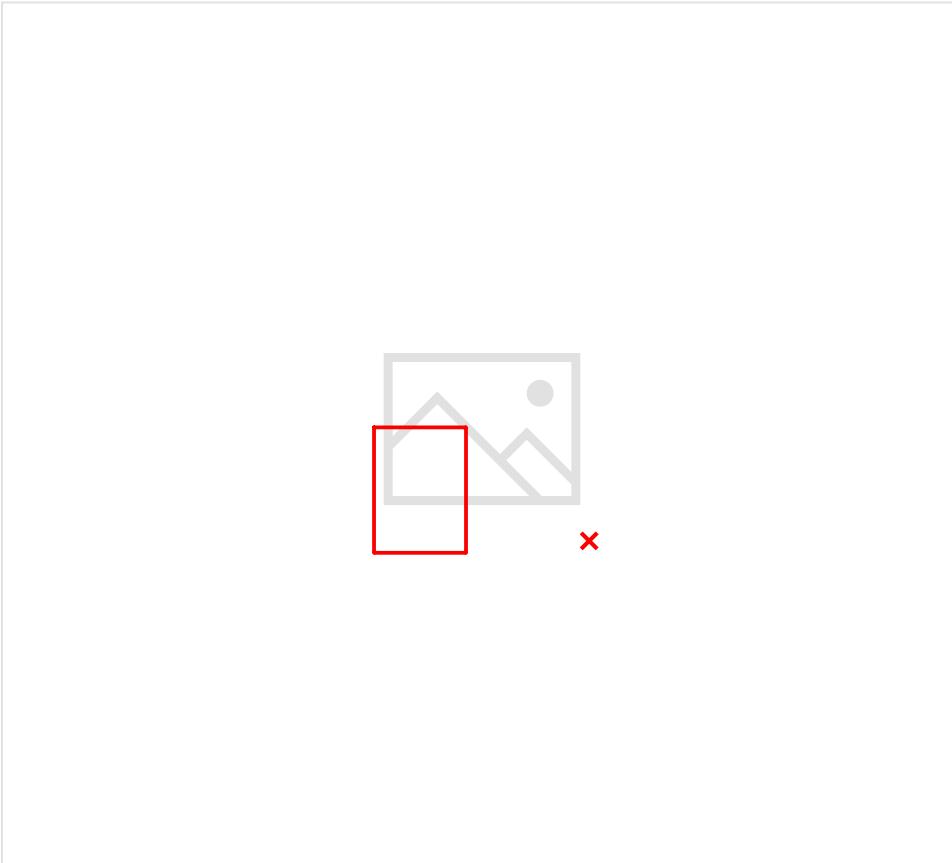
✗

1. Grab a Mac from the loaner cabinet. Check the label on the bottom of the computer and grab the corresponding charger from the shelf. **Always give the laptop AND a charger to the customer.** Once you have the loaner and its charger, you can bring it to the front of the Service Center to set up with the customer.



✗

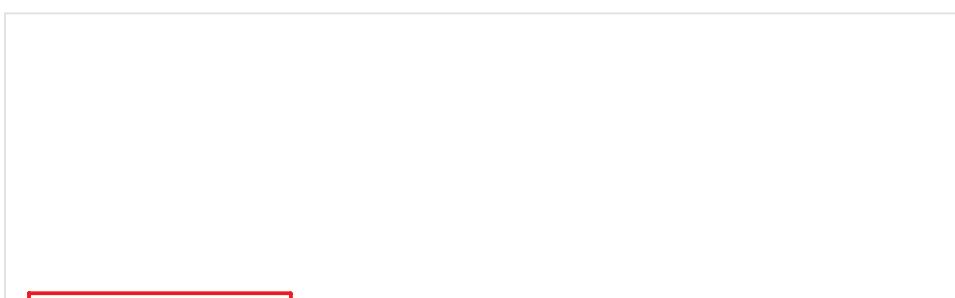
2. Before the user signs in, you must create a [loaner ticket](#). Be sure to select the correct loaner number from the drop down menu while creating a ticket. If the loaner number is not properly listed, make a note of the customer and update the ticket with the correct loaner number when the ticket enters the unassigned queue.
3. Open the Mac and sign in to the **ITFSA** profile. It should be showing on the sign in page when you open or turn on the Mac.



1. Navigate to System Preferences and click on Users and Groups



5. Click the lock button and enter ITFSA's password. Now you will be able to modify users on the computer.

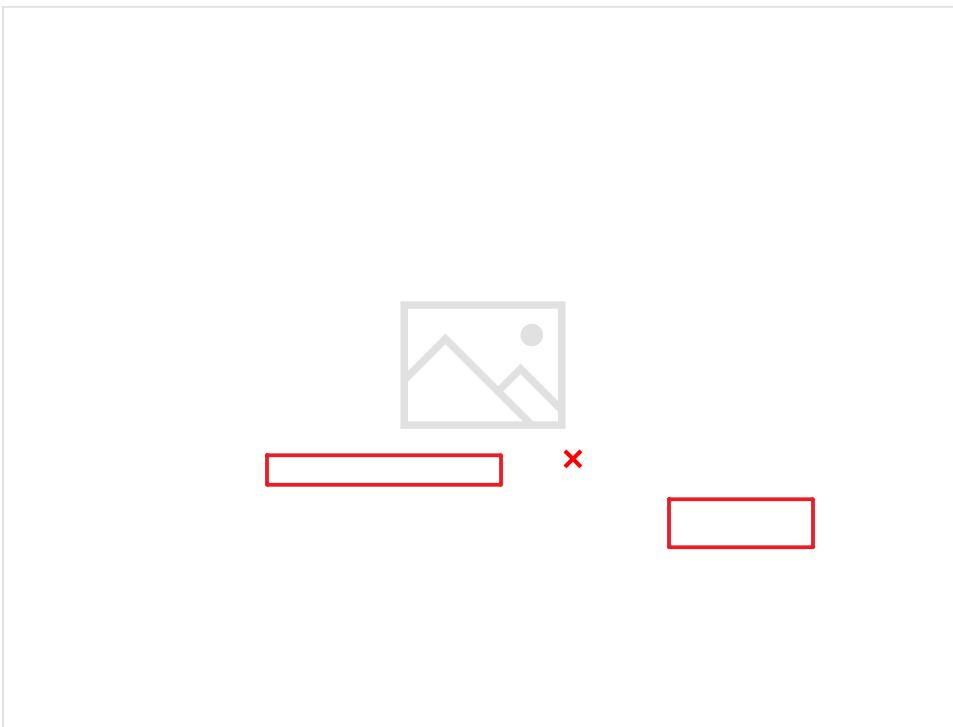




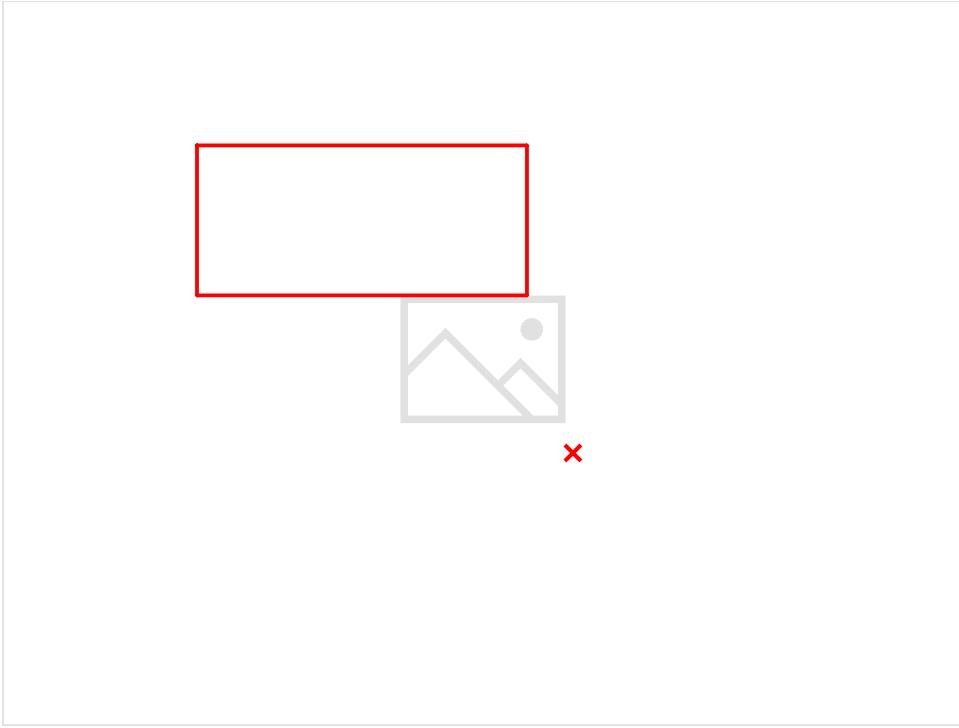
X



6. Highlight any user profile that is not ITFSA by clicking on it. Then click on the "-" under Login Options. **(NEEDS PROCESS REVIEW/INPUT)**



7. Select **Delete the home folder** and then click **Delete User**. This will erase the account.



8. Once the other users are deleted, click on the + at the bottom left and create the user's profile. Make sure the New Account field is set to **Administrator**. The Full Name field can be filled with the user's **NetID**. Have the user enter their **HarvardKey** password in the Password field. Click **Create User** when these fields are properly filled out.
9. Proceed with signing the user in to the usual suite of apps:
 - WiFi
 - Outlook
 - Office apps like Word (There will be a popup after logging in to outlook to sign in to these apps)
 - Zoom
 - Adobe Creative Cloud
 - VPN (For staff or faculty)
 - Printers (If needed)
 - Default browser

Laptop Return:

Once the user returns the laptop to the Service Center, you need to fill out the [Loaner return form](#). Make sure you select the correct loaner number from the drop down menu. Once this form is submitted, return the loaner and the charger to the loaner cabinet in the Service Center. Close the loaner ticket.

Documentation

Wednesday, March 1, 2023 2:13 PM

Purchasing documentation is located here for now:

[Support-Procurement](#) (special access needed)

Sunday, March 5, 2023 1:10 PM

Chargeback - Monthly IT Journal

Monday, December 12, 2022 1:54 PM

Description

Every month, OFS receives an IT Journal spreadsheet outlining stocked items that HKSIT Service Center has sold to a department. OFS proceeds with making sure the departments are charged for the stocked items they received from the Service Center so HKSIT gets reimbursed for the item.

Notes

Responsible

Here is the list of Service Center members who handle the Monthly IT Journal spreadsheets:

Primary - Technical Support Specialist

Backup - IT Service Center Team Lead

Secondary Backup - IT Service Center Manager

Folder Location Containing the Current IT Journal & Archived IT Journals

[Monthly IT Journals](#) (requires **Support-Procurement** special access - speak with IT Service Center Manager)

Instructions

Chargeback - Quarterly Lease

Sunday, December 11, 2022 1:14 PM

Description

Once a quarter the full [IT Asset Database](#) is updated and then shared with OFS to process the quarter's lease charges.

Notes

Primary Contact

Jill Fineman (jill_fineman@hks.harvard.edu) is currently the primary contact for this process.

Frequency

Currently, OFS prefers to process this about halfway through each quarter so the database should be updated, reviewed, and sent to Jill on or around the 15th of the second month of each quarter (Aug 15, Nov 15, Feb 15, May 15).

Confirm Asset Database is up to date

Throughout the quarter, all computers should be updated in this database as they progress through lifecycle steps (On Order, In Use, Pending Disposal, Retired, etc.). Any requested billing code changes from department/center contacts should be made in the database as they are received so that subsequent charges reflect the new accounts.

During a given quarter, the new computers that are ordered are being compiled onto a new lease that will begin the following quarter. Insight Investments will periodically send out interim Acceptance Certificates. These should be reviewed for accuracy (Serial #, HKS #, Total Cost, Payment Amount, etc.), signed, and returned to the leasing company quickly (Currently emailed to Lauren Vance - lvance@insightinvestments.com). The accuracy of the billing process detailed below is dependent on the accuracy of the information reviewed and approved on these interim documents.

Steps

Throughout the Quarter / Prep:

1. Ensure that all current Insight invoices have been reviewed and processed for payment. Specific attention should be paid to reviewing the lease termination of all computers that were returned on the previous shipment. Once received and terminated by Insight, these computers should be updated in the database to reflect this, and to ensure no more charges hit the account. The packing slip for the previous quarter's return shipment, the asset database, and the new invoices should all be compared. If there is a discrepancy (ex. Computer Serial #: ABC123 was shipped to the leasing company
2. Currently, every quarter one lease will start, one will end (and go into the post-lease rent period), and one post lease rent period will expire (one of three currently). The "Summary" tab on the [IT Asset Database](#) is used to track this and is a handy reference (See [past quarters exports](#) for reference). This should be updated at the same time the computer status and billing information is.

Creating the Document & Submitting to OFS:

1. Start by saving a new copy of the [IT Asset Database](#) in the [past quarters exports](#) folder.
 2. **Filter** out Purchased Computers ("P" in Column O) so that only the leased ("L") computers are visible.
 3. **Review the newest lease** - This will be the latest lease that closed at the end of last quarter. There should be one invoice for the first quarter's rent and one invoice for the "Install Period" charges (1/3 of a quarter's rent, the same as post lease rent). Confirm that the computers and costs all match, and that everything that was ordered has been received. This will be the first time that these computers are charged back, and the following should be done:
 - o Column Y – "Charge Install Period Rent?" – "Yes" should be entered into this field for each computer on this lease.
 - o Column Z – "Install Period Rent" – should be populated with the OFS formula to calculate the amount. This can be copied from previous quarter's leases.
 - o Column AA – "Charge Lease Period?" – "Yes" should be entered into this field for each computer on this lease.
 - o Column AB – "Lease Period Charge" - should be populated with the OFS formula to calculate the amount. This can be copied from previous quarter's leases.
 - o Column AE – "Journal?" - "Yes" should be entered into this field for each computer on this lease.
 4. **Review Current and Active leases** - All leases that have already had their install period, and have not come to term, should be reviewed for accuracy, and updated where needed. Ensure that the charges are consistent with past quarters (the lease charges should not change quarter to quarter during the active lease.), and that invoiced assets match our records. Except for the newest and oldest active leases, it is not likely that anything else will change.
 - o Each quarter, one lease will terminate. (*For now. There will be a period in a few years where the effect of the transition from 3-year leasing to 4-year leasing will be evident in lease terminations.) See the "Summary" tab on the [IT Asset Database](#) for reference. For all computers on the expiring lease:
 - Column AA – "Charge Lease Period?" – "Yes" should be REMOVED from this field for each computer on this lease.
- For Computers that were NOT returned:
- Column AC – "Charge Post-Lease Rent?" – "Yes" should be entered into this field for each computer on this lease.
 - Column AD – "Post-Lease Rent" - should be populated with the OFS formula to calculate the amount (If not already done). This can be copied from previous quarter's leases.
- For Computers that were returned:
- Leave All chargeback question fields blank (Y, AA, AC).
 - The "Lease Charge" (T) and "Rent" (U) fields can be cleared.
- o Each quarter one lease will transition from its first charges that include the install period, to just the normal lease period charges. (There should only be one lease with Install Period charges per quarter.)
 - Column Y – "Charge Install Period Rent?" – "Yes" should be REMOVED from this field for each computer on this lease.
5. **Review Terminated Leases WITH Post Lease Rent Invoices/Charges** - Any lease that has

completed its main lease term (3-year or 4-year) will then shift to Post Lease Rent invoicing for the remaining computers still outstanding on the lease. There will be a total of 9x Monthly (3x quarters worth) Post Lease Rent Invoices per lease and the amount will decrease depending on the number of computers returned and terminated on the lease. (All remaining 3-year leases are being held for an additional year and outreach to replace them is postponed until that time.)

Each Post Lease Invoice should be reviewed carefully as these will normally have the most changes as computers are returned and terminated by Insight. The remaining computers in the asset database should be checked for return/termination, cost, and status. Special attention should be paid to the computers sent back on the last shipment which should all terminate, unless they are on a lease terminating in a coming quarter. See the “Lease Return Tracking Log” tab on the [IT Asset Database](#) for reference. (Note: that although Dell computers and warranties are almost always one item as far as Insight Investments is concerned, Apple computers and AppleCare are not. When a lease terminates the AppleCare line item terminates as well, and the cost will change.) See the “Summary” tab on the [IT Asset Database](#) for reference. (3x Months of Post Lease Rent are listed in the columns as R1, R2, R3)

For the computers that have been returned and terminated during the Post Lease Rent period:

- Column AC – “Charge Post-Lease Rent?” – “Yes” should be REMOVED from this field.
- The “Lease Charge” (T) and “Rent” (U) fields can be cleared.

6. Review Terminated Lease(s) that have been “Bought Out” (No More Post Lease Rent Charges) -

After 9 Post Lease Rent Invoices (9 Months) a lease is then “Bought Out”. Title of the equipment technically transfers to HKS, and billing stops for the whole lease after the 9th invoice. Once per quarter we will be invoiced for the 9th and final time on a (post) lease. This lease should be updated in the database to reflect this.

- Column AC – “Charge Post-Lease Rent?” – “Yes” should be REMOVED from this field for each computer on this lease.
- The “Lease Charge” (T) and “Rent” (U) fields can be cleared for each computer on this lease.

7. Review all updates and send a copy in an email to OFS (jill_fineman@hks.harvard.edu) for processing.

*It is common to receive requests for billing adjustments after the quarterly charged have been posted by OFS. These will come in directly via email as well as through the Service Center/tickets.

Dell Procurement Contacts

Monday, March 6, 2023 8:57 AM

Description

This page lists our Dell contacts

Contacts

Andy Meyer – Account Manager (Sales) - Andy.Meyer@dell.com (Location: Texas)

Greg Varay – Harvard Account Executive - greg_varay@dell.com

Joe Holewa (HUIT) – Harvard's Vendor Manager for Dell - joe_holewa@harvard.edu

Apple Procurement Contacts

Monday, March 6, 2023 8:57 AM

Description

This page lists our Apple contacts

Contacts

Kevin Black – Account Manager (Sales) - kblack@apple.com
(Location: Texas)

Insight Investments (Leasing) Contacts

Monday, March 6, 2023 8:57 AM

Description

This page lists our Insight Investments contacts

Contacts

Lauren Vance – Sr Lease Specialist (Primary Contact/Ordering) - lvance@insightinvestments.com

Melissa Garcia – Lease Specialist (Primary Backup Contact for Lauren, CC on all orders) - megarcia@insightinvestments.com

Kim Williams – Sr. Lease Specialist (Secondary Backup/Alternate) - kwilliams@insightinvestments.com

Mike McCoy – SVP/Harvard Account Manager - mmccoy@insightinvestments.com

Frank Cozza – End of Lease Administrator - fcozza@insightinvestments.com

Barbie Bench – Invoicing - bbench@insightinvestments.com

(Invoices are currently sent to Damita Johnson)

Ricoh Procurement Contacts

Monday, March 6, 2023 8:57 AM

Description

This page lists our Ricoh contacts

Contacts

Carolyn Ivey – Sr Tech Specialist Higher Ed (Dedicated Harvard Rep) – Questions about Ricoh devices, leases, general inquiries. Carolyn works directly with department/center contract contacts for renewals. - carolyn.ivey@ricoh-usa.com

Other HW, Non-Standard, Misc.

Monday, March 6, 2023 8:57 AM

Description

This page lists our other HW, non-standard (Lenovo, MS, etc.), Printers, A/V, Misc.

Contacts

CDW (Harvard Preferred Vendor in B2P) - Great starting point for Non Standard Computers, Printers, and various Peripherals - HarvardIT@cdwg.com (Harvard Team Support) or John Prestiano (Account Manager) - johnpre@cdw.com

BH Photo (Harvard Preferred Vendor in B2P) - AV Equipment (Orders from Media Services) and peripherals such as webcams, wireless equipment, Printers, etc.) - Account Reps Vary – [See landing Page in B2P Portal](#) for list.

Software Procurement Contacts

Monday, March 6, 2023 8:57 AM

Description

This page lists our Software contacts

Contacts

May Woo-Mok (HUIT) – Questions for SW use at university and if agreements/contracts exist - may_woo@harvard.edu

Stata – Our contacts there vary and rotate between members of their sales team.

See: <https://www.stata.com/company/contact/> & <https://www.stata.com/order/new/edu/profplus/>

NVIVO – No designated Account Manager – See: <https://www.qsrinternational.com/contact-us> (Note: Some of their operations are located in Australia)

SHI (Harvard Preferred Vendor in B2P) - newenglandedu@shi.com AND BWestSLED@shi.com (Harvard Team Support)
Good for inquiries about availability, SW such as SPSS, Parallels, VMWare, Mathworks, etc.

OFS (Finance) Contacts

Monday, March 6, 2023 8:57 AM

Description

This page lists our OFS (Finance) contacts

Contacts

Dawn Hannon – Financial Associate (Chargebacks and Journals)

dawn_hannon@hks.harvard.edu

Jill Fineman – Accounting Manager (Quarterly Computer Lease Billing, Mobile Line Usage Notifications)

jill_fineman@hks.harvard.edu

Rashida Nisbett – Payroll Manager (Telecom Billing Questions)

Rashida_Nisbett@hks.harvard.edu

NCS Global Procurement Contacts

Monday, March 6, 2023 8:57 AM

Description

This page lists our NCS Global contacts

Contacts

General Email - (Primary Contact for IT Equipment Recycling & Lease Returns, Scheduling)

NCS-ARS@ncsglobalinc.com

Shiva Nanda – President

shiva@ncsglobalinc.com

Charlotte Webb - Pickup Coordinator & Manager (ARS & Partners) (*Primary Contact*)

c.webb@ncsglobalinc.com

Department / Center IT Partners Contacts

Monday, March 6, 2023 8:57 AM

Description

This page lists our Dell contacts

Contacts

Knet Link to view our current IT Partners:

<https://knet.hks.harvard.edu/Administration/Information-Technology/procurement/Pages/ProcurementContacts.aspx>

Mobile Devices Procurement Contacts

Monday, March 6, 2023 8:57 AM

Description

This page lists our Mobile Devices contacts

Contacts

Fernando Barrios (HUIT) – Telecom Customer Rep (Order Questions/Approval, Line Review)
fernando_barrios@harvard.edu

Harvard Phone Equipment Procurement Contacts

Monday, March 6, 2023 8:57 AM

Description

This page lists our Harvard Phone Equipment contacts

Contacts

Gerry Redman – Inventory Mgmt/Field Tech (Ordering/Delivery Questions)
gerry_redman@harvard.edu

Shipping computers FROM HKS

Wednesday, October 12, 2022 11:04 AM

1. The customer needs to provide their complete address info.
2. The department or center needs to create a FedEx shipping label that can be used to ship the computer.
3. Once we have the shipping label, we can use a standard Dell or Apple box (extras are on the top of the config shelf. in the config room) to ship the computer to the end user.
4. Apply the label and liberally tape the box. Make sure that it is completely sealed.
5. Drop the computer off at [FedEx](#) (This location may change soon as of 10/12/2022).
6. Notify the customer that the computer was dropped off.

Shipping computers TO HKS

Wednesday, October 12, 2022 11:04 AM

1. Provide the HKSIT address to the user:

HKSIT Service Center
Attn: Your Fullname
79 JFK St
Cambridge, MA 01238

2. The department or center needs to send the end user a shipping label and they will need to drop it off to FedEx for shipment.

In the Service Center

Monday, March 28, 2022 12:51 PM

Communication

- Treat everyone with respect and follow the motto of treat others how you want to be treated
- When possible, give credit to team members where credit is due
- Listen first before jumping in with a solution or the answer or interrupting a colleague
- Do not blame other colleagues in front of clients or peers, etc. If you have an issue, then please escalate it to the IT Service Center Manager. Try to take accountability for own actions.
- When asking a question – clarify if the question is for an individual person or address the room by the following:
 - Name the person
 - Name the fact that you are asking everyone in the room, and state that at the beginning to avoid causing assumptions or confusion on who you are calling out too.

Trashcans

- The trash needs to be taken out each **Monday, Wednesday and Friday**. Each individual member of the team bears responsibility for taking the trash, recycling, and plastic film recycling bins out to the hallway on these days. Trash bins should be placed flush against the wall to avoid blocking the hallway.

Cell Phones

In general, cell phones should be placed on silent or vibrate when working in the service center.

- If expecting an emergency call – share that and plan on leaving the area if possible when the call comes in
- When taking a personal call:
 - Leave the office if possible;
 - Ask the caller if you can call them back;
 - Or tell them to text and/or call them back when you can

Professional Behavior

Be aware of non-verbal communication:

- Eye rolling, smirking, crossed arms, slumped posture

Be aware of verbal communication:

- Tone of voice, complaining or a negative tone

Practice good hygiene and manners:

- If an unexpected conflict comes up, the staff person should notify the IT Service Center Manager
- Please be aware of foods/packaging that may have an odor to them due to the small space that we work in. Please ensure that you clean up after yourself
- No grooming (i.e. Flossing, nail clipping) in the workspace

Tea Station

- Please clean up after yourself! This station belongs to all of us and we have to keep it nice for ourselves and others.
- If you notice something low like sugar or stirrers, take initiative and try to grab some from HUDS.

As a Team Member

Monday, March 28, 2022 12:51 PM

- If you will be more than 15 minutes late to the office, send a Teams message to your manager and your colleagues to let them know.
- If you are going to be out of the office, update the Team Calendar on the General teams channel. Add a calendar event for the time that you will be out of the office.
- ServiceNow tickets should have a worknote at each step of the troubleshooting/resolution process. This will ensure that the ticket is easy to read for other members of the team and for the :
 - As imaging begins
 - After the computer is finished imaging, put the name of the computer in the ticket
 - When sending a bookings
 - When the deployment or office visit is confirmed
 - After every notable event that happens in the ticket

Workload Handling

Monday, March 28, 2022 12:51 PM

In the Config Lab

Monday, March 28, 2022 1:53 PM

In the Field

Monday, March 28, 2022 12:51 PM

Technology Disposal

Saturday, November 12, 2022 12:00 PM

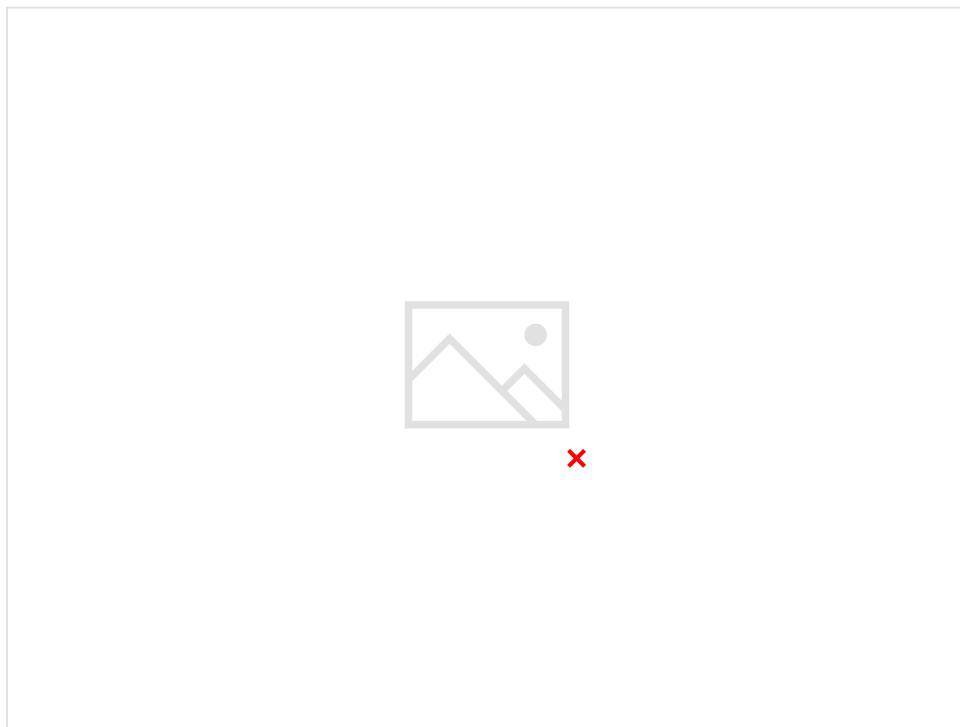
Description

HKSIT Service Center assists with disposing old monitors, accessories, printers, and more.

