IT Services
Our Services for ETH
Current Web Version
For an updated edition of this brochure
“Our Services for ETH“ (ETH Start Brochure)
and other ITS publications visit
www.ethz.ch/services/en/it-services/documents.html#publications →

Event Coordination
“ETH Start“: Caroline Stucki, ITS Service Delivery
“Orientation Day“: Armin Brunner, ITS Multimedia Services
An efficient IT infrastructure offering stable and reliable services and support is crucial for the success of ETH Zurich as a leading university. The IT Services (ITS) support the IT and communication needs of the departments and Central Bodies. Efficient and sustainable use of our resources is primarily based on customer needs. Services include basic infrastructure (servers, storage, telephony, email), workplace IT, wireless networks, procurement of IT soft and hardware, software development and incorporation as well as scientific IT Services. This brochure is designed to help you to gain an initial overview of these services.

The IT Services is part of the ETH Zurich administrative departments and is directly responsible to the Vice-President of Personnel and Resources (VPPR). ITS is structured in nine sections. The ITS Organisation Chart can be found on page 28/29.

We are the first IT Services in a Swiss university to achieve “ISO/IEC 20000-1” certification for IT Service-Management. Furthermore, the ITS Network Security Group (NSG) also has “ISO 27001” certification.

ITS works closely together with decentralized departmental and institutional IT organisations and maintains national and international contacts with other universities and research organisations.

Dr. Rui Brandao, Director IT Services
The index lists key terms from the ETH start brochure in alphabetical order. This should help you find our services easily.

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Support, Inquiries, Information and Training

Need help?
The Service Desk is the gateway to the ETH Zurich IT Services

The Service Desk is the point of contact for all ITS matters. The Service Desk is familiar with and can provide information on all ITS services and their respective operating status. Inquiries and problems can be presented by phone, email, web form, or at the counter (HG E11).
Telephone +41 44 632 77 77, Monday to Thursday 8 am-6 pm, Friday 8 am-5 pm
www.ethz.ch/services/en/it-services/service-desk.html

ITS Webpages

Current information on services and contacts and various documentations are all published on the ETH homepage. Detailed information can be found on the IT Services page and in the ITS brochures.
www.its.ethz.ch

Failure Notification, Interruptions, Service Monitoring

Announcements concerning planned and unplanned interruptions and the automatic service monitor can be found on the ITS Service Desk page.
ITS Publications

IT Services publishes various documentations targeting specific user groups or covering particular issues such as security, entry and exit. Updated web versions of our publications can be found on the ETH homepage. The ITS blog, an interactive information platform, complements the product range.

Newsletter inside|out

The “inside|out” newsletter offers outsiders a better awareness of ITS services while focusing on current IT topics. The IT Services hopes this will foster increased cooperation with other ETH members and improve the information flow. “inside|out” appears three times annually and can be ordered by subscription.


ITS Benefits

• Software licenses for private use (IT Shop)
• IT Training: ETH internal IT courses
• Standard IT courses by external training partners (even private courses)
• Programme “All you can read”: IT Manuals in form of PDFs free of charge
• Free ETH-network access via commercial provider hotspots (Monzoon Networks, TheNet, Swisscom)
• Multimedia Check-Out
IT Training

The ETH-specific courses are tailored to the needs of ETH employees and students. The courses, workshops and short seminars are conducted by ETH employees or external specialists and can be adapted as required to groups of a specific area and their special wishes, such as course content and duration. For IT standard training, please refer to the comprehensive range of courses of our training partners.

Compicampus

For students at ETH Zurich, the IT training team offers intensive IT evening classes during the semester.

Managed Services

This group offers ETH organisations lifecycle management for their workplace IT infrastructure. Services cover the complete lifecycle:

- Consultations for planning IT solutions and IT procurement
- Hardware procurement
- Installation and commissioning
- Patching, updates, operation, troubleshooting
- Management of storage (NAS), directories (AD, LDAP) authentication and authorization, firewalls, network
- Disposal of data carriers and devices

IT supporters also work on site. A support-pool guarantees broad know-how and absence coverage, while ensuring the professional supervision required in the ETH IT-environment.
Support for the ETH Central Bodies (ZO)

The ITS Service Delivery ZO ensures second-level support for all ZO-customers. Core tasks include implementation, maintenance and development of the ETH Central Bodies (ZO) client infrastructure including realization and support for projects.

