



IT Services

Our Services for ETH Zurich



Current Web Version

Cover picture (ETH Zurich / Gian Marco Castelberg)

For an updated edition of this brochure

«Our Services for ETH Zurich» (ETH Start / Orientation Day Brochure)
and other ITS publications visit ETH Web.



Coordination of introductory events

«ETH Start»: Caroline Stucki, ITS

«For new doctoral students»: Armin Brunner, ITS

«For new professors»: Dr Rui Brandao, ITS

Editorial

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 infrastructures (servers, storage, telephony, mail), lecture hall infrastructures, video conferencing and production, workplace IT, wireless networks, procurement of IT software and hardware, licences, software development and integration, cloud services as well as scientific IT services. This brochure is designed to help you to gain an initial overview of these services.

The IT Services are part of the ETH Zurich administrative departments and is directly responsible to the Vice-President for Infrastructure (VPIN).

ITS is structured in five sections.

The ITS Organisation Chart can be found on page 28/29.

We work closely together with decentralized departmental and institutional IT organisations and maintain national and international contacts with other universities and research organisations.

I wish you all a good start at ETH Zurich and look forward to working with you.

Dr Rui Brandao, Director IT Services

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Support, Inquiries, Information, Contact

Need help?

The ITS 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, i, chatbot, SmartDesk Portal, or at the counter (HG E11). Instructions can be found in the IT Knowledge Base.

Tel. +41 44 632 77 77 / 2 77 77 (internal)

Telephone hotline hours

Monday to Thursday 7.30 am-5.30 pm,

Friday 7.30 am-4.30 pm

Counter opening hours

Monday to Friday 9.30-11 am and 13.30-16 pm

www.its.ethz.ch/servicedesk

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.

IT Services

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

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

- Home use of software licences (IT Shop)
- IT Training: ETH internal IT courses
- Standard IT courses by external training partners (even private courses) with discount
- Programme «All you can read»: IT Manuals in form of PDFs free of charge
- Wi-Fi: Use the Hot Spots of other universities free of charge (worldwide, SSID eduroam)
- Loanable Multimedia Devices
- Online surveys with «Select Survey»
- ETH Doodle ad-free («Doodle Premium»)

Support for Teaching

ITS supports teaching in information technology projects in cooperation with the LET (Educational Development and Technology department), in the development of the Academic Applications and mobile apps, as well as in examinations, and with infrastructure and services in lecture halls and seminar rooms.

Operation of Computer Rooms for Lectures and Online Exams

On behalf of Academic Services, ITS operates computer rooms for lectures and online exams. The equipment is geared to the needs of the lecturers. All installed machines can be started with Linux or Windows. During unoccupied periods, the rooms can be used as student workstations.

Managed Services

This group offers ETH-related units 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), 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)

ZO Support 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. Central bodies are staff units and administrative departments that support the Executive Board and the departments.

Services for Departments

We provide IT services and support to the ETH departments, institutes and professorships. 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.

Security for IT Infrastructures

ITS protects your IT infrastructure and services against misuse with up-to-date means. In addition to the prevention of security incidents, network traffic and the access processes to various central services is constantly monitored in order to detect and treat successful attacks as quickly as possible. ITS defines security standards for the use of systems (clients, servers, storage, applications), provides appropriate tools, advises system administrators and ensures the quality of the approved standards. An audit service is offered for IT managers in the central bodies and departments, which enables you to test the security of your internal services, IT infrastructure and processes.

Password, Directories, Applications

ETH User Account, LDAP, Active Directory

The central authentication and authorization infrastructure of ETH Zurich regulates access to IT user services:

- access to ETH network
- Wireless LAN
- VPN
- email
- central storage services
- computers in the student computing labs

Many electronic services of ETH Zurich require the ETH password for email or web applications 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 ETH user 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 the ETH user account to various web activities offered by the above institutions, especially in the e-learning range. SWITCH edu-ID is a digital identity for lifelong access to services in the university environment. ETH offers the possibility to link the SWITCH edu-ID account with the ETH user account. This ensures that ETH-relevant data is transferred to the SWITCH edu-ID account. A linked SWITCH edu-ID account is a prerequisite for using the services of the ETH Library. Support (e.g. in case of password problems) is provided by Switch. 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 Academic Services 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.
- Provis for supporting the financial execution of construction projects [Real Estate Division]

Email, Groupware, Web

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

The ITS mail server, with more than 70,000 email accounts, is professionally maintained and highly available thanks to redundant hardware components. All standard clients are supported. A 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 would like to send out newsletters, a newsletter tool responsive and in ETH design is available.