IMPORTANT: This disposal process is not meant for technology with a hard drive (data).

Instructions

1. Bring the old tech to the Loading Dock. When you step foot into the Loading Dock, go to the right. The IT Disposal section of the Loading Dock is on the right side once you go up the ramp.



2. Make sure to place the old tech in their designated locations in the Disposal Area. The cardboard box against the wall is meant for cables, adapters, and other small tech (if tossing out USBs, make sure it is completely wiped). The wooden cart is meant for printers, monitors, and other large tech.

CAUTION: In the above image, you will notice a green hose attached to a hamper. Be careful with this since that hamper is meant to catch water dripping in that part of the Loading Dock and the hose transfers the dripping water elsewhere.

Requests / Recommendations

Tuesday, March 7, 2023 6:25 PM

Description

Please type out your requests / recommendations for Quick Messages that we should have on ServiceNow

Instructions

- Suggestion #1:
- Suggestion #2:
- Suggestion #3:

[IDLE] Request Update (1st Attempt)

Sunday, February 26, 2023 2:41 PM

Description

If you have not heard back from the customer and you would like to request an update, use this email template. This quick message is a first attempt to get an update from the customer.

Instructions

Step 1: Open Ticket and Click 'Email the customer'

In order to contact the customer and use the quick message, you will need to open the 'Email the customer' window.

Step 2: Select the following Quick Message - **[IDLE] Request Update (1st Attempt)**

You can easily filter and find this quick message by typing IDLE in the Quick Message search.

Email Template

Hello \${caller_id.first_name},

I am writing to kindly request an update on this ticket as I have not received a response from you yet. If you could provide me with an update at your earliest convenience, it would be greatly appreciated.

If you have any questions or concerns, please do not hesitate to reach out to me.

Best regards,

\${assigned_to.first_name} \${assigned_to.last_name}
HKS Information Technology
Harvard Kennedy School
617-495-DESK (3375)
Littauer G-29
ithelp@hks.harvard.edu

Follow [HKS IT](#) on [Facebook](#), [Twitter](#) and [IT News and Events](#) for technology information, updates, changes, and service outages.

[IDLE] Request Update (2nd & Final Attempt)

Sunday, February 26, 2023 2:52 PM

Description

If you have not heard back from the customer and you would like to request an update, use this email template. This quick message is a first attempt to get an update from the customer.

Instructions

Step 1: Open Ticket and Click 'Email the customer'

In order to contact the customer and use the quick message, you will need to open the 'Email the customer' window.

Step 2: Select the following Quick Message - **[IDLE] Request Update (2nd & Final Attempt)**

You can easily filter and find this quick message by typing IDLE in the Quick Message search.

Email Template

Hello \${caller_id.first_name},

I hope this email finds you well. This is our second and final attempt to reach out to you regarding this ticket. I have not heard back from you, and I wanted to check in and see if there's any update you can share.

As always, we are committed to providing you with the best possible service, and we want to ensure that we address your needs in this ticket. If you require any assistance or clarification, please do not hesitate to reach out to me.

I look forward to hearing back from you soon.

Best regards,

\${assigned_to.first_name} \${assigned_to.last_name}
HKS Information Technology
Harvard Kennedy School
617-495-DESK (3375)
Littauer G-29
ithelp@hks.harvard.edu

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Note

If the above quick message has been sent out and the customer has not replied back after two business days, proceed with sending the following quick message ([\[IDLE/RESOLVE\] Closing Ticket - No Responses from Customer](#)) and close the ticket.

[SCHEDULE] Office Visit

Saturday, February 25, 2023 2:38 PM

Description

If you need to schedule an office visit with a customer, use this quick message.

Instructions

Step 1: Open Ticket and Click 'Email the customer'

In order to contact the customer and use the quick message, you will need to open the 'Email the customer' window.

Step 2: Select the following Quick Message - **[SCHEDULE] Office Visit**

You can easily filter and find this quick message by typing SCHEDULE in the Quick Message search.

Email Template

Hello \${caller_id.first_name},

To better assist you with your ticket, we would like to schedule an office visit at your convenience. Please follow the instructions below to book an appointment:

1. [Click here](#) to go to our On-Campus Bookings - Office Visit page.
2. Select my name, \${assigned_to.first_name} \${assigned_to.last_name}, from the drop-down menu.
3. Choose an available date and time that works best for you.
4. Fill out the rest of the quick form and click 'Book'. Please note that the form will ask for your ticket number, which is \${number}.
5. A calendar meeting invite will be sent to you confirming that the appointment has been booked.

It is essential to follow the instructions above correctly to ensure that we can resolve your ticket promptly. If you encounter any issues or have any questions regarding the booking process or our on-campus support services, please don't hesitate to let me know.

Best regards,

\${assigned_to.first_name} \${assigned_to.last_name}
HKS Information Technology
Harvard Kennedy School
617-495-DESK (3375)
Littauer G-29
ithelp@hks.harvard.edu

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[SCHEDULE] Service Center Visit

Saturday, February 25, 2023 2:48 PM

Description

If you need to schedule an appointment with a customer to visit the Service Center, use this quick message.

Instructions

Step 1: Open Ticket and Click 'Email the customer'

In order to contact the customer and use the quick message, you will need to open the 'Email the customer' window.

Step 2: Select the following Quick Message - **[SCHEDULE] Service Center Visit**

You can easily filter and find this quick message by typing SCHEDULE in the Quick Message search.

Email Template

Dear \${caller_id.first_name},

We understand that you need further assistance with your ticket, and we would like to invite you to visit our HKSIT Service Center in Littauer G-29. To schedule your appointment, please follow the instructions below carefully:

1. [Click on this link](#) to go to our On-Campus Bookings page.
2. Choose either the 15 or 30-minute Service Center Visit service from the top of the page, depending on the nature of your request.
3. Select my name, \${assigned_to.last_name}, \${assigned_to.first_name}, from the Select staff drop-down menu.
Although the page says that selecting a staff member is optional, you will need to select my name from the drop-down menu to create an appointment with me.
4. Choose an available date and time that works best for you to visit our Service Center.
5. Fill out the rest of the form and make sure to enter your ticket number, which is \${number}, when prompted.
6. Click "Book" and wait for the email confirmation of your appointment.

IMPORTANT: Please note that if you have an **urgent matter** and I am unavailable during the time/day that works best for you, please do not schedule an appointment. Instead, you may call us at 617-495-3375 for further support.

If you have any questions or issues filling out the Bookings form, or about visiting the HKSIT Service Center, please do not hesitate to let me know.

Best regards,

\${assigned_to.first_name} \${assigned_to.last_name}

HKS Information Technology

Harvard Kennedy School

617-495-3375

Littauer G-29

ithelp@hks.harvard.edu

Follow [HKS IT](#) on [Facebook](#), [Twitter](#) and [IT News and Events](#) for technology information, updates, changes, and service outages.

[SCHEDULE] Technology Deployment

Saturday, February 25, 2023 3:36 PM

Description

If you need to schedule an appointment with a customer to deploy their tech / computer to their office, use the quick message in this current article.

If you need to schedule an appointment with a **NEW** user to deploy their tech / computer, use the following quick message instead: [\[DEPLOY/SCHEDULE\] New user deployment](#)

Instructions

Step 1: Open Ticket and Click 'Email the customer'

In order to contact the customer and use the quick message, you will need to open the 'Email the customer' window.

Step 2: Select the following Quick Message - **[SCHEDULE] Technology Deployment**

You can easily filter and find this quick message by typing SCHEDULE in the Quick Message search.

Email Template

Dear \${caller_id.first_name},

We're excited to inform you that your new computer or accessory is ready for deployment. To ensure a smooth and timely deployment process, we kindly request that you follow the instructions below to schedule an appointment with us to visit your office:

1. Please [click here](#) to go to our On-Campus Bookings page.
2. Select the **Technology Deployment** service at the top of the page.
3. Choose my name, **\${assigned_to.last_name}**, **\${assigned_to.first_name}**, from the drop-down menu, and select an available date and time for the appointment.
4. Complete the rest of the form, and remember to enter your ticket number (**\${number}**) when prompted.
5. Click 'Book', and a calendar meeting invite will be sent to you to confirm the appointment.

If you have any questions or issues regarding the booking process or our technology deployment procedure, please do not hesitate to let us know.

We look forward to seeing you soon!

Best regards,

\${assigned_to.first_name} \${assigned_to.last_name}

HKS Information Technology
Harvard Kennedy School

617-495-DESK (3375)

Littauer G-29

ithelp@hks.harvard.edu

Follow [HKS IT](#) on [Facebook](#), [Twitter](#) and [IT News and Events](#) for technology information, updates, changes, and service outages.

[SCHEDULE] Zoom / Phone Appointment

Saturday, February 25, 2023 3:57 PM

Description

If you need to schedule a Zoom / phone appointment with a customer, use this quick message.

Instructions

Step 1: Open Ticket and Click 'Email the customer'

In order to contact the customer and use the quick message, you will need to open the 'Email the customer' window.

Step 2: Select the following Quick Message - **[SCHEDULE] Zoom / Phone Appointment**

You can easily filter and find this quick message by typing SCHEDULE in the Quick Message search.

Email Template

Dear \${caller_id.first_name},

Thank you for reaching out to us regarding your ticket. In order to provide you with the best possible support, we would like to schedule a Zoom session or phone call to further assist you.

To schedule a session, please follow the instructions below:

1. [Click on this link](#) to go to our Bookings page.
2. Select my name, \${assigned_to.last_name}, \${assigned_to.first_name}, from the Staff list to view my available time slots.
3. Choose your preferred time slot, fill out the required information, and click 'Book'.
(Note: please make sure to provide your ticket number, which is \${number}, when filling out the form.)

Please let me know if you have any questions or issues with the scheduling process. We look forward to speaking with you soon!

Best regards,

\${assigned_to.first_name} \${assigned_to.last_name}
HKS Information Technology
Harvard Kennedy School
617-495-DESK (3375)
Littauer G-29
ithelp@hks.harvard.edu

Follow [HKS IT](#) on [Facebook](#), [Twitter](#) and [IT News and Events](#) for technology information, updates, changes, and service outages.

[RESOLVE] Closing Ticket & Request Feedback

Saturday, February 25, 2023 1:49 PM

Description

If you are proud of the customer support service you provided for this ticket and would like to invite the customer to share their feedback, we have an email template that you can use.

Instructions

Step 1: Open Ticket and Click 'Email the customer'

In order to contact the customer and use the quick message, you will need to open the 'Email the customer' window.

Step 2: Select the following Quick Message - **[RESOLVE] Closing Ticket & Request Feedback**

You can easily filter and find this quick message by typing RESOLVE in the Quick Message search.

Email Template

Hello \${caller_id.first_name},

I wanted to let you know that I will be resolving your ticket now. Please do not reply to this email as it will automatically close the ticket. However, if you have any additional questions or concerns, please feel free to reply to this email to re-open the ticket for further assistance.

As part of our commitment to providing the best customer service possible, we would love to hear your feedback about your experience with our team. You will receive an email shortly with a survey where you can share your thoughts and suggestions.

Thank you for choosing our services, and we hope to continue providing you with excellent support.

Best regards,

\${assigned_to.first_name} \${assigned_to.last_name}

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ithelp@hks.harvard.edu

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[IDLE/RESOLVE] Closing Ticket - No Responses from Customer

Saturday, February 25, 2023 2:05 PM

Description

If you have not heard back from the customer after several email attempts, you may use this email template to close this ticket out.

Instructions

Step 1: Open Ticket and Click 'Email the customer'

In order to contact the customer and use the quick message, you will need to open the 'Email the customer' window.

Step 2: Select the following Quick Message - **[IDLE/RESOLVE] Closing Ticket - No Responses from Customer**

You can easily filter and find this quick message by typing IDLE or RESOLVE in the Quick Message search.

Email Template

Hello \${caller_id.first_name},

I hope this email finds you well. We apologize for the inability to connect with you regarding your issue or request. As we have not received any response from you, we regret to inform you that we will be closing this ticket.

Please don't hesitate to contact us at the HKS IT Service Center if you have any questions, requests, or incidents that we can assist you with. Our service center is located in Littauer G-29 and operates during the following hours:

- Monday through Friday: 9:00am to 5:00pm
- Saturday and Sunday: CLOSED

Please note that the HKS IT Service Center is closed on University holidays.

You can reach us through the following channels:

- Email: ithelp@hks.harvard.edu
- Phone: 617-495-DESK (3375)

If you have any questions or issues, please let us know. Replying to this message will automatically reopen the ticket, allowing us to continue addressing the issue.

Best regards,

\${assigned_to.first_name} \${assigned_to.last_name}

HKS Information Technology

Harvard Kennedy School

617-495-DESK (3375)

Littauer G-29

ithelp@hks.harvard.edu

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[DEPLOY/SCHEDULE] New user deployment

Wednesday, April 26, 2023 12:46 AM

Description

If you are trying to schedule a deployment for a [new user](#), use this quick message. It contains instructions for the new user to make sure they've claimed their HarvardKey and their O365 email address (@hks.harvard.edu) before proceeding with the scheduling of the appointment.

If you are looking for the quick message for users who aren't new, go to this page instead:
[\[SCHEDULE\] Technology Deployment](#)

Instructions

Step 1: Open Ticket and Click 'Email the customer'

In order to contact the customer and use the quick message, you will need to open the 'Email the customer' window.

Step 2: Select the following Quick Message - **[DEPLOY/SCHEDULE] New user deployment**

You can easily filter and find this quick message by typing DEPLOY in the Quick Message search.

Email Template

Hello \${caller_id.first_name},

We're excited to inform you that your new computer and/or accessory is ready for deployment. Prior to making an appointment, please ensure that you have [claimed your HarvardKey](#) via the email sent to your onboarding address.

Once your HarvardKey is claimed, please visit <https://key.harvard.edu/> and click on Manage Your Account & Services > [Activate Office365 Email & Calendar](#). Your email account will take 24 hours to activate, after which we can fully set you up on your computer.

Please follow the instructions below to book your deployment:

1. Please [click here](#) to go to our On-Campus Bookings page.
2. Select the Technology Deployment service at the top of the page.
3. Choose my name, \${assigned_to.first_name} \${assigned_to.last_name}, from the drop-down menu, and select an available date and time for the appointment.
4. Complete the rest of the form and remember to enter your ticket number (\${number}), when prompted.
5. Click 'Book', and a calendar meeting invite will be sent to you to confirm the appointment.

If you have any questions or issues regarding the booking process or our technology deployment procedure, please do not hesitate to let us know.

We look forward to seeing you soon!

Best regards,

\${assigned_to.first_name} \${assigned_to.last_name}
HKS Information Technology
Harvard Kennedy School
617-495-DESK (3375)
Littauer G-29

[PHONE] Harvard Phone Audit Reachout

Wednesday, April 26, 2023 12:58 AM

Description

If you have a Phone Audit ticket and you are reaching out to one of the listed customers to ask about their phone location change, use this quick message.

Instructions

Step 1: Open Ticket and Click 'Email the customer'

In order to contact the customer and use the quick message, you will need to open the 'Email the customer' window.

Step 2: Select the following Quick Message - **[PHONE] Harvard Phone Audit Reachout**

You can easily filter and find this quick message by typing PHONE in the Quick Message search.

Email Template

Dear \${caller_id.first_name},

I am following up on information we recently received about a location change for your phone, as there is no record of a recent move in our system. Keeping this information up to date helps to avoid complications in the event of an emergency.

Please reply to this email to confirm your phone number and current office location, including the building, floor / suite, and room number.

Thank you!

Best regards,

\${assigned_to.first_name} \${assigned_to.last_name}
HKS Information Technology
Harvard Kennedy School
617-495-DESK (3375)
Littauer G-29
ithelp@hks.harvard.edu

[SECURITY] Suspicious Email (FYI Notification)

Sunday, February 26, 2023 8:55 PM

Description

If a customer forwards a suspicious email (phishing) to HKSIT, use this quick message.

Instructions

Step 1: Open Ticket and Click 'Email the customer'

In order to contact the customer and use the quick message, you will need to open the 'Email the customer' window.

Step 2: Select the following Quick Message - **[SECURITY] Suspicious Email (FYI Notification)**

You can easily filter and find this quick message by typing SECURITY in the Quick Message search.

Email Template

Hello \${caller_id.first_name},

Thank you for contacting HKSIT and bringing the suspicious email to our attention.

We recommend that you delete the email message if you haven't done so already, without clicking on any links, opening any attachments, or replying with any personal information.

If you have any questions or need help to determine the legitimacy of an email message, please do not hesitate to contact us. To report any suspicious emails, please forward them to HKSIT (ithelp@hks.harvard.edu) and Harvard University Information Security (phishing@harvard.edu) in the same message.

To learn more about Harvard's Information Security "Small Actions. Big Difference." education awareness campaign regarding phishing attempts, please visit <http://security.harvard.edu/click-wisely>.

If you have any further questions or issues, please let us know. If you reply to this message, it will automatically re-open the ticket so that we can continue to assist with this issue.

Thank you for your cooperation.

Best regards,

\${assigned_to.first_name} \${assigned_to.last_name}
HKS Information Technology
Harvard Kennedy School
617-495-DESK (3375)
Littauer G-29
ithelp@hks.harvard.edu

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[SECURITY] Suspicious Email (Potential Concerns)

Sunday, February 26, 2023 9:01 PM

Description

If a customer forwards a suspicious email (phishing) to HKSIT and they believe they might have been compromised (clicked on the phishing email link, downloaded a suspicious attachment, submitted their personal credentials / info, etc.), use this quick message.

Instructions

Step 1: Open Ticket and Click 'Email the customer'

In order to contact the customer and use the quick message, you will need to open the 'Email the customer' window.

Step 2: Select the following Quick Message - **[SECURITY] Suspicious Email (Potential Concerns)**

You can easily filter and find this quick message by typing SECURITY in the Quick Message search.

Email Template

Hello \${caller_id.first_name},

Thank you for contacting HKSIT and bringing the suspicious message to our attention. We take such matters seriously, and we appreciate your prompt action.

If you're worried that your device may have been affected, or you opened an attachment that may have come with the message or provided personal information requested in the message, we recommend taking the following steps immediately:

1. Disconnect your device from the wired network (unplug the network cable connecting your computer to the wall jack) or wireless network (turn off your Wi-Fi).
2. Contact the HKSIT Service Center by phone at **617-495-DESK (3375)** or visit us at **Littauer G-29** (M-F 9am-5pm).

Otherwise, if you did not take any of these actions, please delete the message without clicking on any links, opening any attachments, or replying with any personal information.

If you have any questions or need help to determine the legitimacy of an email, message, or pop-up, please do not hesitate to contact us. To learn more about Harvard's Information Security "Small Actions. Big Difference." education awareness campaign regarding phishing attempts, please visit <http://security.harvard.edu/click-wisely>.

Please note that replying to this message will automatically re-open the ticket so that we can continue to assist with this issue.

Thank you for your cooperation.

Best regards,

{assigned_to.first_name} {assigned_to.last_name}
HKS Information Technology
Harvard Kennedy School
617-495-DESK (3375)
Littauer G-29
ithelp@hks.harvard.edu

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[LOANER] Return Date Passed; Extension Available

Sunday, February 26, 2023 1:35 PM

Description

If the return date of the loaner item has been passed and the loaner hasn't been returned, use this quick message. This quick message also contains an option for extension to the customer.

Instructions

Step 1: Open Loaner Ticket and Click 'Email the customer'

In order to contact the customer and use the quick message, you will need to open the 'Email the customer' window.

Step 2: Select the following Quick Message - **[LOANER] Return Date Passed; Extension Available**

You can easily filter and find this quick message by typing LOANER in the Quick Message search.

Email Template

Dear \${caller_id.first_name},

I hope this email finds you well. I am writing to remind you that the return date for the loaner item that you borrowed from HKSIT Service Center has passed. We kindly request that you return the loaner item as soon as possible to avoid any further inconvenience.

As a valued customer, we understand that unexpected circumstances may arise, so please let us know if you need an extension of the return date. We would be happy to assist you in any way we can.

Please return the loaner item to the HKSIT Service Center located at **Littauer G-29**.
Our operating hours are **Monday to Friday, 9:00 a.m. to 5:00 p.m.**

If you have any questions or concerns, please do not hesitate to contact us by replying to this email.
Thank you for your attention to this matter. We appreciate your cooperation and look forward to continuing to serve you in the future.

Best regards,

\${assigned_to.first_name} \${assigned_to.last_name}

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ithelp@hks.harvard.edu

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[LOANER] Return Date Passed; No Extension

Sunday, February 26, 2023 1:46 PM

Description

If the return date of the loaner item has been passed and the loaner hasn't been returned, use this quick message. This quick message also contains a notice to the customer that an extension for this loaner is not available and they need to bring the loaner back. Typically this quick message is sent out when the customer has already received an extension for this loaner.

Instructions

Step 1: Open Loaner Ticket and Click 'Email the customer'

In order to contact the customer and use the quick message, you will need to open the 'Email the customer' window.

Step 2: Select the following Quick Message - *[LOANER] Return Date Passed; No Extension*

You can easily filter and find this quick message by typing LOANER in the Quick Message search.

Email Template

Dear \${caller_id.first_name},

I hope this email finds you well. I am writing to remind you that the return date for the loaner item that you borrowed from HKSIT Service Center has passed. We kindly request that you return the loaner item as soon as possible to avoid any further inconvenience.

As a valued customer, we understand that unexpected circumstances may arise, and we are sorry to inform you that an extension of the return date is not possible. Therefore, we kindly request that you return the loaner item as soon as possible to the HKSIT Service Center located at Littauer G-29.

Our operating hours are **Monday to Friday, 9:00 a.m. to 5:00 p.m.**

If you have any questions or concerns, please do not hesitate to contact us by replying to this email. Thank you for your attention to this matter. We appreciate your cooperation and look forward to continuing to serve you in the future.

Best regards,

\${assigned_to.first_name} \${assigned_to.last_name}

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ithelp@hks.harvard.edu

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[LOANER] Extension Granted

Sunday, February 26, 2023 1:55 PM

Description

If a customer requests an extension on the loaner, speak with the Team Lead or the IT Service Center Manager. If extension is approved by one of them, use this quick message to notify customer that their extension request has been approved.

Instructions

Step 1: Open Loaner Ticket and Click 'Email the customer'

In order to contact the customer and use the quick message, you will need to open the 'Email the customer' window.

Step 2: Select the following Quick Message - **[LOANER] Extension Granted**

You can easily filter and find this quick message by typing LOANER in the Quick Message search.

Email Template

Dear \${caller_id.first_name},

I hope this email finds you well. I am writing to inform you that your loaner extension request has been approved, and the new return date for the loaner item is [\[New Return Date\]](#).

As a valued customer, we understand that unexpected circumstances may arise, and we are happy to assist you by approving your extension request. We kindly ask that you return the loaner item by the new return date to avoid any further inconvenience.

If you have any questions or concerns, please do not hesitate to contact us by replying to this email. Thank you for your attention to this matter. We appreciate your cooperation and look forward to continuing to serve you in the future.

Best regards,

\${assigned_to.first_name} \${assigned_to.last_name}

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Harvard Kennedy School
617-495-DESK (3375)
Littauer G-29
ithelp@hks.harvard.edu

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[LOANER] Extension Rejected

Sunday, February 26, 2023 2:14 PM

Description

If a customer requests an extension on the loaner, speak with the Team Lead or the IT Service Center Manager. If extension is rejected by one of them, use this quick message to notify customer that their extension request has been rejected. Typically, extension requests are rejected because the customer has already received too many extensions on their loaner request.

Instructions

Step 1: Open Loaner Ticket and Click 'Email the customer'

In order to contact the customer and use the quick message, you will need to open the 'Email the customer' window.

Step 2: Select the following Quick Message - *[LOANER] Extension Rejected*

You can easily filter and find this quick message by typing LOANER in the Quick Message search.

Email Template

Dear \${caller_id.first_name},

I hope this email finds you well. We regret to inform you that your loaner extension request has been denied. The original return date for the loaner item remains unchanged.

We understand that unexpected circumstances may arise, but unfortunately, we are unable to grant your extension request at this time. Therefore, we kindly request that you return the loaner item to the HKSIT Service Center located at Littauer G-29 by the original return date to avoid any further inconvenience.

If you have any questions or concerns, please do not hesitate to contact us by replying to this email. Thank you for your attention to this matter. We appreciate your cooperation and look forward to continuing to serve you in the future.

Best regards,

\${assigned_to.first_name} \${assigned_to.last_name}

HKS Information Technology
Harvard Kennedy School
617-495-DESK (3375)
Littauer G-29
ithelp@hks.harvard.edu

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[CONTACT] Media Services

Saturday, February 25, 2023 4:29 PM

Description

If a ticket needs to be escalated to Media Services, use this quick message.

Instructions

Step 1: Open Ticket and Click 'Email the customer'

In order to contact the customer and use the quick message, you will need to open the 'Email the customer' window.

Step 2: Select the following Quick Message - **[CONTACT] Media Services**

You can easily filter and find this quick message by typing CONTACT in the Quick Message search.

Step 3: Assign ticket to the following Assignment Group: **HKS - Media Services**

<i>Assignment Group</i>	HKS - Media Services
<i>Assigned To</i>	(empty)

Email Template

Dear \${caller_id.first_name},

Thank you for contacting HKS IT. After reviewing your email, we recommend that you get in touch with our Media Services team directly.

We have forwarded your ticket to their attention, and they will assist you further.

Our Media Services team is located in Littauer 250 and can be contacted at the following:

- Email: media_request@hks.harvard.edu
- Phone: 617-495-0493
- Website: <https://knet.hks.harvard.edu/Administration/Information-Technology/Media-Services/Pages/default.aspx>

If you have any further questions or concerns, feel free to contact us.

Thank you for your understanding and cooperation.

Best regards,

\${assigned_to.first_name} \${assigned_to.last_name}

HKS Information Technology

Harvard Kennedy School

617-495-DESK (3375)

Littauer G-29

ithelp@hks.harvard.edu

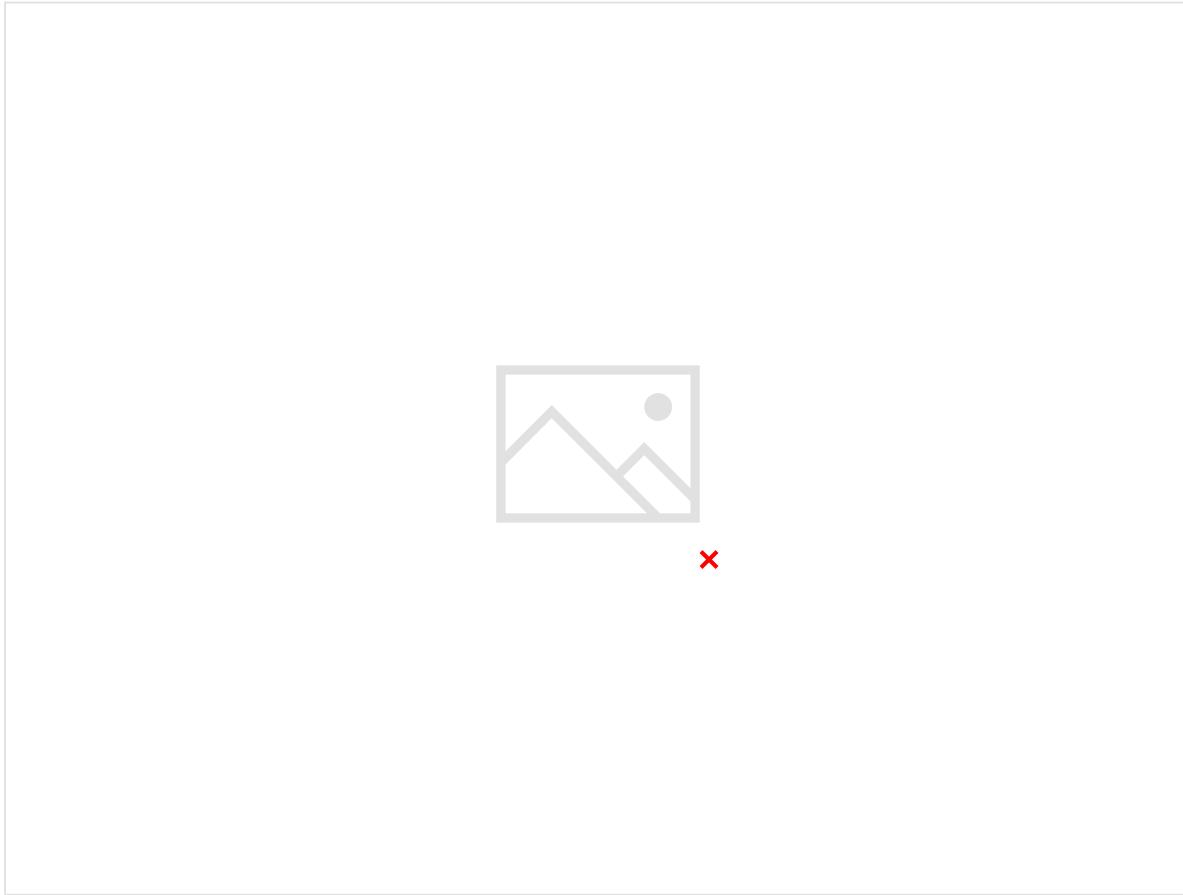
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Granting Adobe CC Access

Tuesday, March 29, 2022 11:54 AM

Note: The entire HKSIT Service Center team (excluding Co-ops) should have access to grant Adobe CC Access to HKS students, staff, and faculty members.