Student Computing Labs

On behalf of the institutes and departments, IT Services operates student computing labs equipped to meet user needs. All computers can be set up with Linux and/or Windows.

Application Support

The Service Desk provides support and consulting for central ETH applications and infrastructure. The wide range of support includes consulting and implementation, second level support, SharePoint, conference and course administration, survey applications, operational applications and identity and access management. Services are tailored to ETH customer needs and are continuously expanded.

Services for Departments

ITS Services for Departments (ITS S4D) provides IT services and support to the ETH departments. This includes the complete management of workstations (purchase and installation of hardware, maintenance of operating systems and applications, configuration of printers and peripherals), the administration of user accounts, the provision of file servers for different applications and data types, or the maintenance of laboratory device controllers and research applications.
nethz, LDAP, Active Directory

“nethz” refers to the ETH Zurich central authentication and authorization infrastructure. It regulates access to the following ETH Zurich IT user services:

- ETH network
- Wireless LAN
- VPN
- Email
- Central storage services
- Student computers in the computing labs

A growing number of ETH Zurich electronic services require the “nethz password” and verify access rights on an LDAP or Active Directory server. The servers are accessible to organisational units for their users and computers. Organisational units can thus benefit from an integrated nethz account management and are spared the necessity of their own domain controllers as well as the accrual of a great amount of specific knowhow. ETH Zurich membership in the Swiss universities and research institutes authentication and authorization infrastructure (SWITCHaai) allows access via nethz account to various web activities offered by the above institutions, especially in the e-learning range. The contact database (KDB) is provided to organisational units free of charge. In addition to the administration of addresses and the contact details of external people, the KDB also allows access to the ETH office addresses of employees of ETH Zurich.
Operational Information System

The ETH Operational Information System (OIS) permits the maintenance of ETH academic and administrative operational data and consists mainly of the following components (databases and applications):

- People and organisations database/ETH-Card applications with data covering all ETH Zurich members as well as the ETH Zurich organisation. Card applications allow the production of electronic ETH ID cards.
- Academic database/applications. These systems support academic processes at ETH Zurich. The applications “LisethPro” (student administration), “Sempro+” (semester programmes, room and teaching task management) and “LKW” (performance assessment) and “ZULETH” (Admission) are intended for the Rectorate and the departmental Teaching Administration Offices. Students and faculty participate in administrative processes through the use of web applications, such as the student application “myStudies” and the faculty application “eDoz”. Additional functionality is provided by the Course Catalogue and other applications.
- Research reporting applications (AAA Annual Academic Achievements).
- SAP ERP for finance/controlling, human resources and materials management and SAP NetWeaver Business Intelligence (Data Warehouse). Since 2010 interactive access to these environments is via the ETHIS Portal (SAP NetWeaver Web portal).
- GMIS (Software system “Planon”) for technical and commercial facility management.
Email, Groupware, Web

Email, Virus- and Spam Filter, Groupware, Newsletter Tool

The ITS mail server, with more than 30,000 email accounts, is professionally maintained and highly available thanks to redundant hardware components. Support is available for all standard clients. A current virus protection program prevents virus and malware infection and the Spam filter deletes junk mail. Exchange also offers an electronic calendar for managing appointments and organising meetings. The Exchange server supports many portable devices with a push mail solution which informs you of new incoming emails and deadlines. Internet access is possible via a Web browser. We also manage public hierarchically-organized mailing lists which are used to update ETH members (e.g. maintenance work). Additionally, we offer the possibility to create and manage mailing lists. If you wish to send newsletters, a newsletter tool with ETH templates is available.