Webhosting, WCMS

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. Professional system management and access statistics are included on all our servers. Gallery Hosting is a service that manages images and makes them available on the web. With the URL Shortener you can automatically generate ETH URLs shorter with statistics.

Database & Wiki Hosting / Chat Server / Blogs

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 or PostgreSQL. Own Wiki websites can be operated on Confluence. With the On-Premises Chat Server you can communicate securely with colleagues and students. Our blog service is the ideal platform for your corporate blogs, Edublogs or for scientific blogs.

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.

Online Surveys with Survey Application

The «Select Survey» application makes it possible to create simple and complex surveys. The Service Desk provides support and consulting for «Select Survey».

Support Management Courses & Events

The service offers comprehensive support for course management through the provision of standard soft-ware developed specifically for this purpose. All process steps are supported, from the administration of a basic offer of courses, from which individual implementations are derived, to the publication of the course offer on the ETH websites, to the processing of registrations and invoicing of course fees. The service includes training and regular moderated meetings of the users.

Software, Work Stations, Printing

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.

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 usage. ITS operates a wide variety of standard 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.

Client Delivery Service

In order to manage ICT workplace-infrastructure in an efficient, flexible and scalable manner «client deployment» systems are available for 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 as well as security and saves time, money and human resources.

Multimedia

Audio and Video Production and Distribution

We provide technical support for lectures and events as well as live streaming, lecture hall-to-lecture hall transmissions and recordings. We publish these on the ETH Zurich Video Portal. Image and documentary films as well as videos for teaching and learning 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.

Video & Web Conferencing

We operate the ETH video conferencing service with specially equipped video conference rooms in the main building and at Hönggerberg. For videoconferencing in teaching, in meeting rooms and at the workplace, we offer the necessary professional infrastructure (equipment, software) and advice (see page 23).

Infrastructure and support in lecture halls and seminar rooms

ITS supports the educational experience at ETH Zurich with infrastructure for teaching and learning. To this end, we plan and operate the audiovisual equipment for lecture halls and seminar rooms and provide on-site support. Our free checkout service (with projectors, cameras, mobile loudspeakers, etc.) is offered to ETH members at ETH Zentrum and Hönggerberg.

Scientific IT Services

Scientific Computing

We operate the two central computing clusters of ETH Zurich: "Euler" (140'000 processor cores, 1'500 GPUs with 6 million CUDA cores, 8 PB of storage) for compute- & data-intensive applications and "Leonhard Med" (4'000 processor cores, 400 GPUs, 2 PB of storage) for storing and processing confidential and highly confidential biomedical research data. Researchers at ETH have access to hundreds of scientific programs and libraries as well as a complete software development environment. Researchers can buy resources from us on both clusters. A small part of the Euler cluster is available to all ETH members free of charge. Leonhard Med constitutes a node in the Swiss wide network "BioMedIT" for exchange and interoperability of sensitive data with other Swiss universities and hospitals.

Research Data Management (RDM)

We support researchers with data management of scientific primary and result data, starting with consulting in the writing of data management plans for research applications as well as workshops on various aspects of RDM (together with the ETH Library), the provisioning and operation of research data management solutions, the integration of RDM systems in laboratory environments and the publication of data in projects. We offer bespoke support for data management in biomedical research.

Scientific Software

We offer support for writing and extending scientific software as well as for the integration of data analysis programs in data pipelines. We help to set up and familiarize researchers with scientific software and data analysis environments (e.g. "Jupyter") and can help researchers in a "code clinic" with writing more efficient software and structuring their

own source code in a more readable way. We also offer long-term "code custodianship" to maintain source code repositories and scientific code bases for research groups.