1. Go to: <https://adminconsole.adobe.com/>
2. Sign in using your HarvardKey credentials (make sure to select Company / School Login option)
3. Once signed in and you see the Admin Console, click **USERS**



4. Select the **USER GROUPS** tab, type **HKS** in the mini search bar, and depending on the HKS user, select the appropriate user group for their affiliation. If user is a staff / faculty member, select **HKS_FACULTY_STAFF**. If user is a student, select **HKS_STUDENTS**.



5. Click **ADD USER** to start granting access.



6. In the **Email or username** text field, type the user's HarvardKey email address. The Adobe system

will start to search its directory to see if an account already exists with that email address. If it notices that it is a brand new email entry, it will populate with more text fields that you must fill out to start the account creation process.

In the **first and last name** text fields, carefully type the user's full name in the appropriate fields. Make sure the spelling is correct. If misspelled after account is created, it will require HUIT involvement to fix the name. If the user has a preferred name in MIDAS, use that.

IMPORTANT: In the **SSO username** text field, type the user's Harvard NetID. Do NOT use the user's HarvardKey email address. If you accidentally create the account without the Harvard NetID in this field, it will require HUIT involvement to fix this mistake on the backend.

Click **SAVE** once all fields have been filled out.



✗

7. To confirm account creation success, once you click on **SAVE** and the page loads up, on the bottom left corner, you will see the following status update:



✗

► PC Imaging / Configuration Guide

Friday, December 10, 2021 9:42 AM

Last Updated

February 2023

Description

This guide will go through the complete PC imaging / configuration process.

Instructions

1. Unbox the computer and place the charger in a safe place. You will need the charger for the computer's setup and deployment.



2. Determine the name of the computer. You must follow the **HKS-DEPT-NETID** format. For example, a computer for someone in the Degree program would be **HKS-DEG-JKG017**. Please see the [Departmental OU Chart](#) to determine which department someone is in. Print out labels for the computer and its charger using one of the label makers in the Service Center. Go to the config lab and find the corresponding red asset tag for the machine and place it underneath the label as shown above.

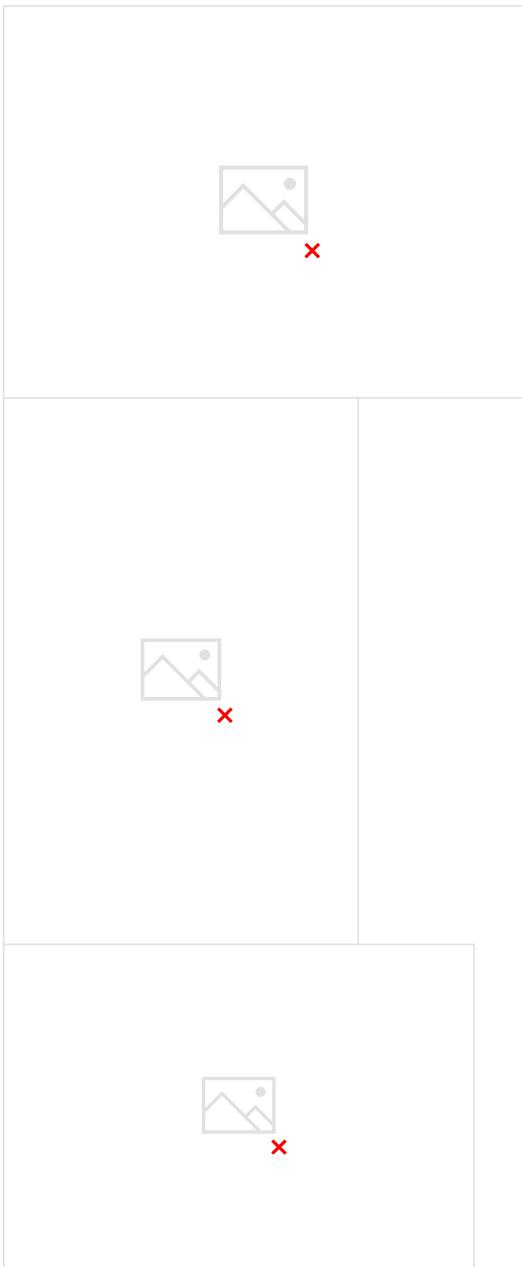
Computer label font size: Auto

Charger font size: 12



3. Plug in a charger and an ethernet cable into the computer. There are many chargers and ethernet adapters available in the Service Center that you may use for this purpose. Make sure that you have a working ethernet

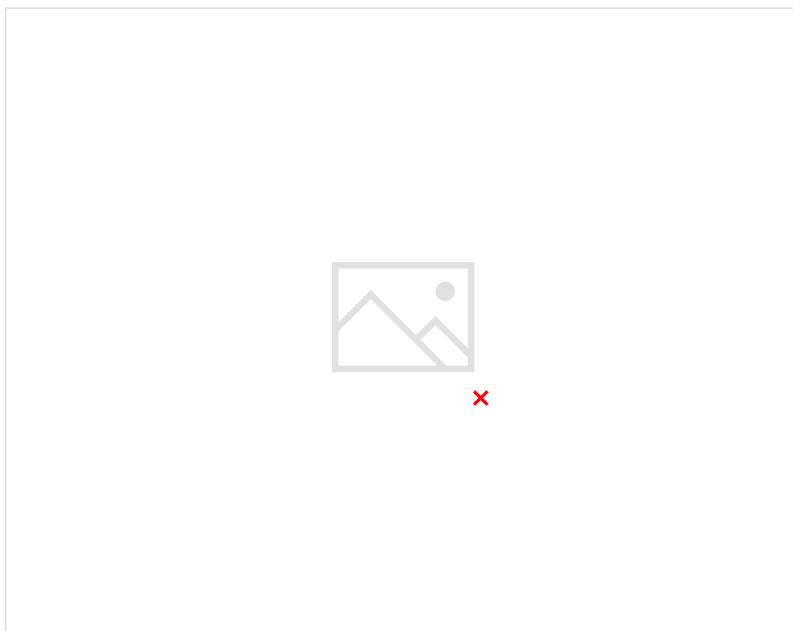
adapter connected as the imaging process relies on downloaded content.



4. Press the power button on the computer, and immediately start pressing **F12** repeatedly. This will take you to the boot menu screen of the BIOS. The BIOS is where several low-level configuration changes are made. Please check that the BIOS settings match [this page](#). Imaging may not succeed if the BIOS configuration does not match those settings. Use the arrow keys to select USB NIC (IPV4) and hit **Enter**. This will boot off the network imaging server and load the preboot environment for setup. Hit **Enter** when you see the server name and ESC prompt.
5. The preboot environment will load into this welcome screen. Click Next.



6. Select the HKS1A Faculty and Staff image shown above using the arrow keys. Click Next.



7. A prompt will appear to enter the computer name. Enter the name of the computer and hit Enter. **Correctly naming the computer with the right department is crucial as certain policies get applied based on the name. If you have any questions about the computer name, ask another team member to confirm.**



8. The imaging process will begin. This process can vary in speed depending on network conditions, but you can expect it to take about 45 to 60 minutes . Do not disconnect the power or ethernet during this stage, as the imaging process needs to download networked resources and apply them to the computer. The imaging process loads all necessary applications and configurations specific to HKS onto the machine.



9. After the computer is done imaging, you will see the login screen of the computer. Sign in using .
\Administrator (be sure to use a period and a backslash). This is the local admin account deployed to all HKS computers. Use the HUIT ToolKit LAPS Lookup applet to obtain the password to log into the machine.

a. ITFSA and Temp accounts are no longer deployed to HKS Machines as of Jan. 2023.

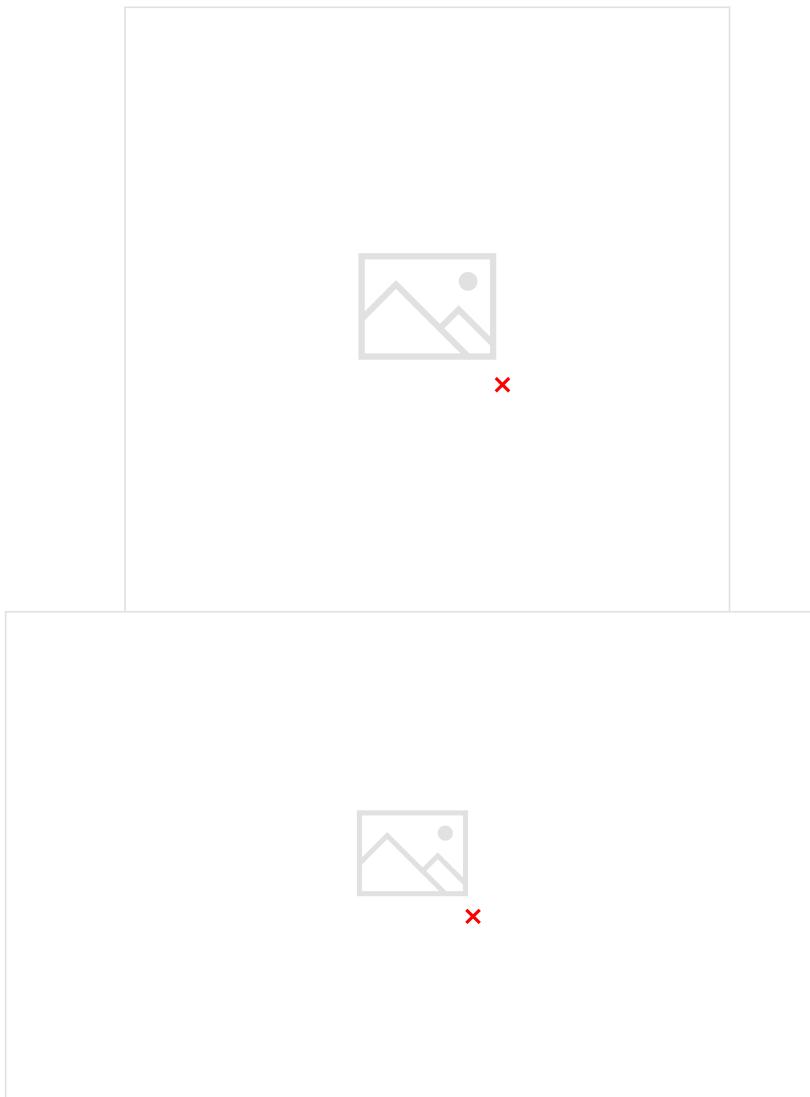
b. **HKS IT staff should not use their regular domain account or AT2 accounts to log into customers' machines to configure them for deployment under any circumstance. Contact HKS IT Endpoint Management if there are any issues encountered when trying to perform a LAPS logon.**



10. Search for **Registry Editor** and navigate to **HKEY_LOCAL_MACHINE\SOFTWARE\HUIT**. Confirm that there are values in the **GroupName** and **GroupNum** field. This means that the computer is visible to HKSIT staff in SCCM.



11. Check Windows Update. Click Check for Updates and download all of them. Reboot when all updates have been successfully downloaded. After rebooting, run Dell Command Update to check for any last driver or BIOS updates. Open Dell Command and click CHECK to see if there are any updates. Click INSTALL if updates are found.



12. After or during installing all available updates, search for **Computer Management**. Open Computer Management as **Administrator**. Click on **Local Users and Groups** on the left, and then double-click on **Groups**, and then double-click on **Administrators**. When the Administrators Properties box is opened, click on **Add**. Type the NetID of the user (in this case jkg017) and enter your own network credentials to verify the addition. Click **OK** on the network credentials box, and then **Apply** and **OK** to close the Administrator Properties window.



X

13. Navigate to **C:\ProgramData\HUIT** (you may have to enable hidden folders in the View tab at the top of Explorer) and open **HUITToolKit.exe**. Click on the SCCM checkbox and then select **SCCM Client Scans** from the dropdown. Click on **each individual scan** and then click **Run Scan**. **Make sure every scan has been run**. Some actions may not tell you when it is done, that is OK. You can rapidly click each action and run it. Close the HUIT ToolKit when each scan has been run.



X

14. The computer is now imaged and ready for deployment! Double check to make sure Office apps are installed as well as Adobe creative cloud. If Adobe is not installed, use this link to install it:

<https://creativecloud.adobe.com/apps/download/creative-cloud>

HOW TO: Reimage PC

Monday, January 3, 2022 4:33 PM

Description

This guide will go through the complete PC reimaging process. Instructions include removing the computer from SCCM/AD.

Instructions

1. In order to network boot the machine for imaging, you will need to remove the computer object from SCCM. [Use the HUIT ToolKit Delete by Serial Number applet to remove to perform this step.](#)
2. The computer object has now been removed from SCCM! We also have to remove the computer from AD for cleanliness and consistency between management systems.
3. Open AD and right click on **university.harvard.edu**. Then click on **Find...** to search for the computer object.



4. In the **Find** dropdown, select **Computers**. Type the name of them computer you want to reimage in the Computer name field and click the Find Now button on the right. The computer will show as a search result at the bottom of the window.

Tip: If you do not know the full name of the computer, try a wildcard! For example, if you know

part of a computer name like the user's NetID, you can search for *myc344* and AD will return the computer below as a search result even though the full name of the computer was not entered.



5. Right click on the computer object and click **Delete**. If there are any additional prompts after deleting the object, click **Yes**.



6. The computer has been removed from AD.
7. Once the computer is deleted out of both instances of SCCM and AD, peel off the old computer label from the machine. You will be replacing the label on this machine with a new label once you decide what to name the machine.
8. The machine is now ready to reimage! Please proceed to the [2nd step of the Windows Imaging Guide](#) for the rest of the imaging process.

HOW TO: Remotely Login into PC

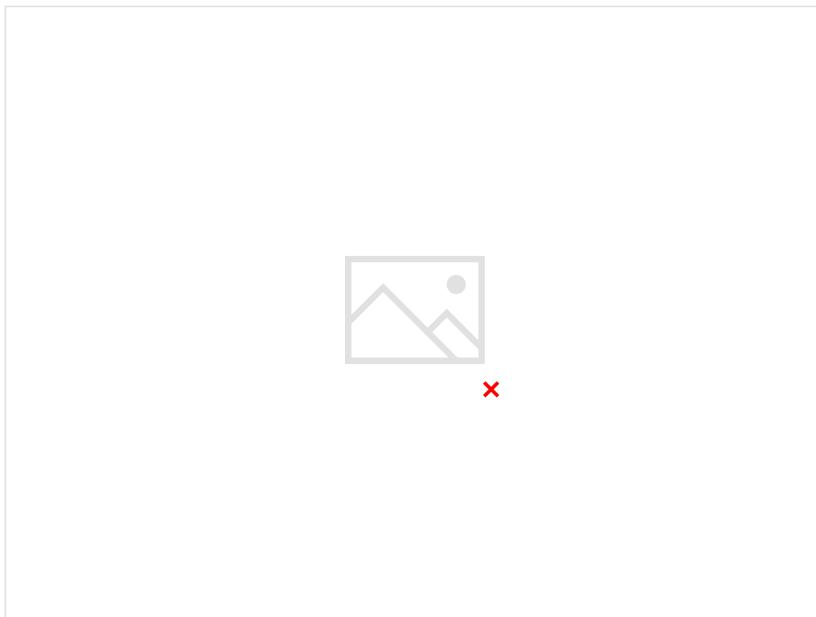
Tuesday, February 1, 2022 8:48 AM

Description

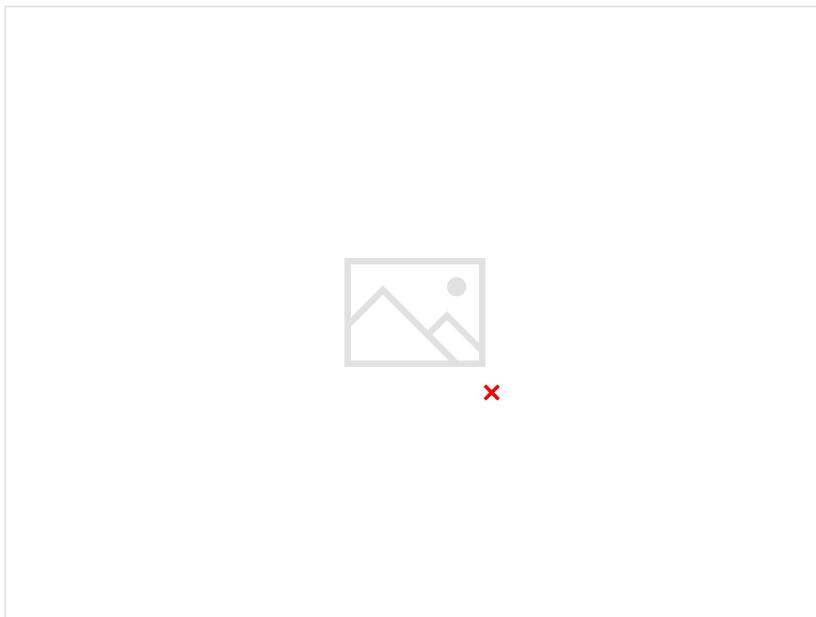
These instructions go over how to remotely log into an HKS PC laptop for the first time.

Instructions

1. At the login screen, connect to your home wireless network (this can be done by clicking on the Globe icon in the bottom right).
2. At the login screen...
 - a. For Windows 10, click on the monitor icon located down in the bottom left corner, circled in the image below:



- b. For Windows 11, click on the lock icon located down in the bottom left corner, circled in the image below



3. In the Cisco AnyConnect window, enter **vpn.harvard.edu/onboard**

and click on Connect:



4. In the new window, enter your HarvardKey credentials.



Then click OK to proceed with the VPN login. You should receive a Duo two-step push on your smartphone.

Troubleshooting Step: If you encounter issues authenticating, remove the #hks from the email address in the username field.

5. Once you confirm your VPN login through your two-step verification method, click on Accept.



6. The VPN connection process will take several minutes before it connects. You will know it has successfully connected by seeing new icons on the login screen, as shown in the image below:

a. For Windows 10 (three new icons):



b. For Windows 11 (two new icons):



7. Once you can click into the login fields, sign into the computer with your HKS credentials.

8. Once a successful login occurs, your login profile setup is complete and you should see your new desktop.

SETUP: BIOS Configuration

Thursday, January 7, 2021 20:23

Ensure all Dell laptops and desktops have the following set in BIOS / UEFI before imaging (for new and existing machines):

To access these settings, continuously press F12 after pressing the power button on the computer.

- **Settings**
 - Advanced Boot Options
 - Enable UEFI Network Stack: Enabled / check box filled in
- **System Configuration**
 - SATA Operation: AHCI
 - USB Configuration
 - Enable USB Boot Support: Enabled / check box filled in
 - Enable External USB Port: Enabled / check box filled in
 - Thunderbolt Adapter Configuration
 - Thunderbolt: Enabled / check box filled in
 - Enable Thunderbolt Boot Support: Enabled / check box filled in
 - Enable Thunderbolt (and PCIe behind TBT) Pre-boot Modules: Enabled / check box filled in
 - USB PowerShare
 - Enable USB PowerShare: Enabled / check box filled in
- **Power Management**
 - Wake on LAN
 - LAN Only: Enabled / check box filled in

Note: Not all settings will appear on all Dells universally. Some of these settings are exclusive to either laptop or desktop models.

Mac Imaging / Configuration Guide

Wednesday, January 18, 2023 11:21 AM

Last Updated

February 2023

Description

This guide will go through the complete Mac imaging process. Follow these instructions if this is a brand new Mac computer (right out of the box) or if this computer has been recently wiped / macOS reinstalled ([reimage](#)).

Instructions

Turn on Mac computer and go through the prompts:

Select United States



Set Accessibility option or choose Not Now to set later



✗

Select Continue to begin automated JAMF Enrollment



✗

The computer will start communicating with JAMF



✗

Enter the “itfsa” account information



Select Boston MA and click Continue



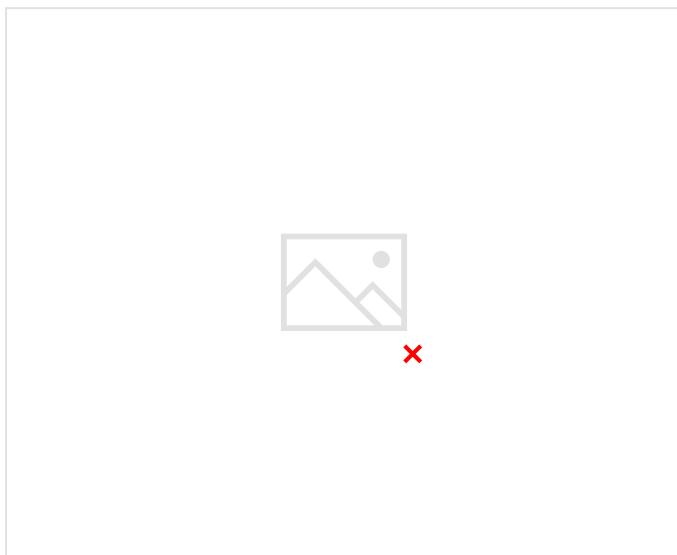
Choose the appearance option



Once the Desktop loads, the SSO prompt appears automatically. Cancel this prompt if you are logged into the itfsa account. NOTE: this prompt may appear different depending on OS version.



Critical step below: Change computer name to the HKS-DEPT-ABC123 format

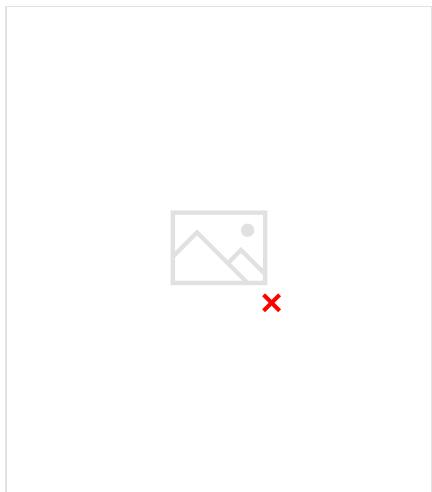


On the HKS Installers tab in Self Service, run the Encrypt with FileVault and Install All Standard Software. **NOTE:** All Standard Software could take up to 30 mins to complete



IMPORTANT: DO NOT SKIP the above step of running **Encrypt With Filevault 2** and **Install all Standard Software** tasks. **These steps are very important in safeguarding all data on HKS computers.** Once complete, proceed with the next step of performing a reboot.

Reboot to enable FileVault. This will appear after entering the credentials



IMPORTANT: You also need to run the **Encrypt With Filevault 2** task. **This step is very important to safeguarding all data on HKS computers, DO NOT SKIP THIS STEP.** When all of the applications are installed and you have clicked **Encrypt With Filevault 2, reboot the computer**.

Run a *sudo jamf recon* from Terminal before shutting down



****NOTE**** If at any point during setup, you see a security prompt for Falcon, Crowdstrike or Cisco Anyconnect, click OK and then click Allow from the Security and Privacy settings.





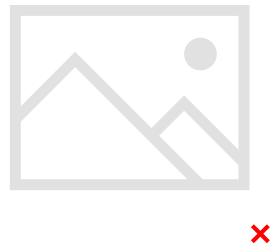
14. After determining the name of the computer, print a label for the computer and the charger using the label printers in the Config Lab or the Service Center. Be sure to include the name of the computer as well as the HKS asset number (**HKS00XXXX**). Place the label on the underside of the computer in the center. Place the HKS asset tag underneath the printed label. These can be found in the Config Room on the middle shelf. Asset tags for iMacs can be placed on the stand.



- 15.

16. Add the user's account in the Users tab of System Preferences. Click the lock to unlock the +

button. For the username, use their NetID. Set the password to the Temp password.



17. After adding the user's profile, click on Login Options, click the lock at the bottom left of the window, and enter the ITFSA account information. Change the Display login window option to List of users.



✗

Perfect! Configuration is complete.

We **MUST** verify that everything is operating properly on the backend.

Click below to start the verification process:

[Verifying Mac Setup Completion](#)

HOW TO: Reimage Mac

Description

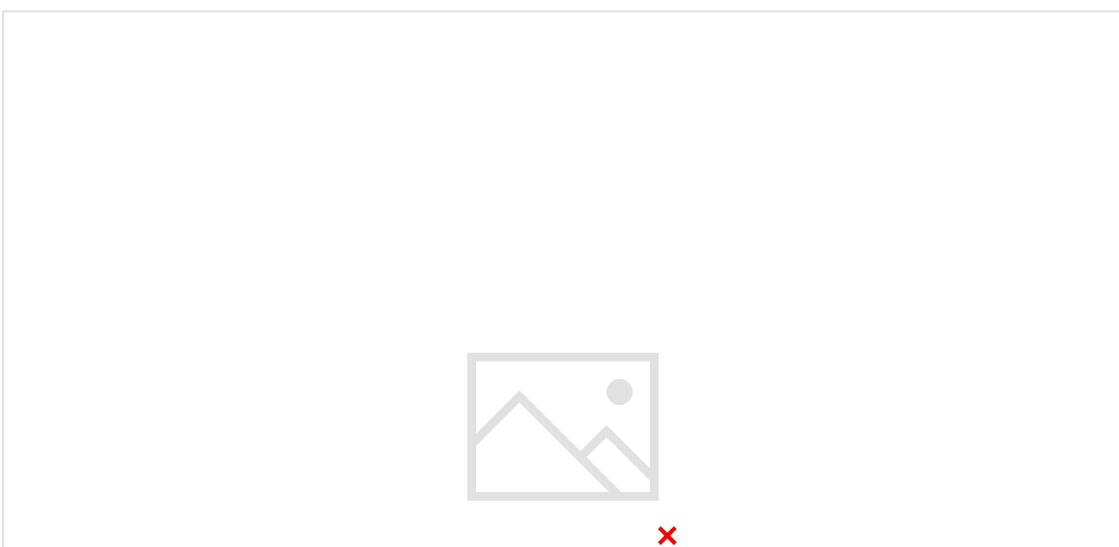
This guide will go through the complete Mac reimaging process. This includes removing the computer object from JAMF as well as completely wiping the storage device.

Instructions

1. To begin the reimaging process, shut down the computer you want to reimage.



2. Go to JAMF (<https://casper01.cadm.harvard.edu:8443/>) and sign in with your account. Look up computer in search and make sure to remove the computer from JAMF before starting the reimage process. If you do not have permissions to remove computer from JAMF, ask one of the full-timers (TSEs, Senior TSE, TSS, Team Lead).
3. Once removed from JAMF, plug in the Mac that needs to be reimaged to ethernet. We will be using the network recovery to load a fresh version of MacOS onto the computer. To boot into the internet recovery, **hold the power button** until the startup options menu appears, or hold **Command + R** to reach this menu depending on [what processor the Mac has](#).