Webhosting, WCMS, Blogs

Not every organisation may be able or willing to operate its own web server or develop something as complex as a Web Content Management System (WCMS) infrastructure. This is where we step in. We run diverse servers: for simple sites, for web forms or complex web applications. WCMS is available for larger sites which are managed by various authors with different rights. No HTML knowledge is required for the maintenance of these web pages. Furthermore, WCMS pages automatically appear in the current ETH web design. Our blog service is the ideal platform for your corporate blogs, edublog or for scientific blogs. Professional system management and access statistics are included on all our servers.
Database Hosting

The cost of installing, operating and monitoring a database system can be considerable. IT Services offers ETH organisational units dependent on a highly functioning database, cost effective and customized solutions with MySQL, MSSQL, Oracle or PostgreSQL.

Lync Service

Lync, which offers real-time communication, is available to all ETH employees. Using chat, voice or video sessions, two or more persons can communicate with each other directly. This makes it possible to view presentations, exchange files and share an entire desktop or individual applications. External participants can join internal Lync meetings via Web interface or other systems (such as Skype, SCOPIA and Lync). Clients are available for all standard computer systems and mobile devices.

SharePoint

SharePoint is a web application which is used to provide collaboration, knowledge management, content management, intranet portals, workflows, wikis, blogs, calendar, project management and document and image libraries. The IT Services operate a professional and highly available SharePoint infrastructure, accessible from any browser. SharePoint sites are readily available for project management, departments, institutes or research groups. SharePoint Service also includes consulting, coaching and customizing.

Conferencing and Courses

Simplify the management of all types of events (courses, conferences). Event participants can register via Internet and pay their fees by credit card. Registration data is saved on a database directly and can be processed using a special application. Address management, billing, email integration and printouts are just a few features of this comprehensive administration solution.
Software Project Services

The ITS supports ETH units with the design, implementation, integration, quality assurance and commissioning of IT applications. These services are provided within the framework of projects or consulting assignments which are regulated by an appropriate agreement. Various forms of cooperation with the ITS are possible, which may include:

- Help with requirements analysis and specification of software solutions
- Design of software architectures and cost estimates for software solutions
- Support for the SW-evaluation process
- Realization of software implementation projects as the IT provider:
  - development of custom software
  - integration of standard software
  - support for deployment of software solutions
- Consultation for software project matters
- Implementation of code review, expert reports
- Assuming software project management
- Providing capacity development
- Software Quality Management (browser tests for web apps, final testing, systematic testing)
- System integrations

Support for Teaching

The ITS supports LET (Educational Development and Technology) IT technical projects in the areas of Learning Management Systems (especially Moodle), Secure Browser and the development of mobile Apps.
Printing Service

The ITS printing service includes consulting, evaluation and procurement of multifunction devices (MFD) and printers, as well as the operation of the infrastructure. The MFDs are equipped with a card reader for the ETH card. This enables secure printing, pull printing as well as the recording of copier usage with user-based billing. ITS operates a wide variety of standard and special edition printers at different locations at ETH Zurich. These devices can be accessed from anywhere via the ETH Zurich network and may be used by staff members as well as students. Included in the range are

- staff member and student printers
- colour and b/w laser printers
- large format printers for bills
- printers in the computing labs

Colour posters exceeding size DIN A0, for exhibitions and conferences, can be obtained inexpensively from our attended printing stations at ETH Zentrum and Hönggerberg (HIL). At these locations you can also print your thesis, lecture notes or brochures from a PDF file directly and have them bound.

Client Delivery Service

In order to manage ICT workplace-infrastructure in an efficient, flexible and scalable manner “client deployment” systems are available for Microsoft Windows, Mac and Linux. These systems have a user-friendly interface, allow fully automatic installation and configuration of clients and servers and offer client lifecycle management. Automation of installation and maintenance processes improves installation quality and saves time, money and human resources.
Multimedia

Audiovisual Production & Distribution
We record lectures and events (conferences, talks) and publish them via the ETH Zurich video portal. Image and documentary films as well as teaching and learning videos are produced and distributed according to client specifications – on-site and in our video studio. Furthermore, we support teaching, research and administration with all a/v concerns.

Videoconferencing & Collaboration
We manage the ETH videoconferencing infrastructure and have specially equipped videoconferencing rooms available in the main building as well as at Hönggerberg. In addition, we also provide the necessary infrastructure (devices, software) and assistance for simple office and board room videoconferencing.