Computational & Data Science Support

We support researchers in the implementation and application of computational and data science methods as well as in the (co-)analysis of scientific data (e.g. in bioinformatics). We offer expertise and services in machine learning (ML) from cleaning up, over preprocessing, to analyzing various types of data (e.g. numerical/categorical, image, text) with state-of-the-art ML techniques (traditional & deep neural networks). We can help researchers in the proficient use of a broad spectrum of ML tools and libraries and in the porting and scaling up of computational / ML workflows to suitable hardware (e.g. high performance computing cluster, GPUs).

Workshops and Trainings

For all mentioned areas of expertise we offer workshops and trainings with a strong hands-on focus.

Network, Internet

Data Networks, Wi-Fi (WLAN)

For high-performance data traffic with the Internet a complex technical infrastructure is required. This data network infrastructure is comprised of more than 80,000 connections in more than 150 buildings at ETH Zurich. It is operated by specialists and monitored continuously by automatic systems. An extensive wireless network (WLAN) with more than 5,500 access points (hot spots) is also being made available. The area-wide WLAN coverage is already well-advanced and will continue to be steadily improved.

eduroam, VPN

ETH Zurich has implemented the eduroam standard, which is available worldwide. This enables all ETH members to use the WLAN of all Swiss and worldwide eduroam members free of charge.

The Virtual Private Network (VPN) connects to the ETH network with encrypted data transmission from ETH external parties.

Cabling, Maintenance, Troubleshooting

The planning and quality assurance of the cabling of the buildings and server rooms is of central importance, thus providing a sustainable service. The operation and troubleshooting of the entire physical data and voice network of ETH Zurich covers the cabling as well as the active network devices.

Communication / Security

Telephony

The telephony service for over 15,000 personal and impersonal connections is provided by a modern IP telephone system. The expansion of the service for mobile, browser and APP-based telephony will be introduced on behalf of the school management from 2022.

Mobile Inhouse Coverage (Wi-Fi Calling)

Newer mobile phones have the ability to establish mobile voice connections and send SMS via any Wi-Fi connection. This new technology, "Wi-Fi Calling", is supported by all three Swiss providers. The ETH Zurich Wi-Fi network is configured in such a way that Wi-Fi Calling connections can be established by all network users.

CMN (Corporate Mobile Network)

ETH has negotiated a CMN contract providing favorable rates for mobile calls and data connections within Switzerland. The organisational unit with its budget officer decides, according to policy or autonomously, whether its employees are eligible for CMN.

IT-Security Center

At ETH Zurich, the security of systems is monitored to prevent the misuse of data and infrastructure and to ensure the good availability of the IT infrastructure at ETH Zurich. In this context, ETH members are supported in questions and problems concerning the topic of system security of computers and network zones. In addition, security analyses of applications and system installations are offered as well as support for security awareness campaigns.

Data Storage, Storage Services

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.

CDS (Cost Defined Storage)

The Cost Defined Storage Service is designed to enable ETH Zurich researchers, lecturers and employees to store and process large amounts of scientific data (> 100 TB). The memory can be made available via NFS or SMB or

connected to the HPC clusters of ETH Zurich. The memory nodes are available to the members of the organizational units who obtain this memory via the IT Services, depending on the desired service version (QoS = Quality of Service).

Virtual Desktop Infrastructure (VDI)

Virtual desktops or workstations can be provided in any number within a short time with ITS VDI service. Whether for uniform course PCs, 3D CAD workstations or CUDA calculations. The virtual desktops can be ordered individually predefined and then used simultaneously in large or small quantities. The 3D GPU option enables professional applications to be used on a wide variety of end devices. Thus, demanding applications can be used on "normal PCs or laptops", which have high demands on GPU, CPU, disk and other resources.

Server Services

High-availability servers for the Windows and Linux operating systems are available. This is based on pools of physical servers and an infrastructure that divides the pools into hardware-independent virtual servers. Efficient utilisation of the infrastructure is achieved and significant energy and space savings are made. The support can be agreed upon individually, from the pure provision of virtual servers to the complete support 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. The Clientbackup (CBK) service offers the possibility of backing up mobile devices.