✗

4. After booting in to the recovery environment, click on Disk Utility and then Continue.



✗

5. In Disk Utility, select the Macintosh HD on the top level from the left pane, (Do NOT delete/erase the macOS Base System, this is the partition that we are currently in).



✗

6. After clicking on the Macintosh HD partition, click on Erase at the top right of the window. Click Erase then click Erase and Restart.



7. Once the computer restarts, you'll need to select the language and activate. Make sure you are connected to internet and click Next.



8. After the computer is activated, it will take you back to the main Utilities window. You can now reinstall the OS making sure to choose Macintosh HD as the install location.

9. Once imaging is complete, make sure device is plugged into Ethernet and follow the setup steps in the [Mac Imaging / Configuration](#) page.

HOW TO: Verify Mac Setup Completion

Tuesday, February 14, 2023 8:54 PM

Description

After computer has been reimaged / configured, we must verify that everything is running properly.

Instructions

1. Navigate to <https://casper01.cadm.harvard.edu:8443> and search for the computer name. Click on the computer name, select Encryption from the menu on the left, and verify that you see Encrypted and Valid on the page.



Run these commands in Terminal if you do not see the key or computer listed:

`sudo jamf recon` (This will send information about currently policies applied on the machine)

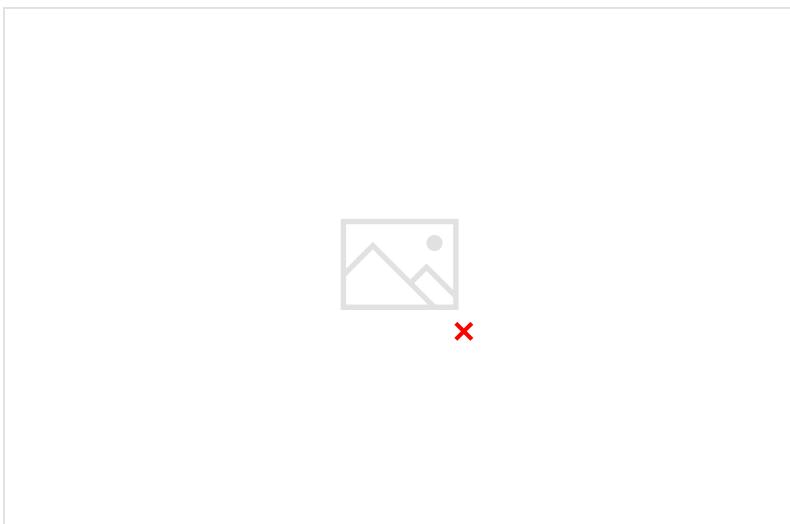
`sudo jamf policy` (This will force the computer to check in with Jamf and download policies)

2. Open a Terminal window and run this command:

`sudo /Applications/Falcon.app/Contents/Resources/falconctl stats`

This command verifies that Crowdstrike was installed correctly and that it is active. **You will be prompted to enter the ITFSA password after hitting Enter.**

After typing the ITFSA password and hitting Enter, you should see the terminal output show something similar to below:



If this output is not showing, you need to check **System Preferences > Security & Privacy** to manually allow Falcon to run. You may be asked to allow network filtering, click **OK/Enable**.

3. Open an Office application like Word to ensure that the Office Suite was installed properly. Close the application after it opens.
4. Verify that Adobe CC is installed. The user will log in to Adobe and download whatever application they need. If Adobe CC is not installed, install it manually using this link:
<https://creativecloud.adobe.com/en/apps/download/creative-cloud>
5. Open Terminal and run a final *sudo jamf recon*
6. During the deployment process with the user, be sure to sync the Temp password with their HarvardKey password. The window below should appear when they login for the first time with the Temp password (If it does not, click the key icon in the top-right menu bar).
 - They should use their netID and HarvardKey password here.
 - Under Options, choose the sign-in automatically option
 - Click Sign-in. This will change the password from the Temp password to their HarvardKey.



HOW TO: Remotely Login into Mac

Monday, March 6, 2023 7:58 PM

Description

This document goes over what a remote customer needs to do to remotely log into their Mac for the first time.

Instructions

Before You Begin

1. Make sure the files on your old Mac are either
 - Synced / backed up in OneDrive or other cloud storage
 - Backed up with Time Machine
 - Save into external media
2. All data migrations between the old and new machines have to be done manually. Either this is done through setting up OneDrive, or manually dragging and dropping folders onto and off external media.

****Do NOT use the Migration Assistant utility** or other 3rd party utilities to transfer files and settings to your new machine as this will overwrite HKS IT configurations made to your machine. You may run out of disk space and in the event that the new machine isn't functioning well after using migration assistant, you may have to bring the new machine back to HKS IT for reconfiguration.**

Setting Up Your Mac

1. Turn on the Mac computer.
2. Click on your Harvard netID / HKS username
3. Type in the temporary password
4. The computer will resume booting up and will take you through the Mac Setup Assistant. For the purpose of saving time, please skip these for now. They can be configured later through System Preferences.
5. Change the temporary password to your HarvardKey password in System Preferences > Users & Groups
 - a. Click the Apple logo on the top left corner of your screen.
 - b. Click System Settings in the dropdown menu.
 - c. Scroll to and click on Users and Groups from the list of icons on the left
 - d. Click the information button to the right of your account name
 - e. Click Change Password
 - f. Enter the current temporary password and your new password (Harvard Key password) in the New Password and Verify fields
 - g. Click Change Password
 - h. Click Done

6. Activate Office by opening and signing in to the Outlook App (found in the Applications folder). This will also configure Outlook so you can access your HKS emails.
7. Activate Adobe Creative Cloud (found in the menu bar at the top of the screen) to use the Acrobat app and install other Creative Cloud apps
8. If Office and / or Adobe Acrobat (and Adobe Creative Cloud) are not on your computer, please go to the following websites and sign-in with your HarvardKey to download and install the Office 365 and Adobe CC.
 - a. Office 365: <https://www.office.com>
 - b. Adobe Creative Cloud Apps: <https://knet.hks.harvard.edu/Administration/Information-Technology/Get-IT-Help/Pages/Adobe-install-apps.aspx>

Departmental OU Prefix and Contacts Chart

Use the chart below to properly label and name a machine before imaging. The computer name prefixes to use are listed in red. Explanations of some of the OUs are available in the Notes column. This chart is based on the OUs seen in HKS AD in ADUC.

Created by Bryan Fleuruste

Current HKS OUs / Prefixes used to name computers

Name of Organizational Group / Department	OU Name in AD tree (what is seen in ADUC)	Prefix for computer name	Notes
Academic	ACA	ACA	Most of these machines belong to faculty and faculty assistants
Ash Center	ASH	ASH	
Bloomberg	BMG	BMG	
Office of Career Advancement	CAR	CAR	OCA=CAR
Case / SLATE	CAS	CAS	
Center for Business and Government	CBG	CBG	
Center for International Development	CID	CID	
Belfer Center for Science and International Affairs	CSI	CSI	\$CSIA, BCSIA=CSI.
Course Materials Office	CMO	----	Deprecated
Center for Public Leadership	CPL	CPL	
Carr Center	CRR	CRR	
Dean's Office	DEA	DEA	
Degree Programs / Office of Diversity Inclusion and Belonging	DEG	DEG	Tyl submits tickets for DEG. Also included ODIB people.
Development (Alumni Relations)	DEV	DEV	AARD = DEV
Executive Education	EXE	EXE	
Finance (Office of Financial Services)	FIN	FIN	
Facilities / Office of Campus Planning and Operations	FAC	FAC	Now known as Campus Planning and Operations, CPO.
Hauser Center	HAU	----	Deprecated, this department is now rolled into CPL
Human Resources	HR	HR	
HUDS	HUDS	HUD	DIN or DINE = HUD
Institute of Politics	IOP	IOP	
Information Technology	ITS	ITS	
Lab Workstations	Lab Workstations	ITS	Uses a different set of TS-es for imaging. Includes all public machines and loaner laptops used by students
Library	LIB	LIB	
Macintosh Systems	Macintosh Systems	----	No Windows computers end up in this OU. All Macs get moved to this OU from the Computers OU.
Media Services (staff computers)	MED	MED	Media Services staff machines (not used in classrooms) DEG
	Media Classrooms	MS	Computers in this OU are imaged and managed with Media Services Classroom Images
Office of Communications and Public Affairs	OCP	OCP	OCPA = OCP
Publications	PUB	PUB	deprecated
Research Administration Office	RES	RES	RAO?

Shorenstein Center	SHO	SHO	
Summer Program Laptops	Summer Program Laptops	SMPG	Computers in this OU have the SMPG prefix and are owned / leased by DPSA
Taubman Center for State and + Government	TAU	TAU	
Women and Public Policy Program	WAP	WAP	Some computers in this OU maybe DEV-prefixed.
Wiener Center for Social Justice	WIE	WIE	

From <https://knet.hks.harvard.edu/Administration/Information-Technology/Procurement/Pages/Procurement-Contacts.aspx>:



✗

Blue

Wednesday, October 5, 2022 1:54 PM

[1:54 PM] Costa, Alex

HKS Degree Program Using BLUE - Oct 11

New Course Evaluation System Being Used by Degree Programs - How To Support?

Please read Joey's email below for more info on how we provide support for anything BLUE related:

Subject: HKS Degree Program is launching Fall 1 Course Evaluation on Oct 11 using BLUE - Support escalation process updates

Hi Alex, Horacio, Michelle, Tony, Katrin and Jay,

I am writing to let you know that HKS degree programs is launching Blue as the new course evaluation system. The Fall 1 evaluation will open on Oct 11th. Once we move to the Blue Evaluation System, the technical support responsibility is transferred from HKSIT to Explorance & HUIT.

From next week onward, if you receive any course evaluation inquiries related to degree programs, please forward the tickets follow below steps:

1) forward the tickets to CourseEvaluations@hks.harvard.edu and cc Chris Hayes and Gordon Minyard from HUIT via email (none of them have access to ServiceNow). The degree program course evaluation admins will escalate it to HUIT or Explorance (Blue vendor) for support.

2) Transfer the ServiceNow ticket ownership to me, I will monitor and close the tickets once the issues are resolved (This step is only applicable during the project. We will revisit this step before project closure).

Should you have any questions, please feel free to let me know. Thank you.

Warm regards,

Joey Jiang, PMP & Certified SM

IT Project Manager

<

Sunday, March 5, 2023 11:59 AM

Add Shared Mailboxes in Outlook Client

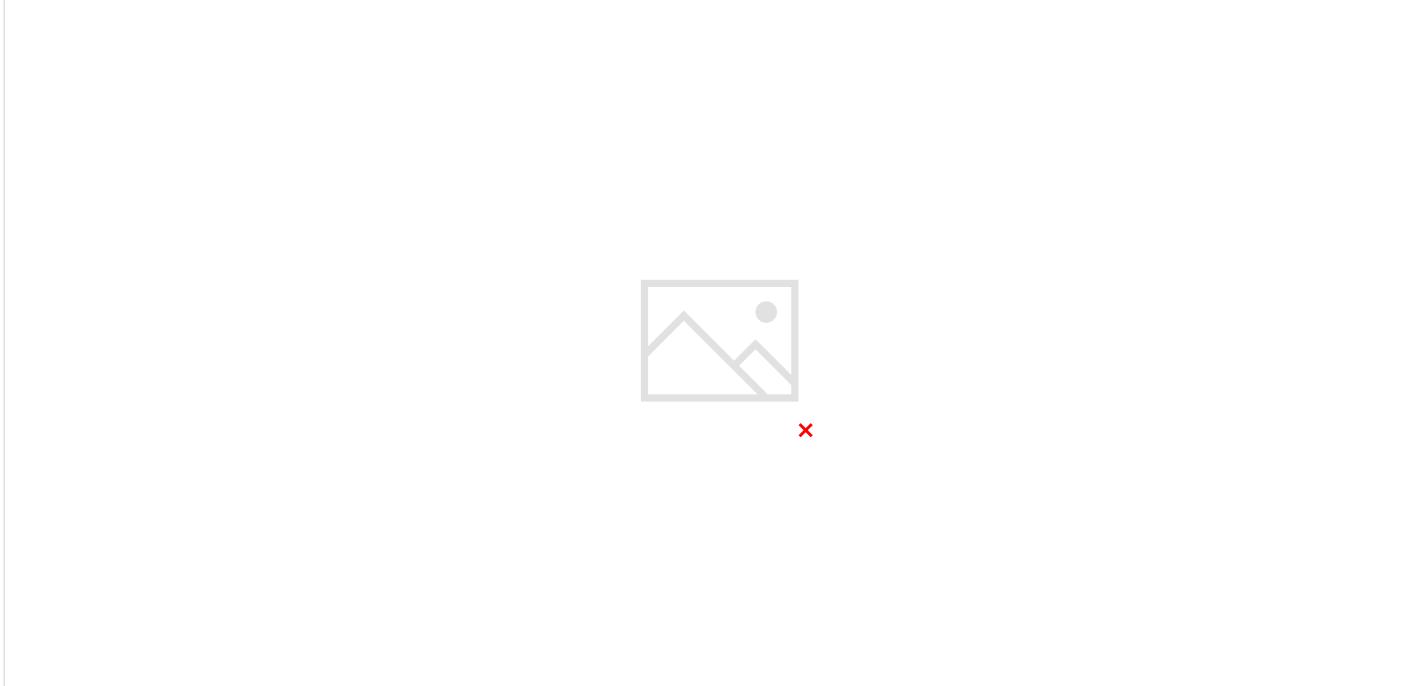
Thursday, May 12, 2022 10:11 AM

Certain staff members will need access to shared mailboxes or other emails. This guide will detail how to manually add mailboxes to a users' Outlook.

<https://knet.hks.harvard.edu/Administration/Information-Technology/Get-IT-Help/Pages/HKS-Email.aspx#mailboxes>



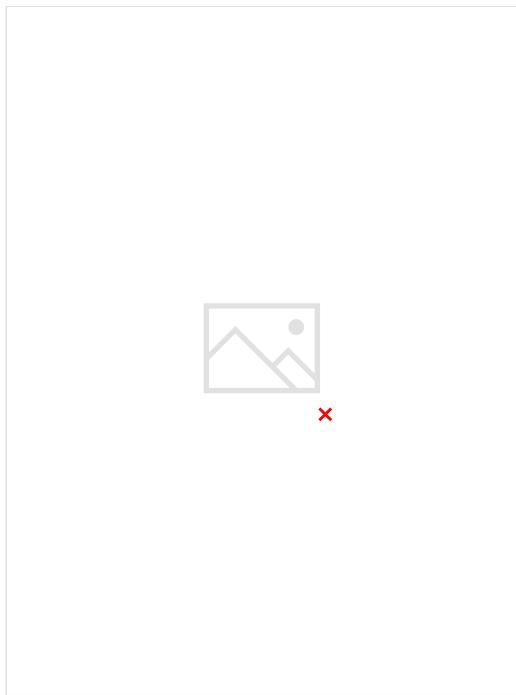
1. Open Outlook and Click on **File, Account Settings, And Account Settings...** again from the dropdown.



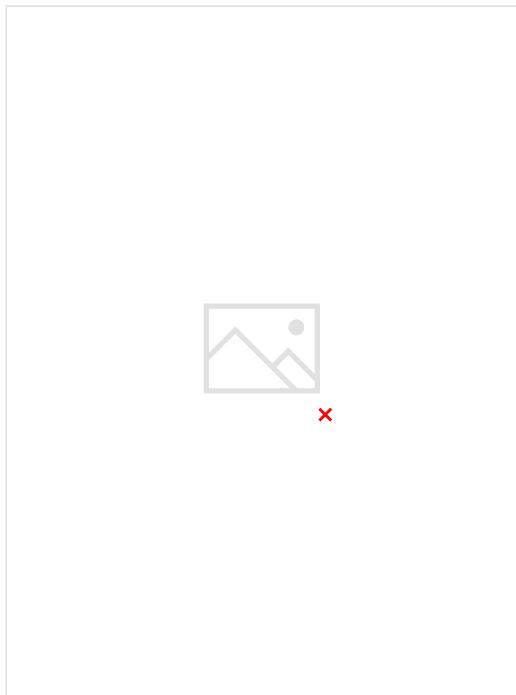
2. In the Account Settings window, **double-click** on the user's email address. When the Exchange Account Settings box opens, click on **More Settings**.



3. In the Microsoft Exchange box, navigate to the **Advanced** tab at the top. Click on **Add**.



4. Enter the name of the shared mailbox the user wants to add. The name does not have to be exact, but it should be as accurate as possible. In this example, the name of the mailbox I want to add is HKS ITSC. Click **OK**.



5. Exchange will find the name of the mailbox and add it. Click on **Apply** at the bottom. The user should now have access to the shared mailbox they added. Close any other open windows.
6. If the user is not able to add the mailbox, they likely do not have the correct permissions. A ticket will need to be created and assigned to HKS - Accounts Management requesting that the user be added to their requested mailbox.

Set up 'Send on Behalf' in Outlook Client

Tuesday, July 5, 2022 9:48 AM

Send an email message on behalf of a group in Outlook:

1. In Mail, click Home > New Email.



2. On the Options tab, in the Show Fields group, click From.
3. In the From box, type the name of the group on whose behalf you are sending the message.
To select the group from a list in the Address Book, click From.
4. encrypted

From <<https://help.protectedtrust.com/send-email-from-or-on-behalf-of-an-office-365-group>>

How to Send Encrypted Emails

Wednesday, April 13, 2022 3:44 PM

At the Service Center, we often need to send [Level 3 or level 4 data](#) to each other or customers. This data needs to be handled carefully in order to avoid harm to individuals or to Harvard. To protect this information, we use Office Message Encryption to ensure that information is safe in transit and when received by the intended recipient.



1. Create a new email, and navigate to the Options tab at the top of the navigation ribbon. Select **Encrypt**, and select **Encrypt-Only** or **Do Not Forward** depending on how you want to control the viewing of the message. **Do Not Forward** should be used when you want to restrict the message to only the intended recipient.

Phishing / Spam Emails

Wednesday, October 19, 2022 11:44 AM

In case you or a customer receive a sketchy email, forward it along to phishing@harvard.edu. The address may or may not respond to your forward, but the HUIT Security team will analyze the email for malicious content or intent.

Please see this link for more info about Phishing and spam at Harvard/HKS:

<https://security.harvard.edu/click-wisely>

EMS Installation

Thursday, April 21, 2022 10:08 AM

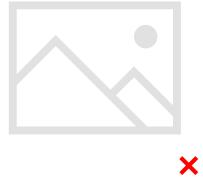
1. In Windows Search, search for **Software Center** and open it.



2. Once Software Center opens, click on **EMS**. If you do not see EMS here, run the "**Software Center Refresh**" app by clicking on it and then clicking **Install**.



3. Click **Install** to install EMS. Once installed, the user should be able to search for EMS and open it from Windows Search. They should have their own credentials to log in to EMS.



Claiming HarvardKey

Tuesday, February 12, 2019 9:15 AM



HarvardKey is Harvard University's unified online user credential, uniquely identifying you to Harvard IT applications and services to grant you access to the resources you use every day.

For **new Harvard students, alumni, faculty or staff** members to be able to claim their **HarvardKey** login name, they'll need the following:

- 8 digit Harvard University ID (HUID)
- last name
- date of birth
- a personal email address to use for account reminders

To Get Started: <https://key.harvard.edu/select-user-type>

If a user has not received their "Welcome to HKS" email to activate their HarvardKey, reach out to Kathy Nichols on Teams to resend the email.

Harvard Phone FAQs

Friday, May 19, 2023 10:13 AM

Description

Answers to commonly asked questions and general information about the Harvard phone system.

New HKS Users

Can a new user be assigned a phone line before they've claimed their HarvardKey?

A claimed HarvardKey is required for someone to have a phone line assigned to them.
(Workarounds do exist, but should not be used in most cases.)

What if someone is transferring from another school?

HKSIT can only access and edit phone lines with billing codes that start with 215. (IOP is the one exception HKS exception, with 205.) If someone within Harvard is transferring into HKS, their former department will need to disconnect their phone line before we can assign them a new one at HKS.

Dispatchable Requests

What is a dispatchable request, and how do I complete one?

A "dispatchable" request requires the dispatch of a physical phone. ONLY set the dispatchable field to "yes" when you are setting up a physical phone for the user, as it will generate an HPH Field Sched task that MUST be closed (with an assigned technician and due date) before the phone line can be generated or moved.

How do I assign a line to a physical office phone?

See the Physical Phone Setups (LINK TO BE ADDED) page.

Billing/GL Codes

A user sent me a billing code with XXXX in the third field, what do I do?

This field identifies the type of billing request; phone requests use 8510.

What if a customer requests a record or summary of all their department's phone lines?

Ask them to provide all possible billing codes that may have been used to open/pay for the phone lines within their department. Once these have been provided, escalate the ticket to **UC - Harvard**

Phone - Triage.

General FAQ

How do I contact the HUIT phone team?

Email harvardphone@harvard.edu or call 617-495-4900.

What is the format of Harvard phone lines?

All Hph lines begin with 617-XXX-YYYY, where XXX can be one of the following:

- 496
- 495
- 384
- 998 (newest as of 2017)

What do I do when multiple requests come in for the same phone line?

Any billing code changes, moves, call appearances, etc. should be processed before reassigning the phone to a new user.

What I can't find someone in LDAP or the "All Hph Users" database?

Start by checking their MIDAS profile with the information given. If unsure of their identity, ask the IT partner to confirm their HUID. When a user has a different preferred name, it is typically their official name that is used for the phone line.

If you are unable to find any record of the user, but are sure they are a current HKS employee, reach out to the HUIT phone team, as they often have more thorough information.

Reassign/Transfer Line

Monday, September 19, 2022 1:42 PM



1. You will receive a ticket asking you to reassign/transfer/user change request and will contain an exiting phone number and a new user. In this case, the exiting number is **617-998-5589** and the new user is **Simo Goshev**.



2. Check **MIDAS** and make sure the user has an HKS email active. We **CAN NOT** complete this process unless the user has an active HKS email.



3. Check **Harvard Phone - Hph Users** for the current user of this phone. We can see that Pavel is currently assigned **617-998-5589**. We will be transferring Pavel's phone line to Simo.



✗

1. Enter **New Hph Kurmi Request** and enter **HKS** as the Site/School. Under Request Type, select **Reassign Service**. Under Dispatchable, select **No**. The requested due date can be today.



✗

2. Next, we will need to pick the **Source User**. The **Source User** is the person with the existing phone line.

1. First, change the User Type to **LDAP**. LDAP is a lightweight directory standard that contains information about people, which is what we are looking for.
2. Under the User Name field, click on the magnifying glass to open the search window.
3. In the **Harvard Phone Users** search window, change the search type to **Primary Line** and enter the **last 4 digits** of the phone number submitted in the request ticket. Hit **enter** to search for the number.
4. Find the **EXACT** number submitted in the original request. Be careful as multiple numbers may have the same last 4 digits! If the entire phone number matches, click on the phone number under **Primary Line**. The user's name should fill in the User Name field.



6. Once the Source User is selected, we need to select the **Target User** using a similar process to Step 5. The **Target User** is the person we are transferring the number to (in this example that person is Simo).
 1. Change the user type to **LDAP**.
 2. Under the User Name Field, click the magnifying glass to open the search window.
 3. In the **Harvard Phone Users** search window, change the search type to **Last Name** and enter the new users' last name (In this case **Goshev**). Hit **enter** to search for the **Target User**.
 4. Identify the correct user by their **User ID** field, which will be their HKS email. In this case, we are going to select the **2nd entry** as we confirmed earlier this is the correct Simo Goshev email address. Click on the **last name** of the user to fill in the User Name field.



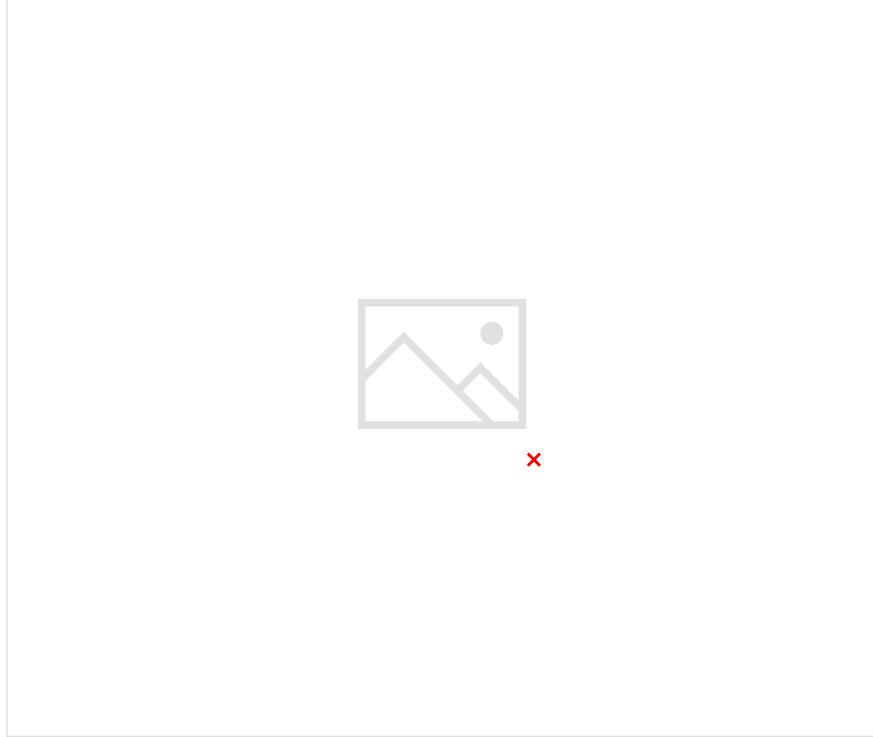
7. Under the Non-standard Information tab, select YES under the All updates complete field. In the Description, type in the user's information using the format in the screenshot above.



1. Scroll all the way up to the top of the window and click **Submit Request**.



9. Once the Order Status window comes up after submitting the request, copy the **REQST** number and paste it in the original request ticket.



10. Email the user using the **Hph User Change Request - Follow Up** template.



11. Once the user has been updated, resolve the ticket!

New Phone Install

Monday, September 26, 2022 2:18 PM



✗

1. A new phone install request ticket will come in with the new user's information. We have to check MIDAS to see if the customer has claimed their HarvardKey.



✗

2. It looks like the user has claimed their HarvardKey! That means we can check the next steps before setting up their new phone line.



✗

3. Navigate to [Harvard Phone - Hph](#) Users to check if the user is in the Harvard Phone system. They

should automatically be added after they claimed their HarvardKey. If the user's status shows as true, we can continue to the next step.



×

4. Navigate to [Hph New Kurmi Request](#). Under the Site/School field, enter HKS. You can click on the HKS popup that appears. Under Request Type, change the type to Install. Under Dispatchable, select Yes as someone in the field will have to set up this phone. The Requested Due Date needs to be 3 business days from today. Today is the 3rd of October, so the Requested Due Date should be October 6th.



×

5. Next we will need to select the user that is getting a new phone line.
 1. First, change the User Type to **LDAP**. LDAP is a lightweight directory standard that contains information about people, which is what we are looking for.
 2. Under the User Name field, click on the **magnifying glass** to open the search window.
 3. In the **Harvard Phone Users** search window, change the search type to **Last Name** and enter the **last name** of the user submitted in the request ticket. Hit **enter** to search for the user.
 4. Be sure that the user's information matches the ticket! Confirm that their HarvardKey and name is exactly the same as the request ticket. Click on the user's last name in the correct listing to select it.
 5. Keep this tab open as we will be switching back and forth for the next step.



✗

6. Navigate to [Chart of Accounts Validator](#) in a new tab and enter the billing code string that was submitted in the original request ticket. We are checking to see if this is a valid billing code so we don't run into any issues when we submit the request to the Harvard Phone team.

For this example, billing code 215-17660-8510-000001-537920-0000-00000 will be entered into Chart of Accounts Validator as shown above. When each piece is entered into its field, click on Search. If there is a Y in the Success category, we can use this billing code to submit a Harvard Phone request. Make sure that the Object says Telephone or Telecoms before proceeding.

7. Go back to the Hph Kurmi Request and enter the billing code as shown above. Copy each line segment from the request ticket into the next field. All Tub options should be filled in as the first line of the billing code, in this case 215.