Auditorium A/V Infrastructure & Support, Multimedia Check-Out
ITS MMS enhances the educational experience at ETH by providing and maintaining a/v infrastructure with second-level support in classrooms and auditoriums. Our free checkout service at ETH Zentrum and Hönggerberg offers ETH members a wide range of a/v equipment, such as video projectors, amplifiers and mobile microphones. Technical support for events is an additional service we offer.
High Performance Computing Systems for Scientific Computing

We operate the central computer clusters at ETH and offer support with the resolution of scientific problems. ETH members have access to “Leonhard” (10,752 processor cores, 3.5 PB storage) for data-intensive applications and “Euler” (34,768 processor cores, 1.5 PB storage) for computing-intensive applications, which together provide a top performance of 1,400 TF. Users have access to numerous pre-installed standard applications and tools in order to enable them to develop and optimise their own applications or carry out smaller simulations free of charge. If more resources are required, cluster space can be purchased via the “shareholder model”.

Scientific Data Management

The Scientific Software and Data Management group is the contact for researchers requiring help with software solutions for data acquisition, analysis, management and visualization. The group has expertise in the development of research data management solutions, pipelines and databases, as well as in porting and optimizing scientific software programs.

Research Informatics

The Research Informatics group supports researchers with the usage and operation of scientific software as well as with scientific data processing and analysis. Support includes assistance in data analysis, operation of a data pipeline for a scientific facility and community building for scientific software packages like “R”. Our “Code Clinic” enables researchers to make their code easier readable, more efficient and better structured.
Network, Internet, Telephony

Data & Voice Networks

An extensive technical infrastructure is needed to support powerful data traffic to and from the Internet and a reliable telephone connection. Our data and telephone infrastructure which includes more than 60,000 ports on the ETH Zurich campus is operated by professionals and automatically monitored. ICT Networks is currently installing VoIP in all new and newly-renovated buildings.

Wi-Fi (WLAN), VPN, iPass

In addition to the wired infrastructure, ETH Zurich also has an extensive wireless network (WLAN) with more than 2500 access points (Hot Spots). ETH Zurich, as a member of SWITCH Public WLAN, offers all its members free WLAN use at other Swiss universities and hotspots of some commercial providers. Virtual Private Network (VPN) allows an encrypted, secure and authenticated connection from remote locations to the ETH network. For internet access abroad save on costs by using the iPass service. Access is via a local ISP or public WLAN.
Network Security

By ensuring network security and monitoring system installations to prevent the misuse of data and infrastructure, we substantially contribute to service quality of the IT infrastructure at ETH Zurich. As part of our efforts to improve security we offer assistance with computer and network zone system security and security analysis of (web) applications and system installations. Furthermore we regularly issue a security bulletin and launch awareness campaigns on current security issues.

Cable System, Maintenance, Troubleshooting

To ensure sustainability, we attach extreme importance to professional planning and quality assurance when cabling buildings and server rooms. Management and troubleshooting of the entire ETH Zurich physical data and voice network covers active network devices and telephone exchanges in addition to cables.

CMN (Corporate Mobile Network)

ETH Zurich has negotiated a CMN contract providing favorable rates for mobile calls and data connections within Switzerland. Number portability is also possible if necessary for official reasons. The organisational unit with its budget officer decides, according to policy or autonomously, whether its employees are eligible for CMN.
SAN

Storage Area Network (SAN) refers to a storage system that can be accessed from connected computers via a special and redundant high performance network. SAN is ideal for large or very large amounts of data, large servers and for customers with special database requirements (block level access). Data is stored redundantly (RAID). If necessary, periodical backups can be made by the customer at no extra cost. There is also the possibility of location independent data storing.

NAS, Hierarchical Storage Management (HSM)

Network Attached Storage (NAS) provides storage space which can be used by any computer connected to the ETH Zurich network. Storage space is secured regularly and can be managed either by ITS or the customer. NAS storage is available in various so called storage tiers, priced individually. There is also the possibility of location independent data storage. If desired, hierarchical storage management can be activated on NAS. This allows criteria defined data (age, size and file type) to be transferred onto a cheaper medium (magnetic tape library). Transferred data remains visible on the file system and can be downloaded onto the memory disk any time.
Server Services

Servers with Windows and Linux operating systems are highly available from a pool of physical servers and an infrastructure which can subdivide the latter into hardware independent virtual servers. This promotes the efficient use of infrastructure and the conservation of energy and space. Service agreements can be customized to range from simply providing virtual servers to full maintenance of operating systems and applications.