Long Term Storage (LTS)

Large amounts of rarely used data should be stored on tape. This increases data security while minimizing data storage costs and energy consumption. In addition, the secure storage of scientific (primary) data also serves good scientific practice.

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». You can also work collaboratively on documents

Procurement & Portfolio Management

IT Shop

ITS endeavours to acquire ETH-appropriate software at preferential conditions. This software is available to the users without any problems in terms of licensing law. In addition to licences, various other IT services of the IT Services can be obtained as "self-service services" in the IT Shop.

IT Procurements

Orders of CHF 10,000 or more (incl. VAT) must be placed in writing and processed via the designated ETHIS application. The IT Procurement Office examines the procurement request and places the order with the suppliers. For the procurement of goods and services from CHF 150,000 (excl. VAT), an invitation procedure must be carried out in advance and from CHF 230,000 (excl. VAT) a WTO tender must be carried out in cooperation with the IT Procurement Office.

Cloud Service Center

The Cloud Service Center is the central point of contact for Microsoft 365 and Google Workspace cloud services at ETH Zurich. It advises

customers on the use of these clouds and continuously evaluates various services in connection with the cloud offerings.

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.

Online Collaboration, Remote Teaching & Home Office

Digital Collaboration

ITS's offering is based on two central pillars: Microsoft Teams for research, outreach and administration, Zoom for teaching. In addition, we offer numerous complementary solutions at the local workplace (UC, Matrix Riot/Elements) as well as for groups (Google Workspaces including hardware) and professional solutions in various video conference rooms.

Microsoft Teams

Microsoft 365 is the collaboration and communication tool of the Microsoft company. Within Microsoft 365, MS Teams is the central place for digital collaboration. Microsoft Teams enables group chats, joint work on documents, video and telephone conferences, online meetings and much more. At the centre of the various functions of Microsoft Teams are the so-called Teams. These are groups that include people inside or outside a company or organisation. For example, members of a department, a project or a learning community can be gathered in a team. A team can be further divided into topic-based channels.

Zoom

Zoom focuses on the topic of video conferencing and offers reliable, high-quality and at the same time simple solutions. Zoom supports up to 300 participants (standard for each ETH Zoom account), 1,000 participants with additional licence. Meeting participants can share their screens. Private or public groups can be created, files approved and content shared via the chat. Using breakout rooms, Zoom meetings can be divided into several separate sessions, e.g. for group work. .

Please note

Special regulations for data protection and licensing apply to the use of cloud services. The activation of cloud services or of certain functionalities within cloud services that do not meet the required guidelines (including data protection) may be restricted by ETH IT Services.

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 Library, 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.

IT-Women@ETH

An initiative that originates from the women of the IT Services. The network is aimed at all women who are involved with IT at ETH and in ETH-related areas.

Interns

ITS trains IT specialists with special focus on platform development (formerly system technology), application development and media technology as well as in Commerce. The variety of equipment and tasks as well as the dedicated staff provide an ideal environment for an interesting apprenticeship.

At Höggerberg there is an IT Training Lab and Young 'n' Rising (an apprentice-led team).

IT Security in everyday life

Information on current topics of information IT security can be found on our websites itsecurity.ethz.ch

ITS Sections

ITS Applications (APPS)

Services include email / groupware, hosting of websites, databases and applications as well as responsibility for the operation of the ETH homepage (WCMS) and for platforms such as SharePoint and blogs. The portfolio includes conception, information technology implementation and further development of the central operational information system (OIS), the identity management system (IAM), systems for LET (teaching development and technology) as well as developments in the area of ETH Zurich's web content management system. This includes information technology support, or - after appropriate agreements - the handling of SW-related projects for the Executive Board, units in the departmental organisation and the central bodies. This may include SW system architecture, system integration, application and interface development as well as the implementation of IT projects.