✗



For Reference 2, enter New as this request is for a new phone number. Paste the request ticket number after new.

For Reference 1, we need to check the [Harvard Phone Cheat Sheet](#) that exists on Teams. Copy the **Dist Org** code and search the document for it. In this case, the **Dist Org** is **17660**, and the department for the billing code is **Alumni Relations Resource Dev**. Copy this and paste it into Reference 1.



8. Enter the building name into the Building field. If you type part of the name it should show a pop up that you can click.



9. Click on the Phone Number tab and select the 3rd phone number from the top.



Cheda, Myles at 10/5/2022 9:33 AM

10. Copy the phone number and post it as a work note in the request ticket. You do not need to copy the first 1 in the number.



11. Change Voice Mail type to **Standard** (unless the request ticket says otherwise). Click on the magnifying glass next to Service Type and click **Office/7841**



12. New boxes should appear after you click on Office 7841. For Number of Lines, select **1 line**. Then enter the **Floor**, **Room**, and **Data Jack** numbers into their fields. If the Jack number was not submitted in the request ticket, put **unknown** or **N/A**.



13. Scroll to the top of the window and click **Submit Request**.



✗



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14. Wait for ServiceNow to process the request. This can often take a few seconds, but it should eventually go through. Copy the REQST number from this screen and paste it as a work note in the request ticket. ***Make sure to submit a new ticket to the phone team with the set's MAC address**
15. Email the customer that the request has been submitted to the Harvard Phone team and that it will take 3 business days to process.

Deinstalls/Disconnects

Tuesday, September 13, 2022 10:02 AM



✗

1. A phone deinstall or disconnect ticket will include a phone line to disconnect. Copy this number and head over to **New Hph Kurmi Requests**.



✗

2. While in Kurmi, enter **HKS** under Site/School. Click on **HKS** if it pops up in the menu. Under Basic Information, change the Request Type to **Deinstall**. The Dispatchable options should be set to **No**. The Requested Due Date might be included in the request ticket, but if not, you can set it to today.



✗

3. We will need to identify the current user of the phone line:
 1. Under User Type, change the type to LDAP. LDAP is a directory list containing information about people. We are looking for people with phones, so this is the right selection.
 2. Under User, click on the magnifying glass on the right of the box. A new window will open called Hph User List.
 3. Change the search type to Primary Line. We are going to search using the phone number and confirm the user in the ticket is the one assigned.
 4. After changing the search type, enter the last 4 digits of the phone number provided in the ticket. In this case, I searched for 9572.
 5. In the search results, we can see that David Eaves comes up just like we expected. To select this result, click on the primary line (16174959572 in this example). Make sure that this is the correct number! Confirm that the entire number matches the number provided in the ticket before clicking.



✗

4. After clicking on the primary line, the user's information will fill in.



5. Scroll up to the top of the window and click on Submit Request. Sometimes there will be long delay (~20 seconds) after clicking submit. Do NOT refresh or leave this window, eventually it will go through.



6. Once the request submits, copy the REQST ticket number and post it as a worknote in the original request.





✗

7. Email the customer that the deinstall request has been submitted and that you are closing the ticket.



✗

8. Resolve the ticket!

Phone Move Audits

Monday, April 3, 2023 12:27 PM

Description

This documentation describes the procedure for completing a Harvard Phone move audit. Follow the instructions below to confirm the user's emergency location is up-to-date.

Instructions

Step 1: Download the spreadsheet attached in the ticket

Look for any lines with a name under the "Description" field. Any line with a building name is a local number and can be disregarded.

Step 2: Search for any recent move tickets for the users listed

You can search for their name in ServiceNow; relevant move requests will typically be within the past week.

Step 3: Email the user(s) to confirm their office location

If no information about a move exists, create a direct entry ticket with the user as the customer, using the **HKS – Harvard Phone Move Audits** template. Click the three dots at the top of the page next to the save button and click **the Toggle Template Bar**. The template can be found at the bottom of the **Incident – Create New** page. Be sure to link back to the original ticket through the external ticket ID.

If the user does not respond to three consecutive emails, reach out to their [department's IT partner](#), as they will be able to confirm the user's location. It is important that we do get an answer, as this is a matter of safety.

Step 4: Submit a move request, if needed

If the user's information matches both MIDAS and the spreadsheet, no further action is needed. If not, update the info in MIDAS or submit an E911 update. (Data jack info is no longer required.)

Fax Lines

Friday, September 2, 2022 2:56 PM



Generally, fax is unsupported by HKSIT. Some departments like OFS and HR may use fax occasionally.

Instead of supporting fax lines, we should be promoting other solutions like Accellion or [OME](#) for secure file transmission.

Students who need to fax documents should check with their program coordinator or student services. Results are not guaranteed though.

Existing fax line tickets can be escalated to UC - Telecom - Customer Support & Provisioning

[ARCHIVE] Self-Service

Friday, September 2, 2022 3:36 PM



×

<https://phone.harvard.edu/selfservice> or <https://v0083.selfcare.ucc.verizon.com/Kurmi/> allows users to modify their phone sets and set things like voicemail pins, caller appearance, call forwarding, and much more. Under the Downloads section, there is documentation about what users can change in the self-service portal.

Analog Phones

Tuesday, October 18, 2022 3:31 PM



×



×

1. If an analog phone ticket comes in, clear any names that the ticket is assigned to and change the Assignment Group to UC - Harvard Phone Triage. Enter a work note reiterating the point of the ticket, and click on Update and Return. This will post the worknote and also reassign the ticket to the Harvard Phone team.

[Archive] Knowledge Dump / Pain Points

Tuesday, March 7, 2023 3:07 PM

- Harvard phone lines start off with 617-XXX-YYYY, where XXX can be one of the following:
 - o 496
 - o 495
 - o 384
 - o 998 (newest as of 2017)
- HKSIT can only access and make changes to phone lines that have billing codes that start with 215 (almost all HKS) and 205 (IOP).
 - o If someone within Harvard is transferring into HKS and has
- When customers provide a billing code but omit 4 digits (or fail to provide the full 33-digit billing code), the 4 digits should be 8510.
- If someone submits a HPh request and makes the request *Dispatchable* is Yes, a *HPH Field Sched* task is generated and MUST be closed (with a technician and due date set) before a phone line can be generated or moved.
- When requesting a new phone line that will be added onto a physical phone set:
 - o Request a new phone line as outlined in the [New Phone Install page](#).
 - o Once the phone line has been generated, grab the phone set's MAC address and use the *HKS - HPh Line to Set Assignment* ticket template to assign the phone line to the phone set.
- A claimed HarvardKey is required for someone to have a phone line assigned to them.
 - o Yes, workarounds exist, but best practice is to have a claimed HKey.
- If multiple requests come in for the same phone line, here's a loose "order of operations":
 - o Any billing code, move, call appearances, etc. should be done first before
 - o Reassigning the phone to a "new" user
- If a customer requests a summary / record of all of their department phone lines:
 - o Ask for all of the corresponding billing codes that may have been used for requesting / paying for the phone lines
 - o Once the billing codes have been provided, escalate to *UC - Harvard Phone - Triage*
- The Harvard Phone Move Audits process has always been a rough process:
 - o Download the Excel spreadsheet that is included in most of the tickets.
 - o Copy and paste the info from the spreadsheet into a work note in the ticket.
 - o Search by either phone line or person within SNOW to hopefully find a corresponding ticket that documents the "unreported" move.
 - If something is found, document as a resolution note that INC/REQ/TASK that explains the phone line's move.
 - o If nothing is found, create a new ticket and contact the customer directly for their "new" office location.
- ALL Harvard Phone Move Requests should result in the customer's MIDAS directory information being updated.

HOW TO: Map Network Drives

Monday, July 18, 2022 3:56 PM

Network Drives:

Mac:



Windows K: Drive:



1.

Windows P: Drive:



Windows S: Drive:



If users need elevated permissions, assign ticket to HKS - Network File Storage.

Adding a Network Printer (Faculty/Staff)

Friday, February 15, 2019 8:37 AM

Before following these instructions ensure that you are either wired into the network or using the HKS VPN

[Mac](#)

[PC](#)

Windows

Windows:

1. In the **Start Menu** type in <\\hks-print-app-p.university.harvard.edu> and hit **Enter**



✗

The print.hks.internal command

1. **Right click** the desired printer and choose **Connect**, this will download the printer driver and map the printer



✗

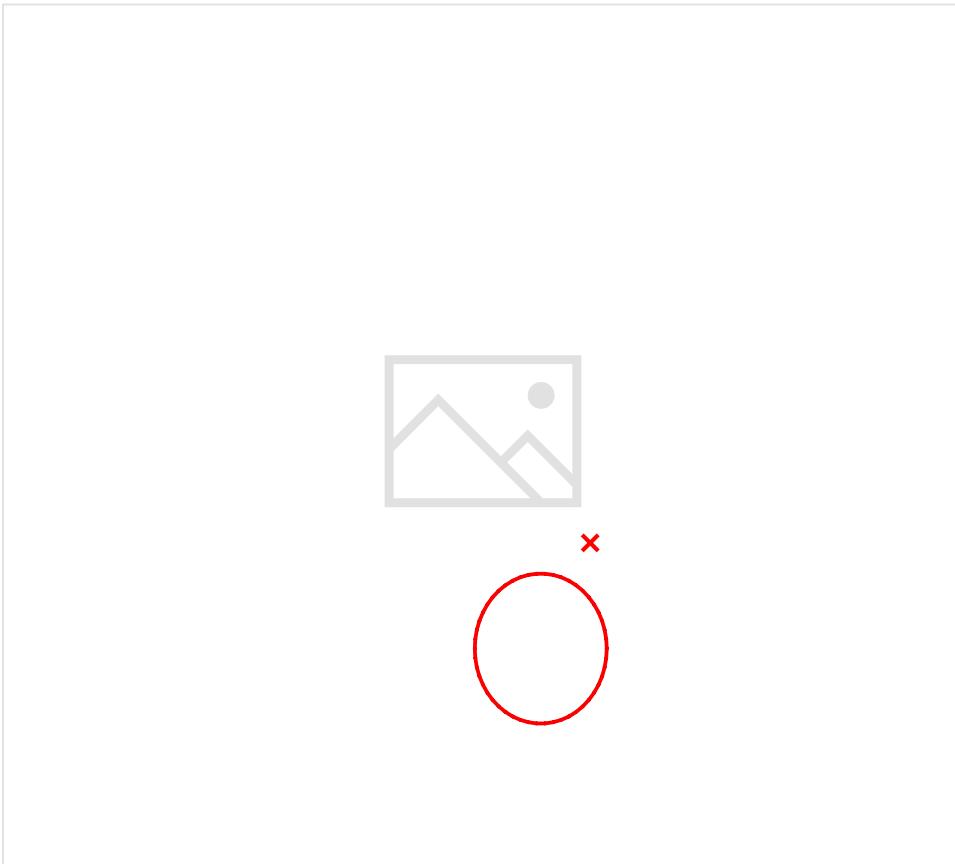
Mapping a printer and downloading its corresponding driver

Mac

Monday, January 10, 2022 10:50 AM

Mac OS:

1. In **System** Preferences select **Printers & Scanners**



Printers and Scanners in System Preferences

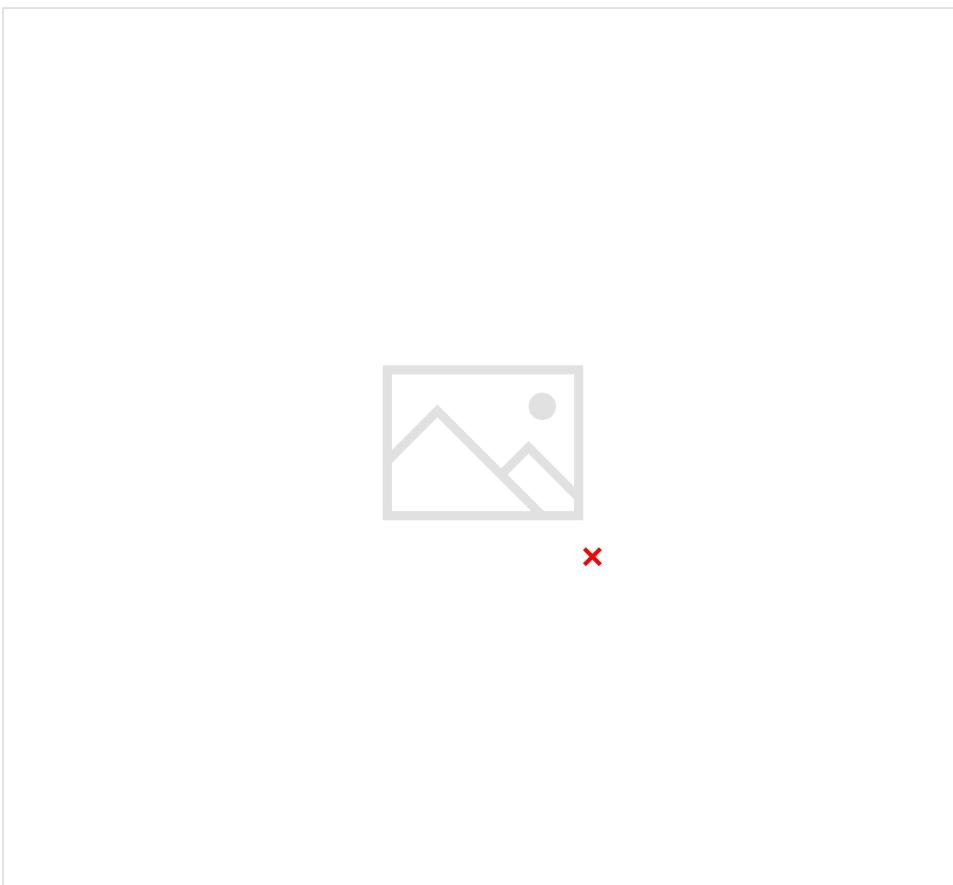
2. Once in the **Printers & Scanners** menu select the '+' in the bottom left corner of the window to add a network printer





The add printers '+' symbol

1. Click on the globe at the top of the new window. This will bring you to the IP printer setup page. Type hks-print-app-p.university.harvard.edu in the address field, the **exact name of the printer** in the Queue and Name fields, and add a location (optional). Check to make sure the Protocol is **Line Printer Daemon** and the Use field is **Generic PostScript Driver**. These should not need to be changed as they are the default options. Click Add.



cExample printer add

4. Click on the check box next to **Duplex Printing Unit** to enable duplex printing. Click OK.



✗

Enable duplex printing

5. The printer had been added and will now appear in the printer list.



✗

Adding Users to a Canon Printer's Address Book

Thursday, January 27, 2022 8:46 AM



1. The customer will ask you to add users to a network printer. In this case, users will need to be added to the Taubman6 network printer.



1. Search for Print Management and open it.



2. From the left menu, click on the **Printers** under the **print.hks.internal** print server menu. Click on the network printer that needs to be updated, and then click on **Printer Web Page**.



4. Enter the **username and password** for the printer. Reach out to another team member or Endpoint for these credentials.



x



5. When you are logged in to the printer, click on the **Address Book**.



x



6. If there are multiple address books, click on the **first one listed** or the one with the most destinations.



x

7. When the address book is opened, you can add a new user by clicking **Register New Destination**.

 ×

8. Add the user's **name** and **email address** in their respective fields. Click **OK**.



×

9. The user has been added! Repeat steps 7 through 9 for each user that needs to be added.

Academicp1Code and Academicp11Code Printers

Monday, June 27, 2022 10:54 AM

(Deprecated)

Mac

Monday, June 27, 2022 10:56 AM

Deprecated document:



Windows

Monday, June 27, 2022 10:55 AM

If using a laptop, you must be connected to the network with an Ethernet cable OR using VPN with the #hks tunnel.



✗

1. Click on the start menu or type in the search field. Type <\\hks-print-app-p.university.harvard.edu> and hit Enter or click on the search result.



✗

2. The HKS network printers should now appear. Right-click on the code printer you want to add and click Connect...



✗

3. After clicking Connect... you will see the driver download box. At the end of the download, it will say Finishing the Installation... and the box will disappear. This means the printer has been added.



4. Print a document to the code printer. A box should pop up asking for a User Code. Enter the code and click OK. The print job should be authenticated and will now print!

Booking the HKSIT Conference Room

Wednesday, October 12, 2022 10:42 AM

vp

Credit to Peter Thornton for these instructions:



Please wait while OneNote loads this Printout...



✗

Please wait while OneNote loads this printout...



×

Please wait while OneNote loads this printout...

Please wait while OneNote loads this printout...



✗

Granting HKS Access

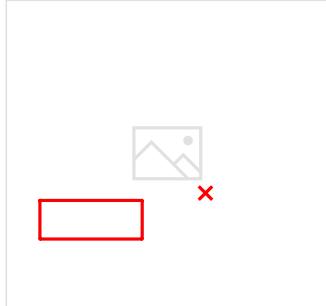
Sunday, January 24, 2021 8:37 AM

1. Make sure your computer is connected to the network.

- a. If you are off-campus, you will need to connect to VPN to continue.

2. Go to <https://www.oc.harvard.edu> in a browser and log in with HarvardKey.

3. On the blue sidebar of the website Click huidVPN



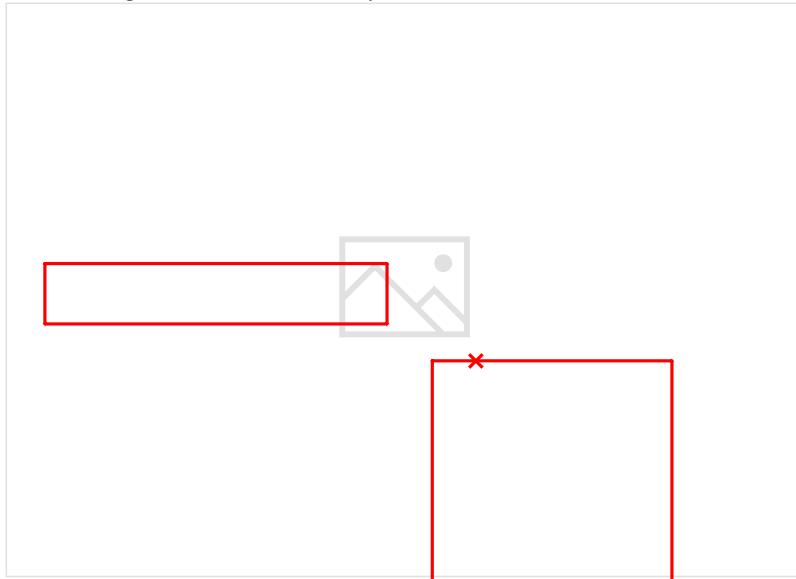
4. From the "I want to..." list, you can

- a. Create an account for a user who does not currently have one (add a user to the #hks VPN tunnel). You can search for a user by name and can use partial names to perform a search.

- This is the function you will be using almost exclusively on the NOC site.



5. After clicking on **create an account**, you can search for a user to add to the VPN. Click on the user to select them.



6. Make sure the user is in the #HKS tunnel or the VPN. Click Save.



7. The user will have access as soon as the screen changes. The user will receive an email that they have been added to the VPN.



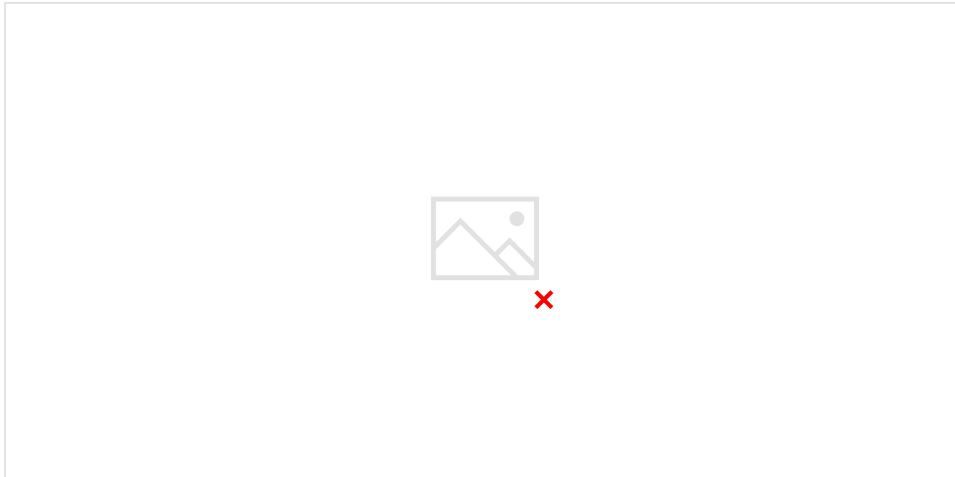
8. The user should now be able to sign in using [these instructions](#)

Connecting to the HKS VPN

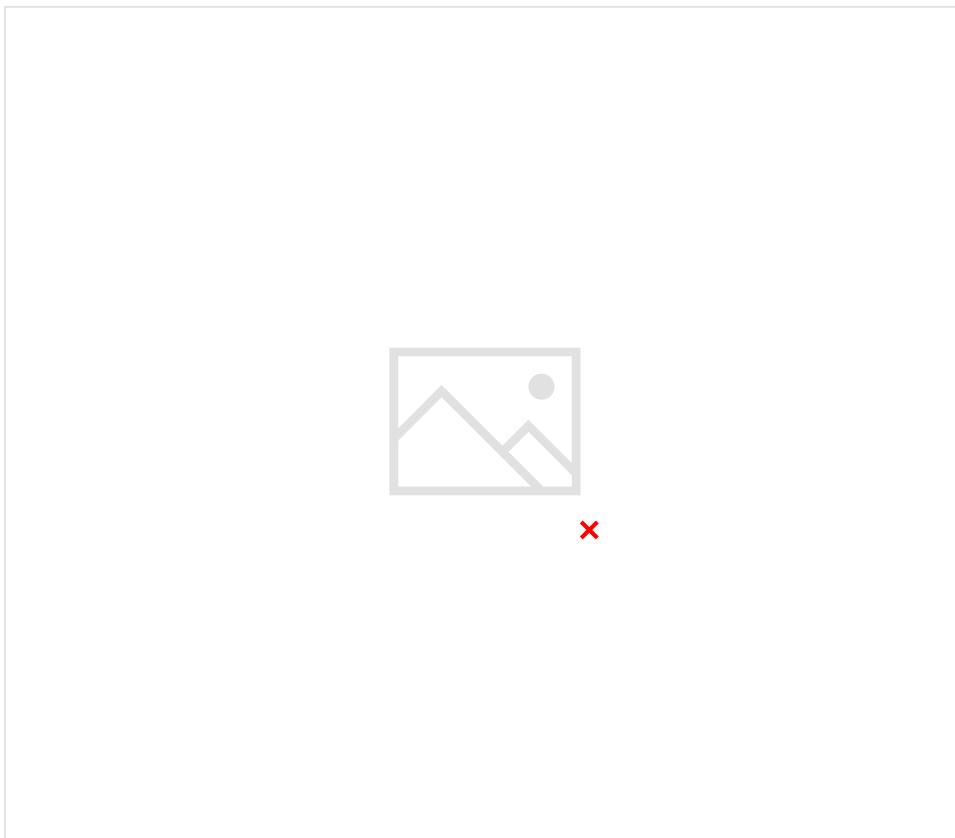
Monday, March 21, 2022 1:51 PM

Before signing on to the VPN, you may need to [manually add the user](#) to the VPN using NOC.

1. Search for Cisco AnyConnect and open the app. If the app is not installed, visit <https://vpn.harvard.edu/> to download and install the app.



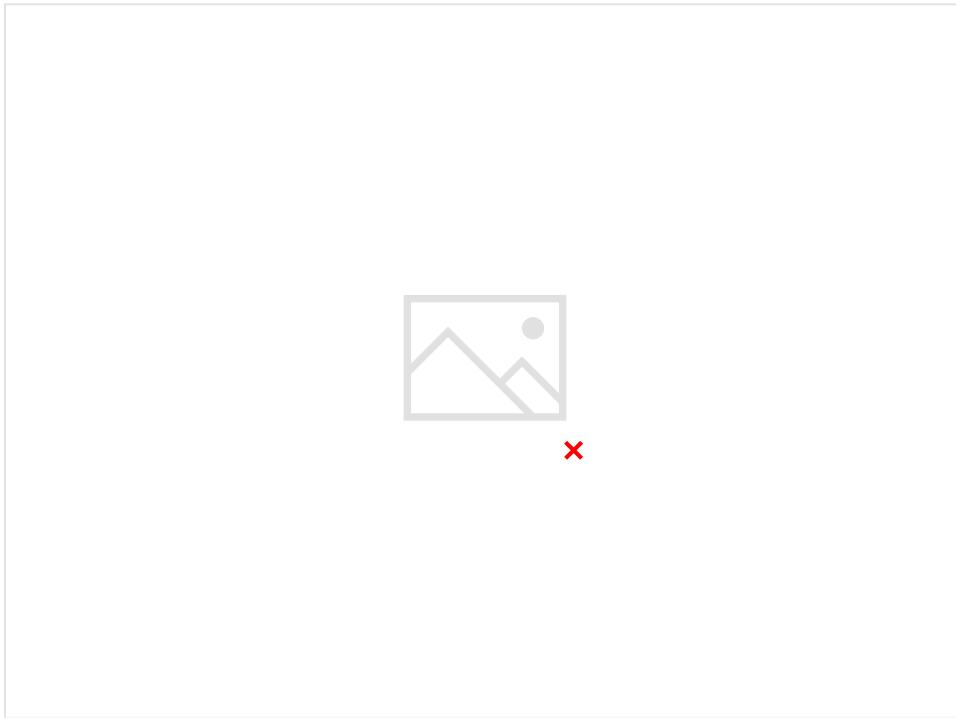
2. Open the app and enter vpn.harvard.edu into the field. Click Connect.



3. The VPN will require the user to login using their HarvardKey credentials. **Make sure to put #hks at the end of the user's email.** This will allow the user to use HKS networked resources like the

printers. For Two-Step Verification Code, enter "**push**" and click **OK**. The user should receive a Duo prompt on their phone. For other verification methods, see below:

- **Push:** To receive a push to your Duo Mobile app to authenticate, type **push** into this field.
- **Passcode:** To enter a code directly, open the Duo Mobile app on your trusted device and tap the lock icon or the arrow next to your account description to reveal a **6-digit verification code**.
- **Phone call:** To receive a call to your trusted device to authenticate, type **phone** into this field.
- **Passcode via text message:** To receive a text message with 10, 6-digit passcodes, type **sms** into this field.



4. After accepting the Duo prompt on the user's phone, accept the prompt on their computer.



5. The VPN is now connected!

How to Activate / Patch a Network Jack

Monday, July 11, 2022 3:19 PM

Sometimes data jacks at HKS will stop working. This guide will detail how to get them back up and running



1. Collect as much information about the data jack as you can. It is recommended to take a picture of the jack itself which may contain the port number or other useful information. You should also collect:
 - a. Location Identifier: Building name and room number
 - b. Jack number: L3041-3 or something similar. Always use the **bottom number** of the jack.
 - c. Port: D1 or D2, check where the cable is connected. It should never be in any port with a V.
 - d. MAC address of attached device (phone, dock, computer, etc): 38:20:65:0D:97:AD

Depending on your location, you should include the correct VLAN information which can be found on [this page](#).

For the next step, you can either send an email in the format detailed below, or create a new ticket with the **HKS - Data Jack or VLAN Update** template and fill in the info you collected in step 1.

2. Email netmanager@harvard.edu with the information you collected above:

Hi Netmanager,

Could you please activate this network jack and switch to VLAN 161?

Location: Taubman

Jack: 2135-1S

Port: D1

MAC of connected printer: 60:12:8B:F7:78:BF

Thanks!

Myles

3. You will get an email saying a ticket has been created. Add this ticket number as a work note in the ticket you are working in. Once the networking team has completed their work, the network jack should be activated and working! You can test this by plugging in a phone set or plugging in a docking station. If the phone lights up/you get an ethernet connection, the jack activation was successful.

VLAN Addresses by HKS Building

Tuesday, June 21, 2022 3:46 PM

List of VLAN addresses by HKS Building

Short description:

Do you need to patch a network jack to get it configured on the hks.internal network? Provide HUIT with the correct VLAN address to make sure that the network jack is properly configured.