Backup

A backup service is available for data that cannot be backed up and stored on a central backup system. In order to use the backup service the installation of client software is necessary. Users receive a daily status report by email.

Long Time Storage (LTS)

Large amounts of rarely used data can now be stored on tape. This increases data security while minimizing costs and energy of data storage.

polybox

polybox offers all ETH members “Dropbox-similar storage”. Data is stored on campus on ETH Zurich storage facilities. The following simple formula describes the use case very well: “polybox – Use it as a logical memory stick – store your data on the ETH campus and share it with colleagues”.

Procurement & Portfolio Management

IT Shop, Licences, Licence Servers

ITS endeavours to acquire ETH-appropriate software at preferential conditions and to achieve direct and efficient end-user distribution. Backbone of our software administration is an electronic software ordering system. Here orders can be placed for free as well as cost incurring software, licences can be registered and software downloaded. In addition, the Procurement group also operates several licence servers which manage dynamic usage rights for software packages.

WTO-Call for Tenders

The larger the purchase, the more complicated the legalities! All IT-related public tenders (for purchases exceeding the limit of CHF 230,000 excl. VAT) are followed through by ITS Management. We assist with specifications, handle administration and support the project through to launching.

IT Maintenance and Service Contracts

At the request of our customers, we negotiate and finalize service and maintenance contracts. We also provide prototypes for IT service and maintenance contracts.
IT Procurement

The ITS is the central purchasing authority for IT resources at ETH Zurich, regardless of where the money originates from. Orders are processed using SAP Materials Management (MM). We purchase IT capital assets and are your main contact from contract draft to finalization. Queries are handled expediently and without formalities. IT procurements exceeding CHF 10 000 (incl VAT) require an IT order and must be transacted through us. The form is available electronically on the ETHIS application.

Portfolio Management

The IT portfolio management team works closely together with the Procurement groups and is responsible for:

- Identification, analysis of customer needs (demand organisation) and defining the service portfolio accordingly
- Defining and updating the service catalogue
- Establishing standards
- Project portfolio management
Collaboration

ITEK

ITEK (IT expert commission) is a committee that deals with IT concerns at ETH. Members include departmental IT support supervisors, representatives from ETH-Bibliothek, Corporate Communications and LET (Teaching Development and Technology) as well as the ITS Director and section heads. ITEK establishes task groups to work on current issues and advises the Executive Board on IT matters.

Interns

ITS trains IT specialists with special focus on system technology, application development, IT support and media technology. There is an IT Training Lab at Hönggerberg.

IT Security Initiative

Raising awareness of IT security matters at ETH: «Protect your brainwork». The IT Security Initiative is aimed at raising awareness of IT security matters and providing practical knowledge to ETH members.

www.itsecurity.ethz.ch →
Sections

**ITS ICT-Networks (NET)**

The ICT Networks section is responsible for the planning, installation and maintenance of all ETH Zurich data and voice networks. This comprises, on the one hand, the internal campus networks and on the other, the integration of all external locations into the ETH Zurich network as well as ETH’s Internet connection. The new service Unified Communication & Collaboration is also included. A permanent key issue is the security of data and voice networks and their respective terminals.

**ITS System Services (SD)**

ITS System Services is responsible for the operation and support of servers and storage services. This includes setup and system management of virtual servers as well as storing, managing and securing data.