ITS Corporate Centre (CCR)

ITS CCR provides ETH Zurich-wide support in IT procurement & compliance, software asset management (SAM), contract and supplier management in the area of IT goods & services. CCR is responsible for the IT Service Catalogue, Service Management Office (SMO) and Business Relationship Office (BRO). Another area of responsibility is project management, including the Project Management Office. CCR is also responsible for the Cloud Service Centre, IT Finance & Controlling, IT QM, IT Training and the IT Training Lab.

ITS Customer Experience and Solutions (CxS)

CxS is responsible for user support and IT workstation management in research departments, the central administrative units and at ETH-related units. In addition, CxS manages the central computer workspaces and is responsible for the IT infrastructure of online examinations. The Service Desk, client engineering (Windows, macOS and Linux) and the operation of the multifunction printers round off the portfolio of tasks. CxS is in direct contact with students and IT users in the various academic and administrative areas. It is the point of contact for all operational IT matters, answers questions and solves problems itself if possible or forwards them to the appropriate specialist departments.

ITS Infrastructure (INFRA)

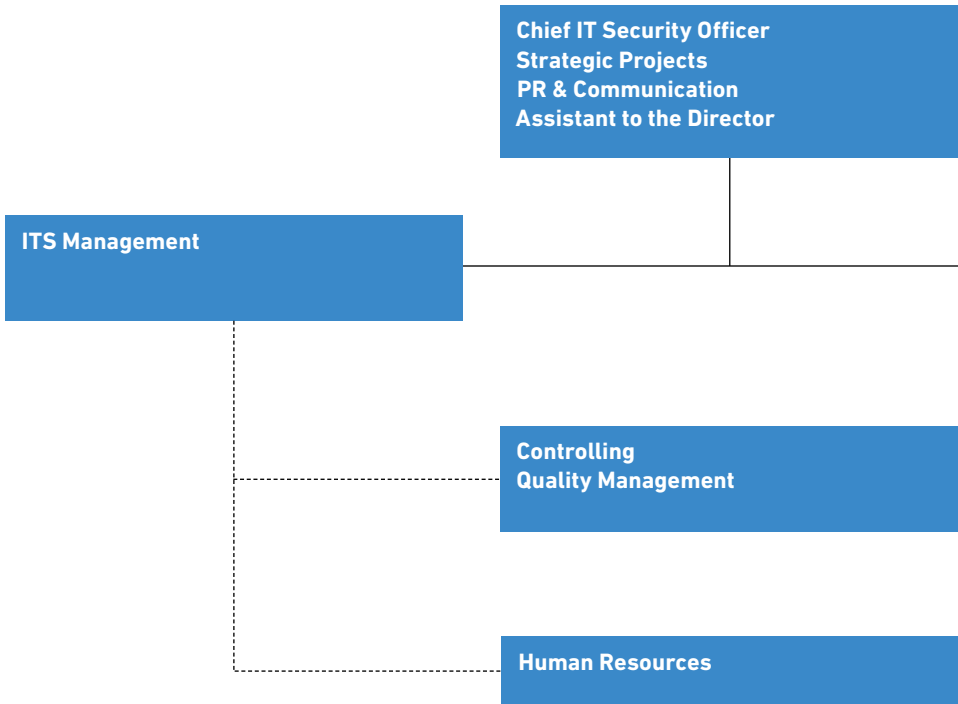
INFRA is responsible for the security of the data and voice networks and the telephony terminals connected to them, as well as for the planning, installation and maintenance of all data and voice networks at ETH Zurich. This in the campus networks as well as in the integration of all external properties into the ETH data network and from ETH Zurich to the Internet. It is responsible for providing services in the areas of storage and servers with the provision, set-up and management of the virtualisation infrastructure as well as the storage, administration and backup of data. INFRA provides audio and video services such as audiovisual infrastructure in lecture halls and seminar rooms, equipment lending pool, live streaming, broadcasting and recording of lectures and events. It produces videos in various formats (image film, documentary, teaching, learning video, tutorial) on site or in the ETH video studio and operates the ETH Zurich video portal. The video conferencing

service supports cross-site communication and collaboration, both in special rooms and at the workplace.