How to fill out ServiceNow ticket or ServiceNow template to use:

ServiceNow Template: N/A

Service: HKS Services > Network Services > Wired Connectivity

Category: Request or Troubleshooting

Instructions:

- If a network jack needs to be patched, HUIT Networking Team will need the VLAN address to make sure they are enabling the network jack in the correct network. Although HUIT can figure this out on their own, providing them with the VLAN address you need can help process these requests quicker.
- The list:
201 [HKS:1Brattle:10.108.201.0/24](#)
202 [HKS:Littauer:10.108.202.0/24](#)
721 [HKS:Rubenstein:10.108.208.0/23](#)
722 [HKS:Littauer:10.108.212.0/22](#)
723 [HKS:Belfer:10.108.216.0/22](#)
724 [HKS:124MtAub:10.108.220.0/22](#)
204 HKS:Taubman:10.108.204.0

From <<https://teams.microsoft.com/multi-window/?agent=electron&version=22050101009>>

for Taubman

From <<https://teams.microsoft.com/multi-window/?agent=electron&version=22050101009>>

- Do you need to patch a network jack to the printing network so you can get a staff network printer up and running?
- Please use either one of these following VLANs:
VLAN 96 = For regular network printers (ex. HP Laserjet)
VLAN 97 = For multifunction network printers (ex. Ricoh, Canon, etc.)

Common Issues:

N/A

Related KB articles:

N/A

Discuss this Article:

Microsoft Teams: [Click here](#)

Authored by Alex Costa

Last modified 6 months ago

Permalink to original post: https://harvard.service-now.com/kb_view.do?sysparm_article=KB0015651&sysparm_rank=1&sysparm_tsqueryId=c56a382047981d106b944f53636d439b#

Connecting to Harvard Secure / eduroam

Friday, February 15, 2019 8:36 AM

For instructions on how Harvard staff, faculty, students, and alumni can connect to Harvard's wireless network, Harvard.

External Webpage Source (for most up-to-date directions):

https://harvard.service-now.com/ithelp?id=kb_article&sys_id=8720ee5c0fb0fe802dfe5bd692050eef

Windows

Friday, January 8, 2021 10:56 AM

Microsoft Windows

1. Find the wireless icon in the lower right corner of your task tray, choose **Harvard University** from the menu, and wait for your device to connect to the network.

2.



3. Launch your preferred web browser (Internet Explorer, Firefox, or Chrome) and go to [https://getonline.harvard.edu.](https://getonline.harvard.edu)
4. Choose **I Have a HarvardKey** and you will be directed to the next page.
5. Choose **Connect to Secure Wi-Fi.**
6. Your Windows system should be automatically detected. If it was incorrectly detected, you can select the correct system in the drop-down at the bottom of the page. When ready click the **JoinNow** button to continue.

7.



✗

8. After you click **JoinNow**, an EXE file called **Harvard_Secure_Wireless.exe** will begin to download. Choose to **Run** the EXE.

9.



✗

10. You will be prompted to allow the app to make changes to your device. Click **Yes**.
11. Click **Next**.

12.



✗

13. You will be prompted to enter your **HarvardKey** credentials.
14. You will see **Joined** when the profile is successfully installed.

15.



✗

16. After joining the network click done and verify that you are correctly connected to the **Harvard Secure** wireless network. You may be prompted to select a network type. It is recommended to choose Public Network.

Mac

Friday, January 8, 2021 10:56 AM

IF YOU CAN NOT CONNECT, TRY SELECTING YOUR DEVICE AS IPHONE/IPAD.

Secure follow the directions below.

Connect to Harvard Secure

Follow the instructions below based on the device you're trying to connect:

Apple OS X

1. Locate the wireless icon at the top of your screen and turn it on, if it is not on already.



2. Select **Harvard University** from the wireless menu. If you're not on campus, connect to any network.



3. Launch your preferred web browser (Safari, Firefox, or Chrome) and go to <https://getonline.harvard.edu>.
4. Click **I Have a HarvardKey**. You will be directed to the next page.
5. Choose **Connect to Secure Wi-Fi**.
6. Your Mac OS system should be automatically detected. If it was incorrectly detected, you can select the correct system in the drop-down at the bottom of the page. When ready, click the **JoinNow** button to continue.

7.



✗

8. A file called **Harvard_Secure_Wireless.dmg** will begin to download.

9.



✗

10. Double click the file in your **Download** menu to open it. Or, go to your downloads folder, or whatever destination you use for downloads.
11. Double click the **Harvard_Secure_Wireless** app to install it onto your Mac.

12.



✗

13. You may receive a warning. If so, click **Open** to install the app.
14. Click **Next**.

15.



✗

16. You will be prompted to enter your HarvardKey credentials.
17. You may also be prompted to allow the use of your **MacOS Keychain** to store/retrieve your credentials. Enter in your computer password and select **Always Allow**.

18.



19. After joining the network, click **Done**.

20.



21. You should automatically be connected to **Harvard Secure**, if not, select it from the wireless drop down menu. Verify you are correctly connected to Harvard Secure by visiting another website.

22.



1. If you've previously set up Harvard Secure on this device, delete prior profiles.
2. Open the **System Preferences** control panel and launch the **Profiles** panel.

3.



✗

4. Select the **Harvard Secure** profile, click the [-] button at the bottom, and then confirm the deletion by clicking **Remove**.

5.



✗

iOS and Android

Monday, January 11, 2021 07:08

Apple iOS

1. If you've previously set up Harvard Secure on this device, delete prior profiles. If you have no previous Harvard Secure profile, you can skip to Step 7.
2. Open **Settings** and launch the **General** control panel.

1.



1. Tap **Profiles**.

2.



✗

1. Tap the **Harvard Secure** profile, and tap **Delete Profile**.

2.



✗



3. You will then be prompted for your passcode. Enter it.

4.



5. Confirm the deletion of the profile by tapping **Delete**.

6.



✗

7. Tap **Harvard University** in the Wi-Fi menu. If you're not on campus, connect to any network.

8.



9. Launch Safari and open <https://getonline.harvard.edu>.
10. Tap **I Have a HarvardKey** and you will be directed to the next page.

11.



✗

10. Choose **Connect to Secure Wi-Fi**.



11. Your iOS system should be automatically detected. Tap **Sign in**.



12. A browser will appear and prompt for your **HarvardKey** credentials. Enter them.



13. Tap **JoinNow**.



14. Tap **Allow**.



15. Tap **Close** and open up the **Settings** app.



16. After opening **Settings** select **Profile Downloaded**.



17. Tap **Install**.



18. Enter your iOS passcode to authorize the installation of the profile.



19. Tap **Install** to confirm the installation.



20. Profile is now successfully installed. Select **Done**.



21. Set up is complete. Check to make sure you are now connected to **Harvard Secure** from the Wi-Fi menu.



Android

1. Choose **Harvard University** from the wireless menu and wait for your device to connect to the network. If you're not on campus, connect to any network.

2.



✗

3. Launch your web browser and open <https://getonline.harvard.edu>.
4. Tap **I Have a HarvardKey** and you will be directed to the next page.

5.



✗

6. Tap **Connect to Secure Wi-Fi**.

7.



8. Your Android system should be automatically detected. If it was incorrectly detected, you can select the correct system in the drop-down box at the bottom of the page. To download the **SecureW2 JoinNow** app, tap **Download** to proceed to the Google Play Store.



9.



10. Install and open the **SecureW2 JoinNow** app.

11.



12. Tap **Next**.

13.



✗

14. You will be prompted to enter in your **HarvardKey** credentials. Enter them.

15.



16. Set up is complete. Check to make sure you are now connected to **Harvard Secure** from the Wi-Fi menu.

17.



Linux

1. Find the wireless icon and choose **Harvard University** from the menu and wait for it to connect. If you're not on campus, connect to any network.

2.



3. Launch your preferred web browser and open <https://getonline.harvard.edu>.
4. Choose **I Have a HarvardKey** and you will be directed to the next page.

5.



✗

6. Choose **Connect to Secure Wi-Fi**.

7.



✗

8. Your Linux System should be automatically detected. If it was incorrectly detected, you can select the correct system in the drop-down box at the bottom of the page. When ready, click the **JoinNow** button to continue.

9.



✗

10. Download and run the Python script. (You may need to run as a super user).

11.



✗

12. Type **Next**.

13.



✗

14. You will be prompted to enter your **HarvardKey** credentials.

15.



✗

16. After joining the network please verify that you are correctly connected to the **Harvard Secure** network.

17.



✗

Overview

Friday, April 14, 2023 10:29 AM

The Moves Automation Form can be filled out for 1 or more staff or faculty at HKS that are moving offices. Once submitted, it will notify CPO that they will need help moving furniture and other office supplies and IT that they will need help moving technology and setting it up properly in the new location.

The user will receive a confirmation email once the form is submitted, and later be contacted by IT and CPO during the moving process. If there are 3 or more people taking part in the move, CPO or IT will need to approve it before proceeding. The user will be notified to contact CPO or IT if their approval request for the move is denied, then they can resubmit their form and request approval again once the problem has been resolved.

Instructions - IT Partners

Friday, April 14, 2023 9:53 AM

Description

The Moves Automation Form can be filled out for one or more people taking part in a move between office locations. It helps CPO determine who needs help from a moving company and who needs IT support to move their computers and monitor setups to ensure a smooth transition between office locations. The form can be filled out online through Microsoft Forms by downloading a copy of the form template and submitting it with the information of each participant.

Instructions

Step 1: Fill out the Moves Automation Form online at [Microsoft Forms](#)

Once you click the SharePoint link on the form to download a copy, make sure you read the instructions sheet before filling out the moves information. Click **enable editing** on Excel in order to begin adding information to the Moves sheet.

Each person listed on the moves form is **REQUIRED** to have either their name or HUID listed in order for a ticket to be made for them. When filling out the form, make sure to scroll to the right to not miss any fields of information. Once it's filled out completely, submit the copy through the Microsoft Form.

Step 2: You should receive a confirmation email

Once you've submitted your form, you will receive a confirmation email regarding the move. If it is a move with 3 or more participants, it may take longer to process as CPO is required to review and approve the move information before proceeding.

IT and CPO will reach out to you for any questions or missing information that they may need to complete the move process. If CPO does not approve your move, you will be notified to reach out to CPO about steps that need to be taken before the move is approved and processed. Once the information on the form has been corrected, resubmit the form for IT and CPO.

Step 3: CPO and IT will reach out and contact you to complete the move process

Once IT and CPO have processed your form, IT tickets will be created for each participant in the move, and HKSIT will reach out to each participant. CPO will also be in contact for a moving company and other collaboration to make sure the move can take place smoothly.

Instructions - Service Center

Friday, April 14, 2023 9:53 AM

Instructions

Step 1: You will receive tickets for each participant

Once a form has been submitted, it will be sent to CPO for approval and Alex will be notified that a move has been submitted to be processed. If the move has 3 or more participants, CPO or IT will be required to approve the move before tickets are created to be processed.

If a move is not approved, tickets will not be created and the user will have to resubmit their form with the corrected information. After the form has been resubmitted and approved, the flow will create tickets for each participant. For each ticket received, reach out directly to the person moving and work with them to figure out a time to move their computer set up, printer, or any other technology they may need help with.

Step 2: Help them move their technology

Work with the customer to move any monitors, printers, computers, phones, or other HKSIT technology that they need moved. This will likely need to occur after furniture and other things have been moved so that there is a proper space to set up everything and make sure it is all working again, but work with the customer to figure out what time would work best for them.

If information on the participant is missing, you can contact the person of contact who submitted the move form. Their information will be provided on each ticket in case the participant is not responding or doesn't have contact information.

Each ticket should contain info on the moving to and from locations, moving date, and any additional comments that the point of contact included.

Common Troubleshooting

Friday, April 14, 2023 10:29 AM

The user should receive a confirmation email once they submit their form. If it is 3 or more people, CPO will be required to approve the move before the flow continues. If no emails are sent to the HKSIT email account to create tickets for each participant or if no email is sent notifying the customer that their approval request was denied, the flow will fail. If the flow fails due to this or any other error, Alex will be notified that an issue occurred and sent the link to the form that caused the flow to fail.

If an IT ticket was not created for a person on the form submitted, double check that the customer provided either a name **OR** HUID. Without this information, a ticket will **NOT** be created for them.

If you edit the flow and are unable to find the dynamic variables for the information in each Excel table row, you can write an expression with the format:

```
items('For_each_table_row')?['First Name']
```

The section of this expression "First Name" represents the name of the column that you need the information from. This can be replaced with whichever column you would like to get information from.

If the user who submitted the form hasn't had a response from IT or CPO, the form may still be pending approval. The flow will pause until approval is granted and then tickets can be created. Either IT **OR** CPO must approve or deny the request before the flow continues.

Overview

Friday, April 14, 2023 10:29 AM

The MultiUser Automation Flow is a Microsoft Power Automate flow that allows IT partners to submit an Excel spreadsheet to help with the onboarding process. The Excel form is submitted to a Microsoft Form, which through the flow is used to create two tickets per person. Each completed row in the form will create a Phone and Directory ticket, as well as a Computer ticket.

Instructions - IT Partners

Friday, April 14, 2023 9:53 AM

Description

This flow is used to make the process of onboarding easier for IT partners in charge of fellows, new employees, or summer interns. This form creates tickets to update each new user's phone line, directory listing, and to get a laptop set up for them.

Instructions

Please fill out a row for each individual, filling in the information specified in each column. Some columns have dropdown menus to select from a specified list of options. For each person listed, two tickets will be created, one to have their phone and directory information updated, and another for their laptop. If the laptop is a reassignment, please communicate with the technician assigned to the ticket

Step 1: Download the Excel Form

Located on Knet <Link>, please download the attached Excel form to a recognizable place on your computer.

Step 2: Fill Out the Form

Please fill out the Excel form, filling out one row for each person with their correct information. Each row will create tickets to update the person's phone, directory, and computer information.

Step 3: Work with an IT Technician to get the Computer to the User

If the person specified in the Excel spreadsheet is having a computer reassigned to them, please work with a technician from the IT Service Center to have it reassigned. If it is a new computer, you will receive communication on when the computer is ready. In both cases, please organize a time on the person's first day to get their computer set up at the Service Center. To ensure that everything goes smoothly, please make sure that the user's HarvardKey has been claimed at least 24 hours before their first day.

Instructions - Service Center

Friday, April 14, 2023 9:53 AM

Instructions

Phone and Directory Ticket

Please confirm on MIDAS that the user's directory information matches the information submitted. If it does not, update their directory information. These changes take around 24 hours to appear.

Check the Hph Directory to see if the user has a phone line assigned to them. If so, make sure that the number, as the location matches. If any of the information needs to be changed, submit a request with the updated information.

Computer Ticket

Reassignment

Send the IT contact an email to organize how you will receive the laptop specified for reassignment. After getting the laptop, reimage it according to [HOW TO: Reimage PC](#) in the guide. When this is done, contact the IT partner to book a time on the user's first day.

New Machine

Submit a Stockroom Request using <Link> to request the computer. Once you receive notification that the computer is on the config shelf, image it according to [PC Imaging / Configuration Guide](#) in the guide. When imaging is completed, reach out to the IT partner to book an appointment on the user's first day.

Common Troubleshooting

Friday, April 14, 2023 10:29 AM

All of the Variables that don't seem to be needed are needed. Power Automate has some weird bugs, and without the variables being initialized, some things don't work. In addition, if you are attempting to add things to this flow, and everything looks like it should be working but it is saying it cannot find the information, try creating a variable to see if it will work.

If you do not receive the laptop specified for a reassignment, reach out to the IT partner that submitted the request to organize a time to drop it off.

If you consistently are having to reach out for more information, consider adding another column to the Excel form on the SharePoint.

Overview

Friday, April 14, 2023 10:29 AM

The following instructions are on how to use the Stockroom request form, how to make changes and provides a basic overview of what it does.

Instructions - Service Center Technicians

Friday, April 14, 2023 9:53 AM

Description

This outlines the process for the technicians when they need to submit a request for items from the Stockroom

Instructions

Step 1: Find the Inventory Request Form under [Quick links](#) or [Here](#).

Fill out the form. The form will ask for the ticket number and the customer name so have that information ready.

Step 2: Get all the Information from the ticket, either under chargebacks created, or everything that is before "from stock"

Fill out the form with the items requested in the ticket, and then find the billing code under the "Form Submission" tab on the ticket.

Step 3: An email notification will be sent to you once the ILT/TSS processes the request.

Once the email notification comes in, either your items are ready on the configuration shelf or your request will be rejected for whatever reason, the reason should be specified in your email notification.

Instructions – ILT/TSS

Friday, April 14, 2023 9:53 AM

Description

This outlines the process for the ILT/TSS for when they need to process a stockroom request for accessories or laptops.

Instructions

Step 1: A technician submits a request through the Inventory Request Form.

Technicians fill out a form to submit an inventory request. This should prompt for an approval on the ILT/TSS's teams app and/or on the power automate app. It is recommended that the ILT/TSS have the teams app on their phone so that they do not need their laptop to complete the request.

Step 2: Move the requested items from the Stockroom over to the config shelf.

Write the INC number and the name of the customer receiving the item on the box of the item itself, if it is a small item, then write it on a sticky note to put on the item. This information can be found in the approval.

If there is a laptop in the request, the following should be changed on the laptop on asset management:

<i>Status</i>	In Transit
<i>Sub Status</i>	Reserved
<i>Stockroom</i>	HKSIT Service Center

Step 3: Approve the request on Teams, Power Automate, or Outlook

Once the request has been completed, the technician will be automatically notified that the request has been completed and that their items are on the configuration shelf. The items will be automatically deducted from the stock count in the Accessory Stock spreadsheet.

Note: The reject option is for requests that cannot be completed due to a certain reason, if the ILT/TSS ever feels this way, then they must write a comment as to why they rejected the request BEFORE the request gets rejected.

Step 4: Change the ticket to assigned status

Make sure the ticket is in Assigned status and that the tag is Ready if it isn't already.

Adding/Changing Items

Monday, May 1, 2023 11:01 AM

Step 1: Make changes to the Qualtrics form

Add/change items that are already in the categories in Q6, by going to the corresponding questions related to each category.

If a new category needs to be made, then refer to ...

Step 2: Move the requested items from the Stockroom over to the config shelf.

Write the INC number and the name of the customer receiving the item on the box of the item itself, if it is a small item, then write it on a sticky note to put on the item. This information can be found in the approval.

If there is a laptop in the request, the following should be changed on the laptop on asset management:

Step 3: Approve the request on Teams, Power Automate, or Outlook

Once the request has been completed, the technician will be automatically notified that the request has been completed and that their items are on the configuration shelf. The items will be automatically deducted from the stock count in the Accessory Stock spreadsheet.

Note: The reject option is for requests that cannot be completed due to a certain reason, if the ILT/TSS ever feels this way, then they must write a comment as to why they rejected the request BEFORE the request gets rejected.

Step 4: Change the ticket to assigned status

Make sure the ticket is in Assigned status and that the tag is Ready if it isn't already.

FAQ

Friday, April 14, 2023 10:29 AM

How to Remove Computers from AD

Monday, May 23, 2022 4:02 PM

HUIT UnivAD: university.harvard.edu



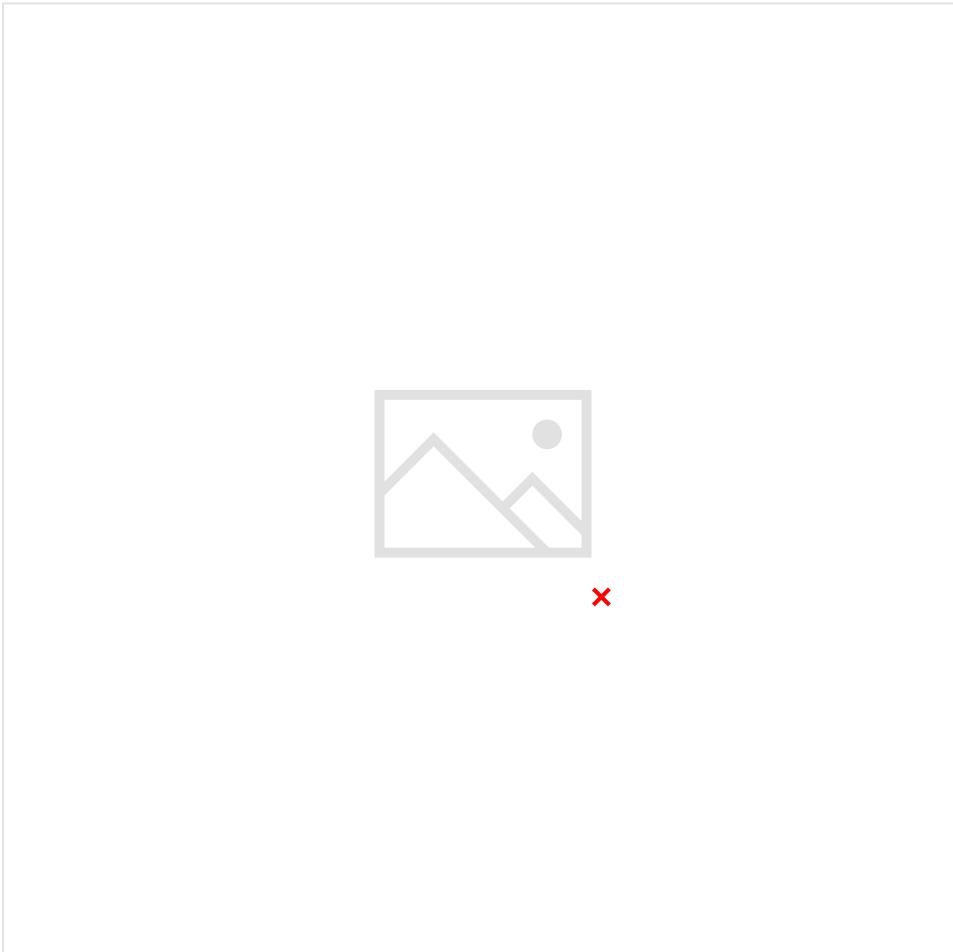
1. Pin Active Directory Users and Computers to your taskbar. While holding Shift, right-click on AD. Click Run as different user.



2. In the Windows Security box, enter your AT2 credentials. Click OK.



- When AD opens, right-click on university.harvard.edu and then click Find...



4. In the Find Computers window, change the Find option from users/groups to Computers using the drop down. Enter the name of the computer you want to delete in the Computer name field. Click Find Now. If a result is returned, right-click on the device and click Delete. This will remove the computer object from UnivAD.

Introduction - Bomgar

Saturday, March 4, 2023 8:55 PM

Description:

Bomgar is a remote support and access tool that allows users to remotely access and control desktops, laptops, servers, and mobile devices. It provides secure and reliable connections through a variety of communication channels, including LAN, WAN, and the internet.

Bomgar offers a variety of features that enable efficient remote support and access. For instance, it allows technicians to remotely diagnose and fix issues, transfer files, chat with end-users, and record sessions for later review. Additionally, it provides granular control over access permissions, allowing administrators to restrict access to sensitive systems and data.

Overall, Bomgar is a powerful tool for IT support teams, help desks, and other professionals who need to remotely access and control devices. Its robust security features, ease of use, and flexibility make it a popular choice for organizations of all sizes.

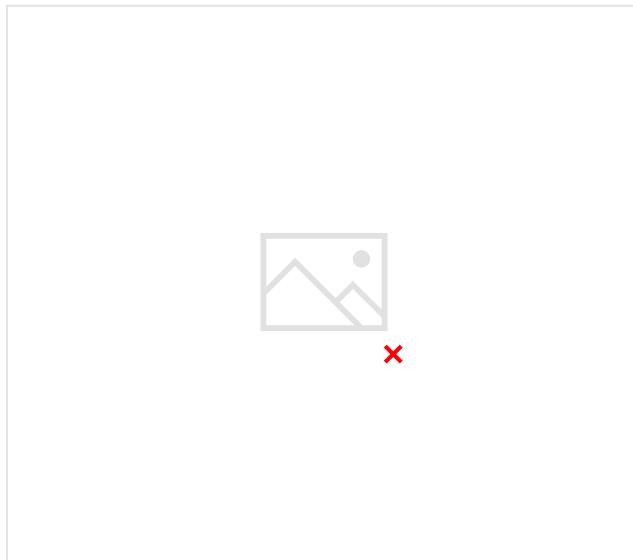
HOW TO USE: Bomgar

Monday, January 10, 2022 11:48 AM

1. Download and install Bomgar. You will have to ask Horacio or Alex to create a ticket with HUIT so a Bomgar license can be assigned to your profile. You should get an email with login information soon after the request is submitted.



2. After installing Bomgar you will need to log in using the supplied credentials. You may be asked to change your password when you first sign in. Click Login.



3. After logging in you will see the main Bomgar interface. From here, click on **Start...** to start a support session.



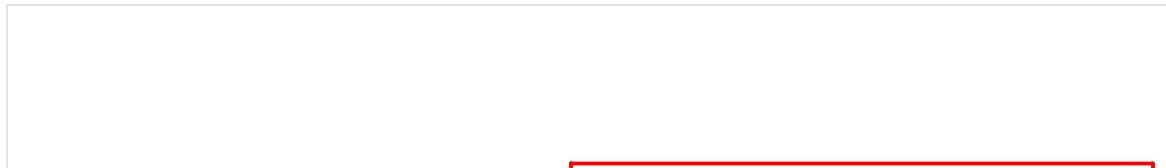
4. You will see the <https://harvardhuit.bomgarcloud.com> address and your name with a number. Tell the user to go to <https://harvardhuit.bomgarcloud.com> and click on your name.



The user's view will look like this:



The user will be asked to download and run a program. This step is required and will allow you to connect to their system. The user needs to click on the **Open To Start Support Session** download:





5. When the customer has opened the program, you will see the user in your queue. **Double click on their name** or click on their name and then **Accept**.



6. Click on the green play button to start screen sharing:



✗

The user will have to click Allow in order for you to see their screen. After this, you may have to instruct the user to enable additional features:



✗

Mac users will need to enable additional features in order for Bomgar to work properly:



7. You will now see the user's computer and will be able to interact with their computer, but you will need elevated privileges to have total control. Click on the banner that says Click here to elevate Privileges.



The user will be prompted to enter their credentials after clicking yes on the popup. You will have elevated privileges after the user enters their credentials.



✗

8. You are now connected with full access to the customer's computer.



✗

Verifying CrowdStrike is Running

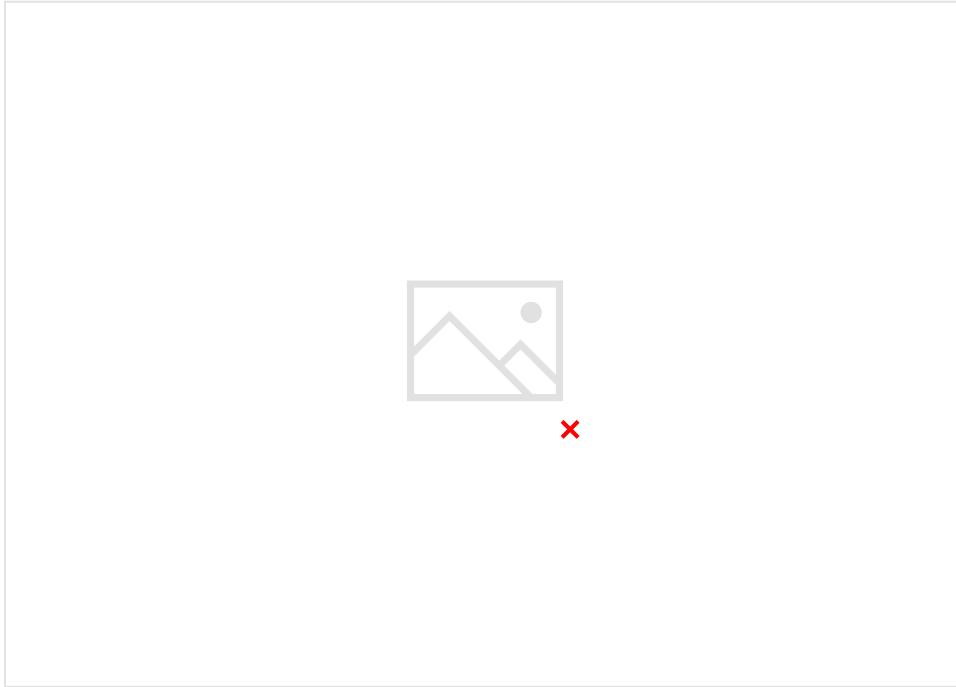
Monday, January 11, 2021 07:24

Windows

To validate that the sensor is running on a Windows host via the command line, run this command in an elevated command prompt:

- sc query CSFalconService
- sc query csagent

If you see **STATE: 4 RUNNING**, CrowdStrike is installed, licensed, and running.