**ITS User Services (BD)**

ITS User Services offers ETH members comprehensive services for email/groupware, website hosting, databases and applications. The section also manages the ETH homepage and the central web content management system. Additionally it operates deployment systems for the automatic installation of all operating systems and develops and maintains software packages that are tailored to ETH applications. It also runs the printing service for students and ETH organisational units. The service includes evaluation, deployment and maintenance of a wide variety of output devices.
ITS Software Services (SWS)

The ITS Software Services section is responsible for the design, implementation and development of the ETH central Operational Information System (OIS), the Identity Management system (nethz) and the LET (Educational Development and Technology) systems. In addition SWS is also in charge of developing the ETH web content management system. The section also supervises and realizes (on the basis of corresponding agreements) SW related projects for the Executive Board, the Central Bodies and departmental units. The section’s core competencies lie in the areas of software system architecture, system integration, application and interface development including implementation of IT projects in the areas mentioned.

ITS Multimedia Services (MMS)

ITS Multimedia Services support members of ETH in all aspects regarding multimedia. This ranges from a/v infrastructure in auditoriums to our check-out service for multimedia equipment. We also record and transmit lectures and events. We create videos in various formats (films, teaching-learning videos, tutorials) on-site and in our video studio and publish them in the desired form on the ETH Multimedia Portal, which we run. Our video conference service supports inter-site communication and collaboration, from both specially designated areas or from the office.

ITS Service Delivery (SDL)

On one hand the section Service Delivery hosts the central ITS Service Desk and on the other hand it provides workplace services for all organisational units apart from the departments. The Service Desk is the single ITS point of contact for all ETH members and is providing first level support. It also provides dedicated support for all students. SDL provides customer specific workplace services for different organisations in the area of the ETH, e.g. the ETH Council (ETH-Rat), Academic Sport Association (ASVZ), Wyss Translational Center (WTZ) and for the computer rooms where also online examinations take place. Highly standardised workplace services for the central bodies is also a service of SDL.
ITS Services for Departments (S4D)

“We build bridges between IT Services and professors, lecturers, researchers and staff”. The aim of ITS Services for Departments is to build and maintain “bridges” between the departments and IT Services. At the same time, ITS S4D aims to meet the IT requirements of the departments with solutions and services, offering the entire range of IT services. The focus is providing all typical IT services for research, teaching and administration.

ITS IT Procurement & Portfolio (PPF)

The IT Procurement & Portfolio section offers full and comprehensive IT procurement services for the entire ETH. This includes advisory support as well as legal and technical assistance for all hardware and software purchases and IT services. PPF is the contact point for BBL (Federal Office for Buildings and Logistics). The section is also responsible for proactive IT portfolio development together with its clients as well as support with contract drafting. PPF is also in charge of IT Training which offers courses specifically tailored to the ETH Zurich.

ITS Scientific IT Services (SIS)

The section Scientific IT Services provides research-related IT services for computing- and data-intensive research activities at ETH Zurich. SIS is divided up into the three groups “High Performance Computing”, “Scientific Software and Data Management” and “Research Informatics” and offers a wide portfolio of services, which we create and develop together with our scientific customers. Among other things, the portfolio includes resources for scientific computing, advice and support for questions related to scientific computing, software and data management, as well as the creation and adaptation of scientific software and the associated integration into workflows for data acquisition and evaluation.
Organisation Chart

- ITS Management
- CSI & Strategic Topics
  - Quality Management
  - Chief IT Security Officer
- Controlling
  - Marketing & Communication Assistant
- Human Resources
ITS Locations
1 STB/STC, Stampfenbachstrasse 67/69
   ITS Management
   ITS Software Services
   ITS User Services
   ITS Service Delivery
   ITS Services for Departments
   ITS IT Procurement & Portfolio
   Training Room STB E11

2 HG, Rämistrasse 101
   ITS Service Desk counter HG E11
   ITS Multimedia Services [HG E16, HG D19]
   Video studio (HG D13)
   Recording room (HG D23)

3 WEC, Weinbergstrasse 11
   ITS System Services
   ITS User Services
   ITS Scientific IT Services

4 WET, Weinbergstrasse 43
   ITS ICT-Networks
   ITS Multimedia Services

5 IFW, Haldeneggsteig 4
   ITS Services for Departments [D-GESS]

6 WEV, Weinbergstrasse 56/58
   ITS Services for Departments [D-MTEC]

7 ETH Zürich, Hönggerberg
   ITS Multimedia Services
   ITS Services for Departments [D-BIOL]