ITS Scientific IT Services (SIS)

ITS SIS provides research-related IT services for computationally and data-intensive research at ETH Zurich. SIS offers a broad portfolio of services that has been developed and refined together with its scientific customers. The portfolio includes resources for scientific computing (HPC), as well as services for scientific data management (including LIMS and ELN functionalities). SIS provides advice and support on scientific computing, software and data management, as well as data science methods, and offers training on these topics. SIS provides a secure data platform for working with strictly confidential research data and helps - by individual agreement - with the creation, adaptation and optimisation of scientific software, as well as its integration into workflows for data acquisition and evaluation.

Organisation Chart



ITS Corporate Centre

- › Procurement and Compliance
- › Portfolio Management
- › Project Management
- › Financial Services

ITS Scientific IT Services

- › High Performance Computing
- › Scientific Software and Data Management
- › Computational and Data Science Support
- › Research IT Platforms

ITS Applications

- › SW Project Services
- › SAP Development
- › Operational Information System
- › IAM and eServices
- › WCMS and Mobile Applications
- › Messaging
- › Windows Services
- › Hosting

ITS Customer Experience and Solutions

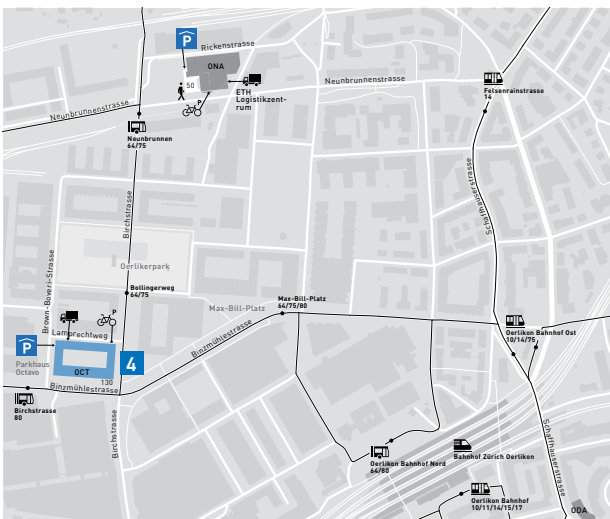
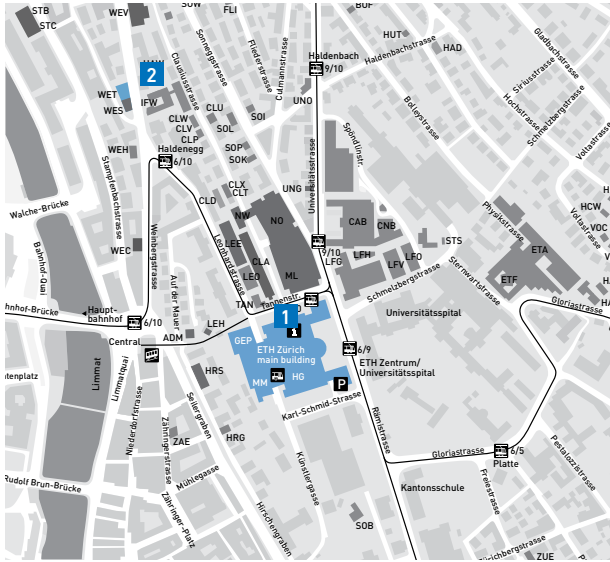
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- › Z0-Support
- › Managed Services
- › Services for D-BIOL
- › Services for D-GESS
- › Services for D-MAVT
- › Services for D-MTEC
- › Client Delivery
- › Printing

ITS Infrastructure

- › Network Installations and Planning
- › Data Networks
- › Network Applications
- › IT-Security Center
- › Voice Networks
- › Server
- › Storage
- › Multimedia Technologies
- › Multimedia Production

ITS Locations

← Hänggerberg 3



1 HG, Rämistrasse 101

ITS Service Desk Counter HG E11
ITS Infrastructure /Multimedia

2 WET, Weinbergstrasse 43

ITS Infrastructure
ITS Scientific IT Services

3 ETH Zurich, Hönggerberg

ITS Infrastructure / Multimedia
ITS Customer Experience and Solutions

4 OCTAVO, Binzmühlestrasse 130

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