MacOS

1. You can check that the CrowdStrike Falcon Sensor is running by typing a command in a Terminal window. First, in order to open Terminal, please navigate to the Spotlight Search function in the top-right corner and search "Terminal".
2. Once the Terminal window appears, type
 - a. sudo /Applications/Falcon.app/Contents/Resources/falconctl stats.
 - b. If the command is successful, you should see the CS server the local agent is connected to.



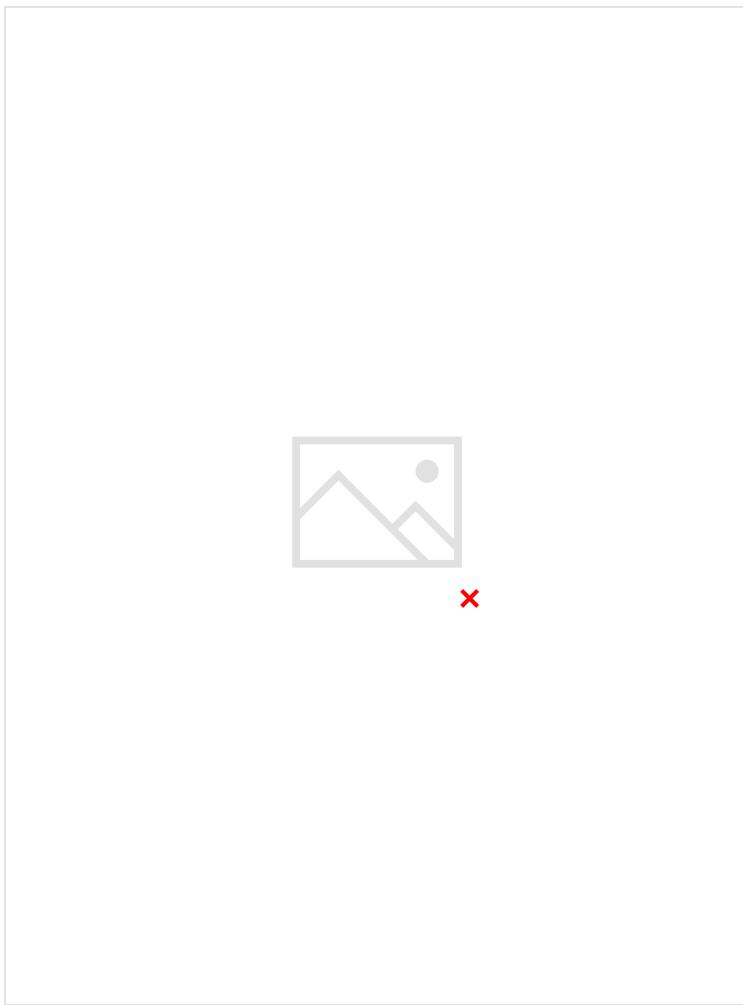
- a. If you see "command not found," then CrowdStrike versions 6.11 and above is not installed.
 - The Mac may have an earlier version of CrowdStrike installed that hasn't updated yet. For CrowdStrike versions below 6.11, try typing in **sysctl cs** and then press the return key.
 - If you do not see the "cs.sensorid" or "cs.version field" but see "unknown oid 'cs'", then CrowdStrike is not installed on the machine.

HOW TO: Remove Windows Computer by Serial Number

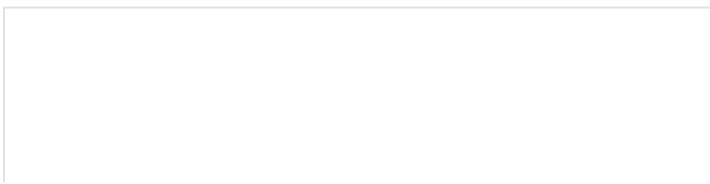
Thursday, January 12, 2023 3:44 PM

Instructions:

1. Shut down and disconnect any network connections of all computers to be deleted out of the SCCM database.
2. Launch the HUIT ToolKit on an HKS IT laptop. You will need to be connected to the network
3. Click the radio button for SCCM.
4. In the dropdown menu, select Delete by Serial Number.



5. Click Run to launch the Delete from SCCM applet.
6. Type the serial number(s) of the computer(s) that need to be deleted.
 - i. For multiple serial numbers, each serial number gets a line.
 - ii. Be sure there are no accidental leading or trailing spaces in serial entries.





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✗

iii. Confirmation will be given of all serial entries being deleted. Minimum wait time is 30 seconds for one serial and can be longer depending on how many serials are deleted.

7. Imaging or retirement of computers can continue at this point.

HOW TO: Finding Bitlocker Recovery Keys

Wednesday, March 16, 2022 3:38 PM



1. Open HUITToolKit.exe located in <C:\ProgramData\HUIT>. Select **SCCM** at the top and then select **SCCM Bitlocker Management** from the dropdown. Click **Run**.





2. When the Bitlocker Management window opens up, click the **Recovery** tab at the top. Select the type of identify you wish to search with, and enter the appropriate info into the box (in this case the serial number is used). Click on **Get Key** to receive the BitLocker recovery key.

***This method will only work if the computer has been migrated to the HUIT ESM SCCM instance. This information relies on results found in [HUIT ESM SCCM](#).**

HOW TO: Granting Admin Privileges

Monday, February 28, 2022 1:05 PM

Description

These guides show how to grant a user admin access either remotely or on-campus.

HOW TO: Rename HKS Computers

Friday, March 4, 2022 10:07 AM

Windows

1. Open the **HUITToolkit.exe** executable in <C:\ProgramData\HUIT>
2. Click on the **Provisioning** bubble at the top, select **Domain Joining Utility** from the dropdown menu, and then click **Run**.



3. In the Domain Joining Utility window, enter your **AT2 account** information. From the Group dropdown, select **HKS**. Make sure **Make User Admin** is checked, and add the user's **NetID** to the **User ADID box**. Add the user's initials to the initial boxes as the rename **will not work unless we fill every box**. Click on **Generate Name** to generate a generic computer name. We will be overriding the name, so make sure the **OverRide** box is checked. Enter the [department OU](#) and user's NetID in the name box. Click on **Rename**. After clicking Rename, click on **Restart Computer** when prompted.



✗

4. After the computer restarts, type `\` into the username field of the Windows login screen. This should show the new name of the computer.

MacOS

1. Log in to the make using **ITFSA**.
2. Open a terminal and type these commands. They must be executed one by one:
 - a. `sudo scutil --set HostName NEW-MAC-NAME`
 - b. `sudo scutil --set LocalHostName NEW-MAC-NAME`
 - c. `sudo scutil --set ComputerName NEW-MAC-NAME`

You may be prompted for the ITFSA password as you enter these commands.

3. Reboot after all of these commands have been entered.
4. After rebooting, the computer will be renamed.

Remote

Monday, February 28, 2022 1:08 PM



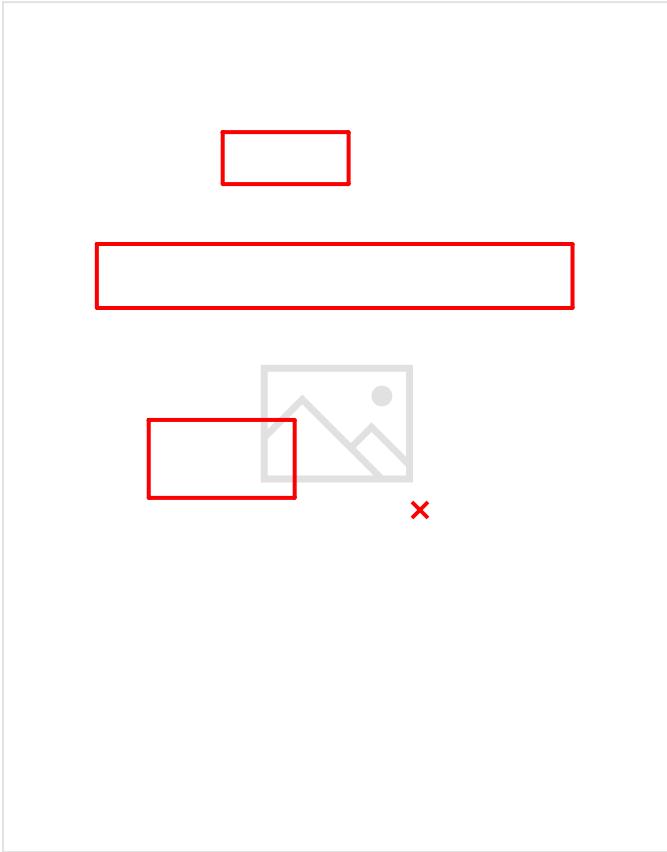
✗

1. Connect with the user over [Bomgar](#) and make sure they are connected to the #hks tunnel of the VPN.

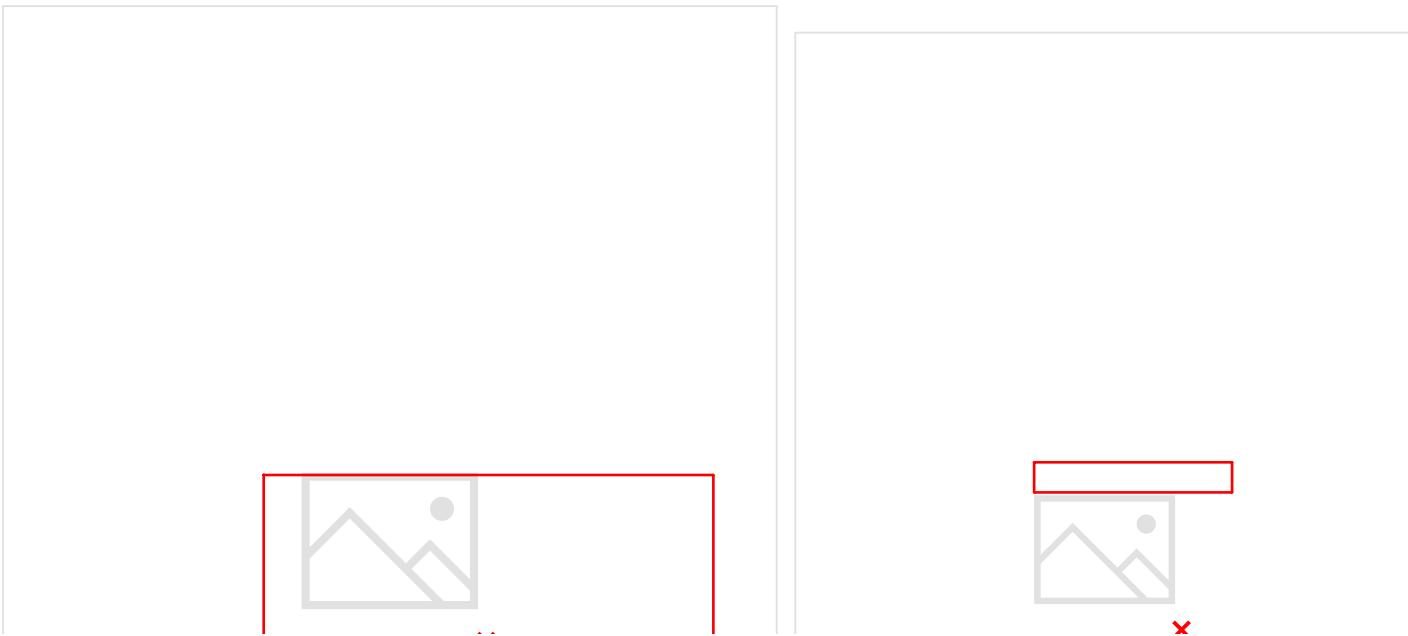


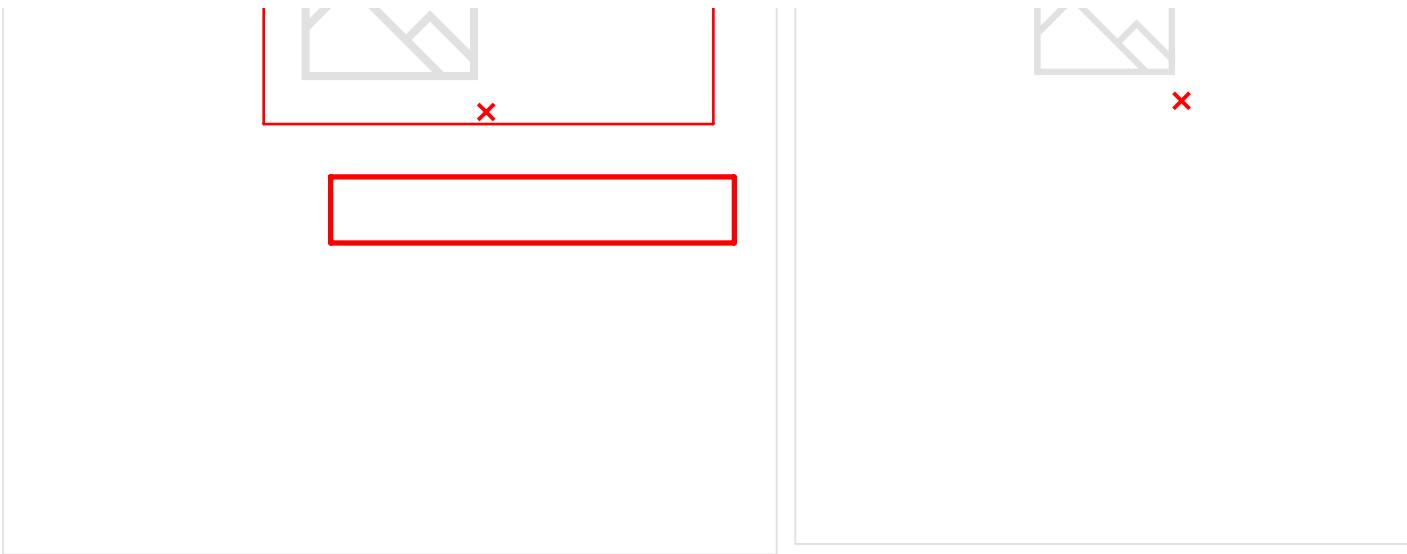
✗

- To generate an administrator password, navigate to <C:\ProgramData\HUIT> on your own Windows machine and open the HUIT Toolkit, named **HUITToolKit.exe**.

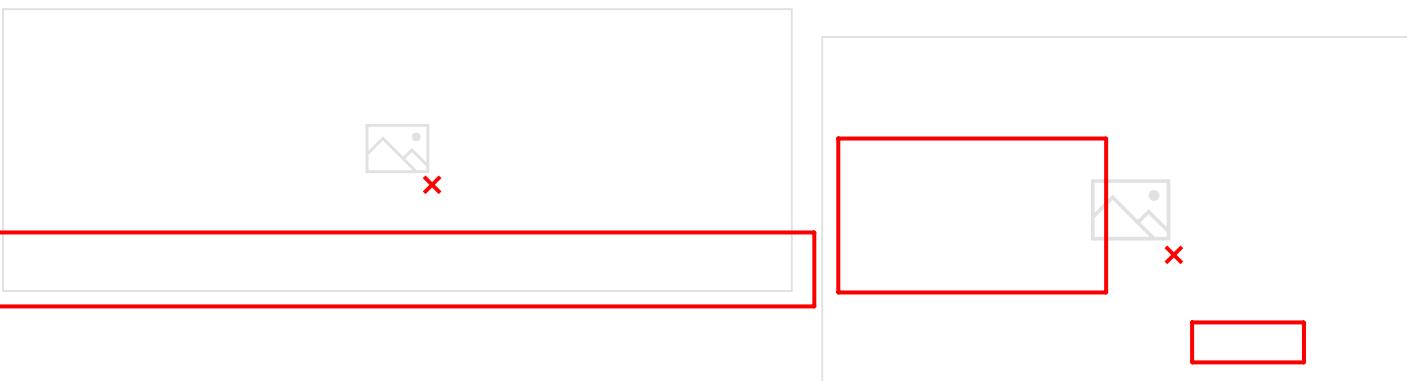


- Select **Microsoft** from the top bubbles and then select **LAPS Lookup** from the dropdown menu. Click **Run**.





4. In the new LAPS window, enter your AT2 account username in the Tech Username field. Enter your provided AT2 password in the Tech Password field. For Computer Name, use the name of the computer **that you wish to log on to**. This information will be available on the right side of the Bomgar window. Click **Search** after filling in all necessary fields. **You will use the resulting Password output to elevate yourself in Bomgar.**



5. In the Bomgar Window, click on the banner to elevate your privileges. Select Specific User, and then type **.\\Administrator** in the User Name field. **Type the Password you got from LAPS into the Password field.** Click **OK**.



6. Search for Computer Management and open it as Administrator. When the credential prompt comes up, sign in with .\Administrator and the **LAPS generated password** again. Click **Yes**.



X

7. Proceed with adding the user to admin by navigating to Local Users and Groups, Groups, and then double-clicking on Administrators. Click on Add, and when the new dialog box shows, type the user's NetID or email address into the object name box and click on Check Names.



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8. When prompted for network credentials, use your normal netID or AT2 account.
9. The user has been added as an Administrator and will have elevated access after rebooting.

On-Campus

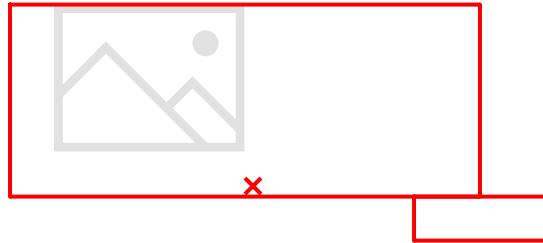
Monday, February 28, 2022 1:08 PM



1. To generate an administrator password, navigate to <C:\ProgramData\HUIT> on your own machine or the customer's machine and open the HUIT Toolkit, named **HUITToolKit.exe**.



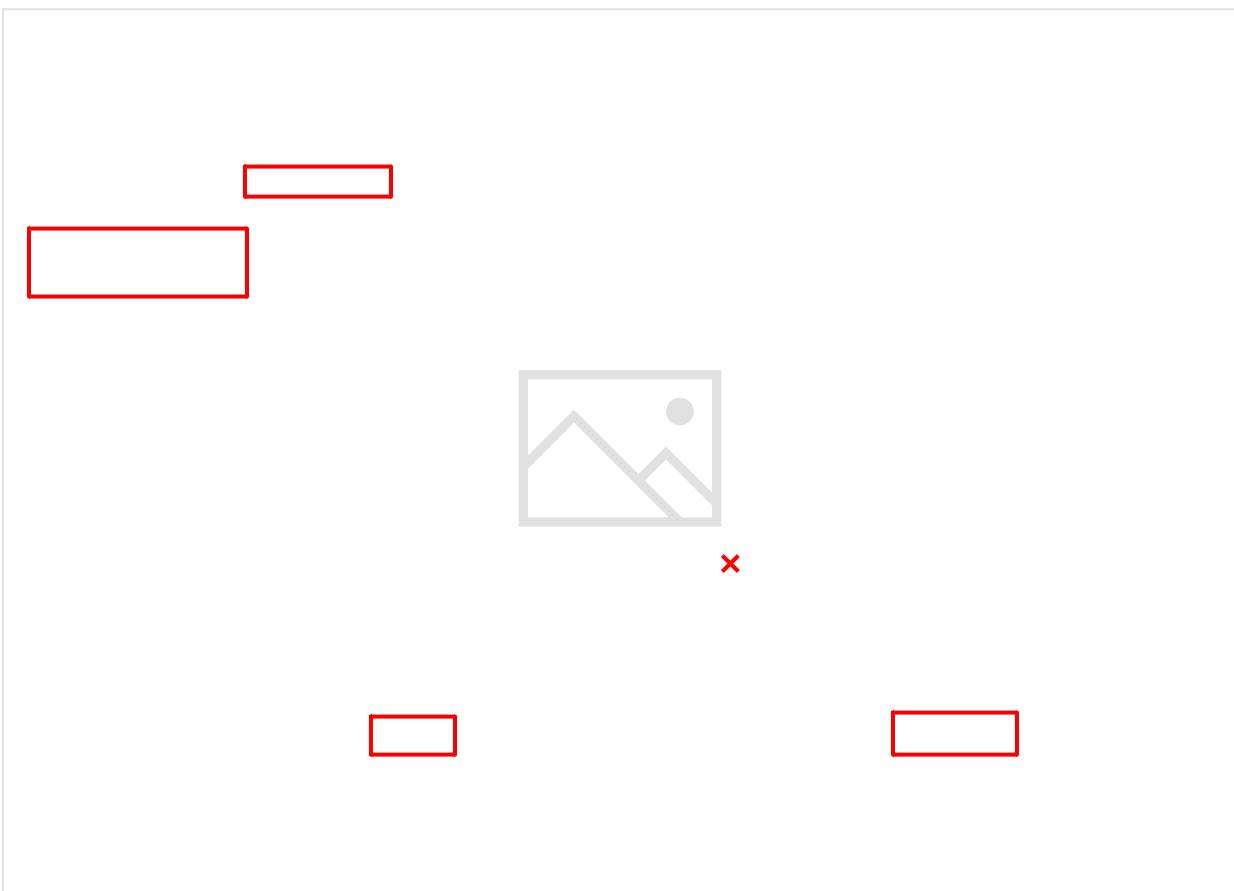
2. Select **Microsoft** from the top bubbles and then select **LAPS Lookup** from the dropdown menu. Click **Run**.



3. In the new LAPS window, enter your AT2 account username in the Tech Username field. Enter your provided AT2 password in the Tech Password field. For Computer Name, use the name of the computer **that you wish to log on to**. After filling in all necessary fields, Click on **Search**.



4. Search for Computer Management and open it as Administrator. When the credential prompt comes up, sign in with **.\\Administrator** and the **LAPS generated password** again. Click **Yes**.



6. Proceed with adding the user to admin by navigating to **Local Users and Groups, Groups**, and then double-clicking on **Administrators**. Click on **Add**, and when the new dialog box shows, type the user's **NetID or email address** into the object name box. Click on **Check Names**.



✗

7. When prompted for network credentials, use your AT2 account. Click **OK**.
8. The user has been added as an Administrator and will have elevated access after rebooting.

HOW TO: Sign In to Local Admin on HKS Computers migrated to UniversityAD (LAPS)

Monday, February 28, 2022 4:40 PM

Description:

As ITFSA is now disabled on HKS machines, it is important to know how to sign in to UnivAD-managed machines using LAPS. Local Administrator Password Solution, or LAPS, allows a tech to securely sign in to UnivAD managed machines using a temporarily generated password. The local administrator account functions the same way as ITFSA, but is much more secure.

On-Campus

Monday, February 28, 2022 4:46 PM

1. To generate an administrator password, navigate to <C:\ProgramData\HUIT> on your own machine and open the HUIT Toolkit, named **HUITToolKit.exe**.
2. Select **Microsoft** from the top bubbles and then select **Lookup** from the dropdown menu. Click **Run**.



3. In the new LAPS window, enter your AT2 account username in the Tech Username field. Enter your provided AT2 password in the Tech Password field. For Computer Name, use the name of the computer **that you wish to log on to**. After filling in all necessary fields, Click on **Search**.



4. Once the Password has been generated in LAPS, you can sign in to the computer with the username **.\\Administrator** and the **LAPS generated Password**.



✗

Saturday, March 4, 2023 9:03 PM

ACCESS REQUEST

Friday, November 11, 2022 11:10 AM

Instructions

The Form link is located below. Make sure to fill out the form precisely how I have it listed below. Thank you!

School / Business Unit: Harvard Kennedy School

Department: Information Technology

Supervisor: Alex Costa

Business reason: "As a member of the HKS IT Service Center Team, I frequently receive requests to perform account-related activities, including password resets that require identity-proofing, from faculty, staff, fellows and students. We need to use MIDAS to effectively identity-proof and verify one's affiliation with the University. Please note, I need BasicManager access rights on MIDAS."

Request Access to SSN/National ID: No

ServiceNow Form URL

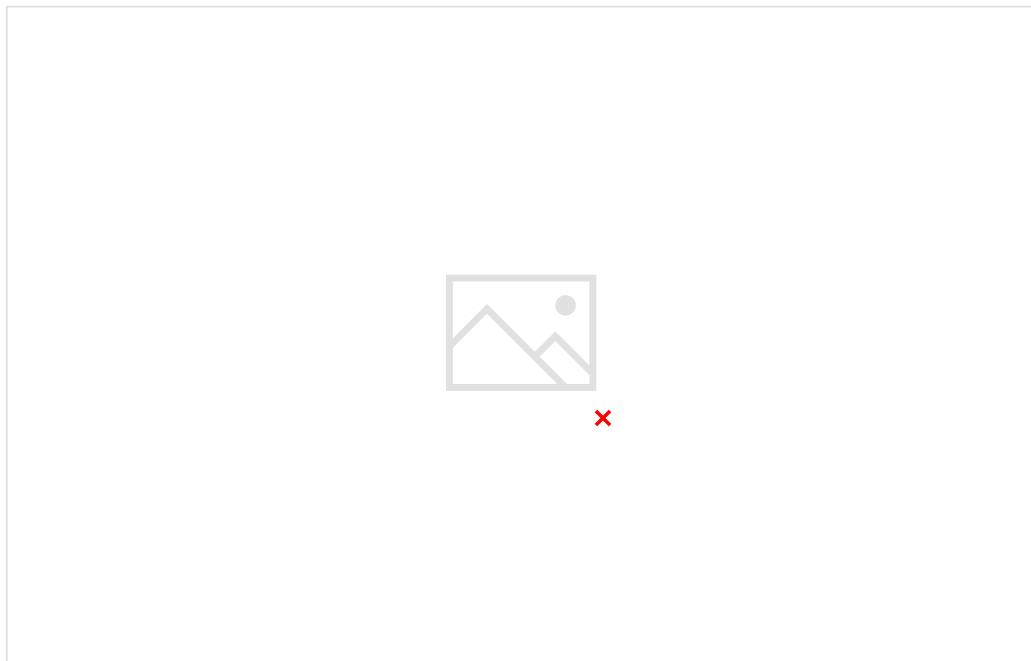
https://harvard.service-now.com/ithelp?id=sc_cat_item&sys_id=db02f52b2bd12e00245f47f217da15f7

HOW TO: Update Directory Information

Wednesday, March 30, 2022 8:12 AM

Instructions

1. The directory ticket will specify which user needs to be updated. In this example, it is Akash Deep who needs his location/room number updated.
2. Open up [MIDAS](#).



3. Enter the user's **HUID** provided in the ticket and click **Search**.
4. Find the user's directory listing and click the **Edit** button on the right.



5. Enter the user's new directory information provided in the ticket. Click **Save**.



6. Send the requestor an email in the ticket that the user's directory listing has been updated and could take up to a day to show system-wide.

Looking up Computer Information

Monday, March 7, 2022 12:17 PM

Windows:



1. Navigate to https://uiswapps1000012.university.harvard.edu/reports/report/ConfigMgr_ESM/.ESM%20Custom%20Reports/HUIT%20-%20Computer%20Details%20-%20Multi%20Search and log in with your **NetID and Hkey password**. Enter any information you know about the computer or user and click **View Report**. For example, searching for a user's NetID will return computers that they are signed in to and also computers they have recently used. The search results will include fields like serial number, Windows version, IP, MAC, hardware specifications, and other measures like last boot time/date.

This form searches the HUIT ESM instance of SCCM and displays the results in an easily accessible form.

Mac:





✗

1. Navigate to <https://casper01.cadm.harvard.edu:8443/computers.html> and enter the name of the Mac. The search results will return the computer you are looking for. When you click on the computer name, details about the machine are available under each category on the left.

HOW TO: Remove Computers from SCCM

Tuesday, May 24, 2022 1:55 PM

[uiswapps1000012.university.harvard.edu - ESM - HUIT ESM](#)



✗

1. Open Microsoft Endpoint Configuration Manager and click on Devices.



✗



×

2. Search for the computer name in the Search box. You can type part of the computer's name or the whole thing. When you find the device you are looking for, right-click and click Delete. This will remove the computer object from HUIT SCCM.

Latitude 7320/7330/7430

Friday, May 5, 2023 2:28 PM

[FIX] Microphone Disconnecting

Friday, May 5, 2023 2:29 PM

Description

A problem trend occurred with the Dell Latitude 7330 / 7430 laptop line where the microphone had a tendency of randomly disconnecting.

Instructions

Uninstall/reinstall hardware and driver

1. Open Device Manager and expand *Audio inputs and outputs*
2. Right-click on Microphone Array (Realtek Audio) and click Uninstall Device. Follow any prompts that appear
3. Expand *Sound video and game controllers* and right-click on Realtek Audio and click Uninstall Device (**IMPORTANT:** Make sure to check the box to uninstall the driver software). Follow any prompts that appear
4. Do not reboot
5. Run the PowerShell script as administrator contained at the end of this document to remove all third-party drivers not currently in use.
NOTE: the script is complete when **Stop-Transcript** appears. Do not close the Powershell window until you see this. If it appears the script has hung or stopped before the end, hitting the Enter button usually nudges it along.
6. Do not reboot
7. Go to the Dell Support site and enter the device's serial.
8. Manually pull up and download the audio driver (don't auto-search). Make sure the driver is the latest (anything later than 6.0.9418.1)
9. Install the driver (don't extract)
10. Reboot once the driver install is complete. The microphone and audio devices should reappear in Device Manager.

Turn off Audio Enhancements

DISCLAIMER: You do not have to disable Audio Enhancement if computer was reimaged to Windows 11.

1. Open **Control Panel**
2. Ensure that **View By:** is set to **Category**, then Click **Hardware and Sound**
3. Click **Manage Audio Devices** under **Sound**
4. Click **Realtek Audio**
5. Click **Enable** on the bottom right corner
6. Right Click **Realtek Audio**
7. Click the **Advanced** tab
8. Uncheck **Audio Enhancements**
9. Reboot and test

PowerShell Script

```
$datenow = Get-Date -Format yyyy-MM-dd_hh-mm
$logpath = $env:Temp
$logfilename = "Remove-Realtek-Drivers_$datenow.log"
$logfile = "$logpath\$logfilename"

# Create a log file of the driver removal
Start-Transcript -Path $logfile

#main
# Create Computer checkpoint just in case you need to revert back
Checkpoint-Computer -Description "PointBeforeDeleteUnusedDrivers"

#Get-WindowsDriver -Online -All | Write-Output "pnputil -d $($_.Driver)"

$DriverStore = Get-WindowsDriver -Online -All

ForEach ($driver in $DriverStore) {
    if ($($Driver.Driver) -like "*oem*" -AND $($Driver.ClassName) -notlike "*system*" -AND $($Driver.ProviderName) -notlike "Microsoft") {
```

```
# Write-Output " $($Driver.ProviderName), $($Driver.CatalogFile), $($Driver.Version)"
Write-Output "Remove Driver"
Write-Output $driver
pnputil -d $($driver.Driver)
# $Driver | ft -autosize
Write-Output "-----"
}
}

Get-WindowsDriver -Online -All | Sort-Object Driver | Select-Object Driver,ClassName,ProviderName,Version
#$DriverStore | Sort-Object Driver | Select-Object Driver,ClassName,ProviderName,Version
#end

Stop-Transcript
```

Windows 11 Upgrade Troubleshooting

Monday, March 6, 2023 8:49 PM

Win11 Upgrade Issues / Comments

Monday, March 6, 2023 8:50 PM

Issues

Bug found in Notifier app that would sometimes indicate that the install deadline has passed

Status: Fixed

Windows Defender has an Alert icon



- Note: For most users this icon is hidden in the System Tray so they might not see it
- It is alerting the user that Memory Integrity protection is not enabled
- In our tests with this setting, we discovered that it could cause application problems in some circumstances; therefore, we are not enabling it
- Windows 11 considers this an alert scenario; Windows 10 did not
- We are researching to see if there is a way to disable the alert status
- A user with Admin rights can either Dismiss the warning or they can try enabling the protection

Windows is not able to load the profile after the upgrade

- INC04827437 , INC04826846, INC04839395
- Removing from dock and restarting seems to fix it
- Will monitor to see if there are any more instances of this issue
- INC04839395 probably not Win11 related as problem happened a few days after the upgrade

Monitor not working after upgrade

- INC04829237
 - Undocked and restarted – Resolved

Possible performance issue is Zoom

- INC04833992
- Not clear if this is a Windows 11 issue
- Status: Testing without Dell Optimizer installed

Explorer icon missing from Taskbar

- Status: not reproducible

Pinned icons missing from Start Menu

- This is by design. Microsoft completely redesigned the Start Menu

Oracle Smart View

- The currently approved versions of Smart View are not compatible with Windows 11
- All computers with the old Smart View clients are automatically excluded from the upgrade
- New version is being tested and will be deployed this Spring

PowerFAIDS

- The currently approved versions of PowerFAIDS are not compatible with Windows 11
- All computers with the old versions are automatically excluded from the upgrade
- New version is being tested and will be deployed this Spring

Notification Popup not appearing

- The popup will not display if a user is in a Zoom meeting or in PowerPoint
- Added code to the Notifier app to check more often to see if those apps are not running
- Users can always start the upgrade from the Software Center

Taskbar doesn't always auto-hide (if that setting is enabled)

- If there is a notification window displayed (eg: meeting reminder), the taskbar does not hide or unhide until the notification is closed

Network icon sometimes shows as disconnected even when connected via VPN

- It eventually fixes itself

Install fails to run

- INC04839405
- Logs don't show any error; asking tech to run diagnostics on computer
- Some issue on the computer prevented our script from seeing the mounted drive for the installer; a tech manually ran the installer and it succeeded

Problem with switching back from High Contrast Theme

- User figured out how to change the theme again; user is not able to choose the 'None' theme

A background Explorer window will sometimes pop to the front

- Microsoft is aware of this bug and is working on a fix

If you unpin Edge from the Taskbar, it will usually reappear after the next reboot

- It is unclear if Microsoft thinks this is a bug or a feature
- There is a hack that might work: KB0019682
- I have written a script that will remove it; the user can run this script from the Software Center

Weather icon did not appear in taskbar after upgrade

- User was able to get it via the MS Store

User having issue connecting via Remote Desktop to TMS

- Field Support is assisting. INC04841757
- Fixed by setting RDP as default app

Window Flickering

- I occasionally have a window flicker in front of whatever I'm working. It's so fast, I cannot tell, but it seems like a command prompt window.
 - Seems to have gone away after a restart

On some systems, our install script fails to run

- This appears to be a problem with the local WMI database as it can't accurately get information on the local hard disk or the mounted disk for the ISO.
- Repairing the WMI might help (Tool in the Toolkit)
- Reinstalling the SCCM agent might help.
- KB0013953 has some solutions to try.
- It might be possible to manually mount the ISO file and run setup from there.

Adobe Audition Stutter/Delay in Recording

- Customer Comment: I was using Adobe Audition to complete an audio project, and there was a stutter/delay in the recording, and the usb mic stopped picking up noise. I switched to a different usb mic and that fixed it for a short while, but then the problem returned. After much googling and searching, I decided the issue was Windows and reverted back to Windows 10. Problem solved.
 - Status: Researching
 - Might need an updated driver after the Win11 upgrade

Windows 11 automatically installs a personal version of Teams (Teams Chat)

- This is confusing so we have an automated task that will uninstall it. This can take up to a day to uninstall.



- Left icon is the Personal Team Chat application.
- Right icon is Harvard's Team application.
- Note: Our script uninstalled Teams Chat but did not remove the Icon. We have an updated script that will now do that. It can take up to an hour after a user logs on to the computer for the script to run.
- The icon could also be removed manually by right click on the task bar and selecting Taskbar settings. There the user can remove other automatic icons.

Customer Comments / Feedback

- Busy morning, but I wanted to let you know that the update worked last night!
- I am successfully on Windows 11.
- Windows 11 update looks good and thanks for your help!

- Looks like everything went flawlessly.
- That's great news you are piloting Windows 11. Congratulations on reaching this milestone.
- It was helpful to look at a Youtube video that walked me through the more noteworthy changes from Win10 to Win11 (e.g., different start menu, snap-to screen zones to display multiple apps, tabbing in file explorer). Otherwise, it was pretty straightforward.
- Install was nice and fast. 2:20pm – 2:40pm
- The 'sign in to use your widgets' in the lower left hand corner, what signin? A Microsoft signin or Harvard?
- The upgrade went smoothly and flawlessly. I've encountered no problems with applications.
- I upgraded to Windows 11 and everything seems to be working OK so far with applications.
- The upgrade went well. I like the new look, but not easy to find the sign-off/power down button. I will review the Windows Changes link to get more familiar. The system is quicker since the upgrade.
- ...annoying I can't just drag folders etc to the bar. Fixing the icons to go back to the left was also easy vs the center Mac design.
- I upgraded when prompted last week. I noticed that while in zoom meetings, audio and video were choppy and I was getting a pop-up message from zoom that said my computer didn't have enough resources and I should close other programs. I contacted HUIT and they uninstalled zoom (32 bit version) and installed the 64 bit version. They also adjusted the timing of my CrashPlan and set my energy saving to "performance". I had 2 zooms after my meeting with them and did not experience any issues.
- The upgrade was smooth.
- I was having an issue with acrobat only opening 1 pdf at a time. If I tried to open a second, it would spin until I closed the first. I restarted twice and it seems resolved.
- I ran the Windows 11 update last night. It went smoothly, all my usual applications are working fine, and all my application settings appear to be in place. Everything seems to run faster than before, and I have not seen any problems.
- Things have been running very smoothly for me so far once I changed the UI to be as expected.
- This morning I did the upgrade on my work laptop and it took 15~minutes as stated (maybe even less) and the comp seems to be running as good if not better than before.

Windows Image Troubleshooting

Saturday, March 4, 2023 9:33 PM

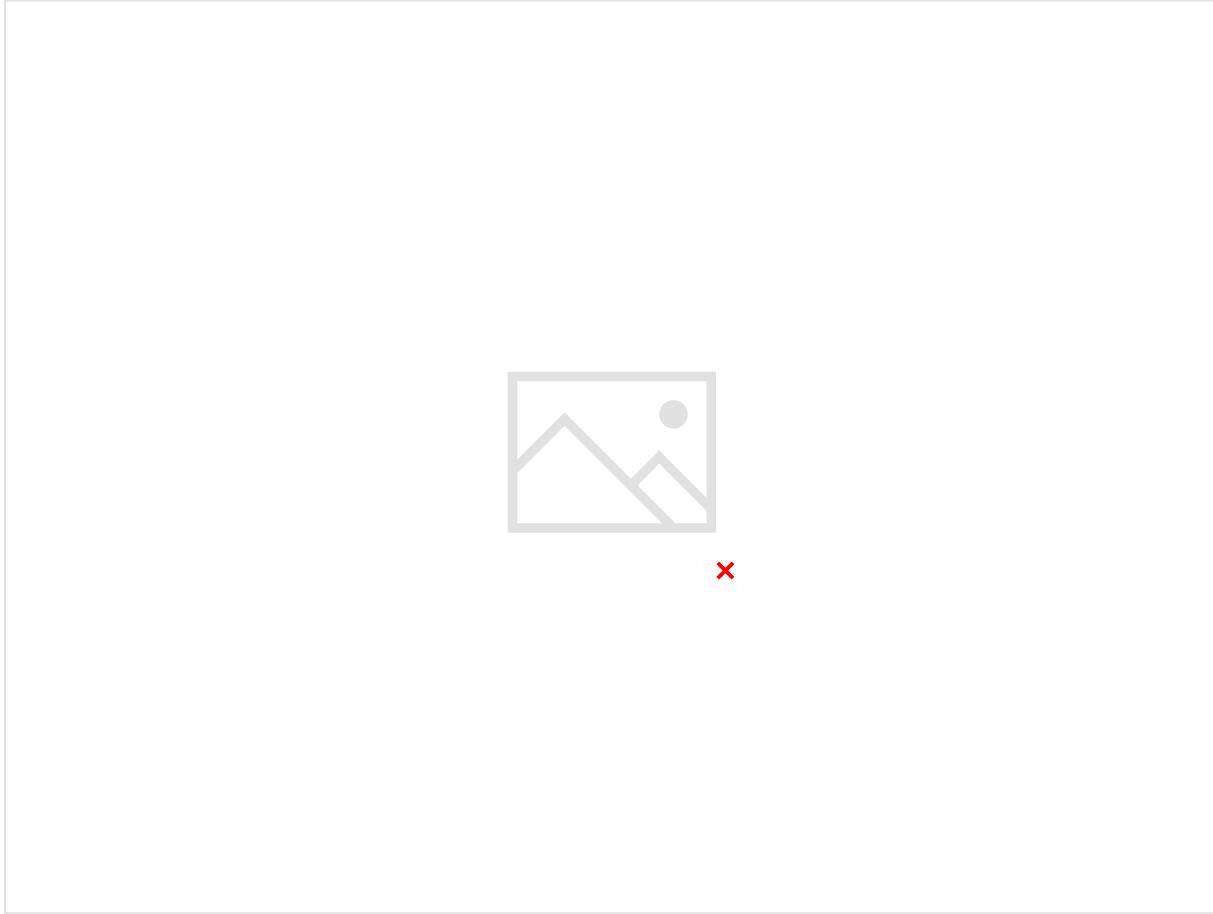
Windows Store or Windows Apps Not Working

Monday, October 17, 2022 12:48 PM

Sometimes the Windows Store needs to be enabled in order to work properly. Symptoms of a blocked Windows Store include:

- Not being able to enter the Photos app or Calculator
- The Windows Store "Has been disabled by an administrator" when trying to open it

To fix this, we need to run the Enable MS Store task in the Software Center.



1. Search for Software Center and open it. Click on Enable MS Store.



✗

2. Click install. Try rebooting to see if this fixed the issue. The script is also attached below in case you need to run it manually. Run this script as administrator on the target computer:





3. If the issue still persists, open Local Group Policy Editor and navigate to **Computer Configuration > Administrative Templates > Windows Components > Store** using the left navigation menu. In this folder you will see multiple settings. The settings/states that work for me are listed above, but you may have to toggle the settings until they allow you to open the Windows Store and apps like Photos and the calculator.
4. You can also try reinstalling the Windows Store using the instructions in this [link](#).

Issue with Desktop Wallpaper [2022-10 Image]

Thursday, December 10, 2020 12:04 PM

Internal HKS IT Documentation

Due to an incorrectly applied GPO setting on the October 2020 image, some machines were released with an issue where customers could not change desktop wallpapers. The result is a black background. This issue affects computers imaged between October 19th through November 16th.

A November image was released to address this and other GPO settings. The following are steps for HKS IT Support to fix the wallpaper setting in computers with the October 2020 image.

1. Open gpedit.msc as an Admininistrator.
2. User Configuration > All Settings > Desktop Wallpaper.



3. Set to Not Configured.



✗

4. Run elevated command prompt and run gpupdate /force.
5. If gpupdate /force hangs or fails to complete, reboot the machine and try changing wallpapers.

MacOS Updates Not Working / Freezing

Thursday, October 20, 2022 10:16 AM

Updates not working? Freezing? Run this command in Terminal:

```
sudo launchctl kickstart -k system/com.apple.softwareupdated
```

This will reset the update

Financial Apps

Wednesday, June 5, 2019 9:40 AM

This document outlines possible settings that may be conflicting with Financial Apps.

- There are many different apps and not everyone uses all of them. For this reason, not all of the outlined settings may be necessary. **Further support**, from **HUIT**, may be found here:
<http://fss.finance.harvard.edu/popular-resources>

Source: [Financial Apps Troubleshooting](#)

Frm servlet not opening after installing java:

<https://help.emdecs.com/portal/en/kb/articles/unable-to-launch-frmservlet-java>

HUBS SmartView

Friday, April 28, 2023 10:32 AM

Description

How to Install HUBS SmartView and what troubleshooting steps to take if issues come up

Instructions

Software Center Install

The HUBS SmartView application should be available on the Windows Software Center. Make sure to use this installation process as the main method.

Manual Install

Below are the instructions and files to perform a manual install if the user cannot install from the Software Center.

Please replace all older versions of SmartView with this one.

1. Please close out all Microsoft applications (Outlook, Excel and Word) before following the process below. This should install over the old version without uninstalling the old one.
2. Copy this folder to your desktop and extract files. Install the SmartView *.exe file that needs to be installed.
3. Once SmartView is installed, please open a blank worksheet in Excel to verify that you have the new version of SmartView installed. Go to SmartView/Help (dropdown arrow to the right)/About, and you should then see the Version as 22.200 (Build 078).
4. After the install, the user can follow the steps in the attached word doc for the updates that need to be made in the HEALTH CHECK section. Some of the Registry updates may already be updated from the previous version of SmartView so they may not need to be updated. The WebView2 setting did not exist in the last version, so that will need to be Enabled.

The URLs should still be the same in their SmartView options so their access to their Applications should not change.

If you have any problems during this process or questions later, please let us know by sending a ticket to the HUBS email help box (HUBS@Harvard.edu).

ZIP File:

[HUBSSmartView 22.200 File, instructions and Healt20230427015307.zip](#)

OneDrive Troubleshooting

Saturday, March 4, 2023 9:24 PM

Multiple OneDrive Links in File Explorer

Wednesday, July 10, 2019 8:45 AM

Sometimes when you set up OneDrive on a user's computer you will see 2 OneDrive links in File Explorer.

To fix this:

1. Click your Start Button, type **regedit** and hit Enter to open the **Registry Editor**
2. In the left pane, navigate to : **HKEY_CLASSES_ROOT\CLSID\{018D5C66-4533-4307-9B53-224DE2ED1FE6}** (*Please Note, you will have to scroll down a long way to find it*)
3. In the **right hand pane**, double click **System.IsPinnedToNameSpaceTree**
4. Set its **value to 0**
5. Click **OK** and **exit** the Registry Editor
6. **Restart** your PC



The Value Name (that should have a value of 0) is pointed with a red arrow.

Reinstalling OneDrive

Wednesday, July 10, 2019 8:44 AM

NOTE: OneDrive is an app built-in to the Windows 10 OS.

Part 1: Uninstall OneDrive in Windows 10

1. Press the Windows + X key combinations to open the Quick Access menu. Select **Command Prompt (Admin)**.
2. At the Command Prompt, type the following command and hit Enter to terminate any process of OneDrive:
`taskkill /f /im OneDrive.exe`
3. To uninstall the OneDrive from Windows 10 64-bit, issue the following commands:
`%systemroot%\SysWOW64\OneDriveSetup.exe /uninstall`
If you're running the 32-bit version of Windows 10, type this command instead:
`%systemroot%\System32\OneDriveSetup.exe /uninstall`



Part 2: Install OneDrive in Windows 10

If at any time later you want to use OneDrive again, you can install it from Command Prompt. Here's how:

1. Press the Windows + X key combinations to open the Quick Access menu. Select **Command Prompt (Admin)**.
2. To install the OneDrive in Windows 10 64-bit, issue the following commands:
`%systemroot%\SysWOW64\OneDriveSetup.exe`
If you're running the 32-bit version of Windows 10, type this command instead:
`%systemroot%\System32\OneDriveSetup.exe`



✗

3. Upon completing the installation, restart the computer and you can then use OneDrive again.

Microsoft Office Troubleshooting

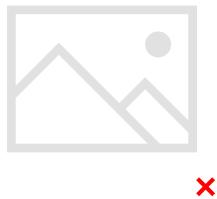
Saturday, March 4, 2023 9:29 PM

[Windows] Office Activation Issues

Friday, January 7, 2022 3:42 PM

General Office Activation issues (Windows)

If a user is experiencing general activation issues or other problems with Office, try installing and running [SaRA](#), Microsoft's Support and Recovery Assistance tool. There are a number of different troubleshooting methods included in SaRA such as license troubleshooting, network diagnostics, and other functions that are difficult to do yourself/without this tool. These fixes are automated and only ask for the user when troubleshooting needs to confirm if the changes it made are working properly. Try the troubleshooting options in SaRA before proceeding to the registry fix below



Office error code 0x80070005 when activating Office

Excel for Microsoft 365 Word for Microsoft 365 Outlook for Microsoft 365 More...

Do you get this error when you try to activate Office? Sometimes Office has trouble completing the activation process. If this happens, you'll see the following error message in Office:

"We're sorry, something went wrong and we can't do this for you right now. Please try again later.
(0x80070005)"

Here are some things you can try to fix the problem.

If you get error 0x80070005 in Office after updating Windows

If the 0x80070005 error started after updating Windows, you can fix the issue by updating the registry.

Notes:

WARNING: Using Registry Editor incorrectly can cause serious problems that may require you to reinstall your operating system. Microsoft cannot guarantee that problems resulting from the incorrect use of Registry Editor can be solved.

Before making any change in the registry, please back up your registry.

Close all Office apps.

1. Right-click the Windows button in the lower left-hand corner of your screen and select Run.
2. In the Open box, type regedit, and select OK.
3. Select Yes when prompted to allow Registry Editor to make changes to your device.
4. In the Registry Editor, expand HKEY_USERS and select S-1-5-20.
5. Right-click S-1-5-20 and select Permissions.
6. Select Add.
7. Type the logged in user's name, select Check Names, and then select OK.
8. Select Advanced.
9. In Advanced Security Settings, on the Permissions tab, select the user you just added, and then select Edit.
10. Under Basic permissions, select Full Control, and then select OK.
11. This takes you back to Advanced Security Settings.
12. In Advanced Security Settings, on the Permissions tab, select NETWORK SERVICE, and then select Edit.
13. Under Basic permissions, select Full Control (if not already selected), and then select OK.
14. This takes you back to Advanced Security Settings.
15. In Advanced Security Settings, select the checkbox named Replace all child object permission entries with inheritable permission entries from this object and select OK.
16. Close Registry Editor and restart any Office app to try activating again.

Get the latest updates for Office

Update Office to make sure you have the latest fixes for activation errors.

From: <https://support.microsoft.com/en-us/office/office-error-code-0x80070005-when-activating-office-7aa7600f-df57-4aef-81d2-25509c66f865>

Date copied: 08/10/2020

[MacOS] Office Activation Issues

Friday, January 7, 2022 3:43 PM

General Office Activation issues (MacOS)

Mac computers can sometimes face activation issues especially if the user has multiple outlook email accounts added to the app. In cases where you cannot add the user's HKS account to Outlook, try running the [Office License Removal Tool](#) (direct download link [here](#)). This tool will remove all existing licenses from Outlook and will allow the user to log in to their HKS account. Please note that this tool only works on Macs and will remove all email accounts from Outlook.



✗

If the Office License Removal Tool does not work, it might be best to remove all Office related entries in **Keychain Access**. Search Spotlight at the top of the mac taskbar to open Keychain Access. Search for "Office" while in the **Local Items field**. Select the entries related to Office and Outlook and then **Right click > Delete**.



✗

If Office or Outlook still refuses to open or activate, you can try reinstalling Office using this [link](#).

Ricoh Troubleshooting

Saturday, March 4, 2023 9:23 PM

SC899-00 Error on CrimsonPrint Printer

Wednesday, February 22, 2023 11:06 AM

Description

A Crimson Print printer ceases working, and displays the following error message:



(Screenshot from original issue with a Ricoh MP5055)

This error is typically caused by problematic formatting or graphics within a print file, which causes the job to become stuck in the Crimson Print system.

Because this system is managed by HUIT and not HKSIT, the bad job will not be visible on Print Management nor the Ricoh printers themselves.

Instructions

Step 1: Escalate the Issue to Endpoint

Ask endpoint to reach out to HUIT, in order to access the Crimson Print servers. They will ask HUIT to check for any print jobs stuck on the back end.

Step 2: Ask HUIT to Find/Purge Problematic Print Job

If found, HUIT can clear the print job(s) out of affected printers by purging them from the server on all devices. If this step is not carried out, the print job will continue to return, along with the error.

Step 3: Power Cycle Each Affected Printer

As soon as HUIT confirms that they've purged the problematic print job, proceed to turn off the printer, and wait for the blue LED on the display panel to fade out completely before rebooting. This should clear the error message.

DYMO Troubleshooting

Tuesday, May 2, 2023 11:23 AM

Random Continuous Printing

Tuesday, May 2, 2023 11:23 AM

Description

We had an incident with our DYMO LabelWriter where it would randomly print out labels, even though we did not send any print jobs to it.



Instructions

Provide the instructions in this category

[Android] TLS Not Auto-Selected for Harvard Secure

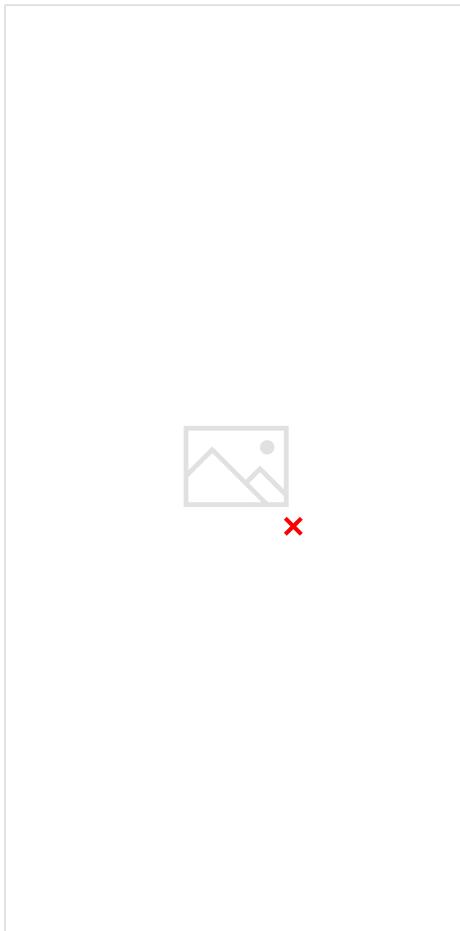
Thursday, January 26, 2023 12:17 PM

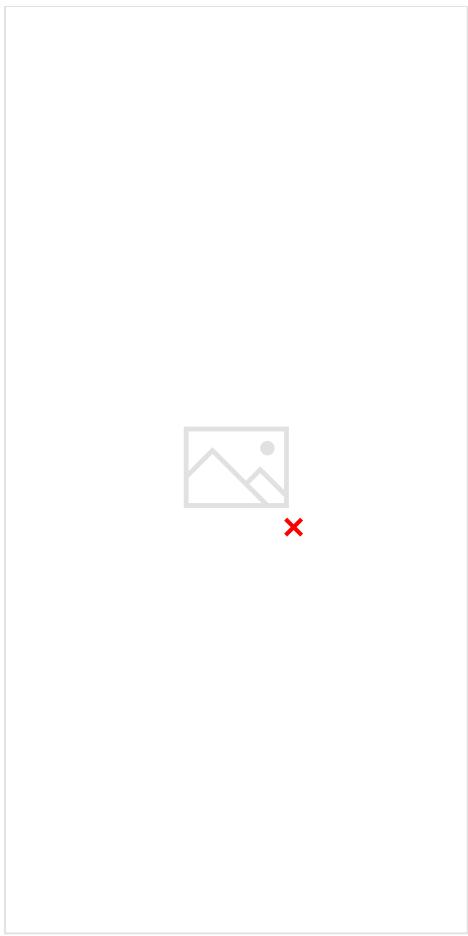
Description

After following the instructions for [connecting an Android phone to Harvard Secure](#), the phone did not automatically connect to the network. When trying to connect manually, nothing was auto-selected for either the EAP method or the certificate, and the EAP method was incorrect by default, giving the user an "invalid credentials" error.

Instructions

When presented with the first image after following all the steps on the HUIT site, edit the fields to reflect the second image before attempting to manually connect to Harvard Secure.





(Screenshots from a Samsung Galaxy S9, running Android 10)