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Information Sheet on the IT Agreement between IT Services and D-GESS

In accordance with the “Agreement on the Support and Operation of IT Infrastructure at D-GESS” (taking effect in mid-2010), the following provisions apply. *The units of D-GESS are at liberty to arrange for additional paid services in further contracts. This applies especially to the installations excluded from the agreement.*

Which units are part of the agreement?

All professorships at D-GESS are part of the agreement. The following link provides information on the professorships at D-GESS at the moment: <http://www.gess.ethz.ch/people/chairs/index>.

Furthermore, the Archives of Contemporary History as well as the Collegium Helveticum are part of the agreement.

Excluded from the agreement are:

GESS-Library, Language Center and the collection of prints and drawings

Quantity structure and excluded installations

All work stations of the units named above are part of the quantity structure.

Excluded from the agreement are:

- All server systems operated independently by the client
- All calculating clusters

Standard Hardware (Fleet policy)

See: <http://www.gess.ethz.ch/it/Flottenpolitik>

Hardware: additional demand

The following additional material can be obtained at ISG “IT services-D-GESS” (Funding through IT services):

Docking stations, keyboards, mice, monitors, network cables, electric cables, busbars

Consumables

Toner and paper for the shared printing units are provided by ISG. Toner and paper for additional printers not included in the IFW/RZ printing concept are the responsibility of the respective unit.

Smartphones / PDAs / NetBooks

The acquisition (funded by the unit), the initial configuration and the subsequent support are not part of the agreement. The only exception is the initial configuration and connection of professors’ iPhones to the exchange server at ETH by the ISG-“IT services-D-GESS”. The scientific staff may configure their iPhones by means of the following website: <http://www.iphone.ethz.ch>

Standard Software

See:

https://ides.ethz.ch/cgi-bin/catalog.fastpl/jfighdompqnovmqppqvq/_top?maincategories_id=93&_=3

IT costs during start-up phase of professorships

During the first five calendar years after the commencement of the employment, the professorships pay for IT services (HW+SW+Support) through their start-up funds.



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Costs per computer

Support: Costs support contract / Sum of installed operating systems
Hard- and Software: Costs HW-SW contract / Sum of installed computers

The amount of CHF 1750.- per computer and year includes the regular updating of hardware and software according to the fleet policy.

Second-party employment: Handled as employment on base funding.

Third-party employment: If IT resources or overhead are available, a maximum amount of currently CHF 1750.- per system may be charged.

Workplace with 0%-employment

Standard: The members of staff are provided with a computer and the usual service package. For more than three workplaces with 0%-employment, the professorship is charged the standard amount of CHF 1750.- p.a./computer.

Use of private IT equipment at D-GESS

In exceptional cases, the member of staff brings his or her own computer set. Private devices are not insured. As a rule, they are not welcome as they usually are not consistent with the fleet policy.

Complete support for private IT devices is only provided if the following steps are observed: It is to be verified if our software can be installed on the computer. If so, the device is added to the inventory database as well as newly set up and labelled by the ISG. If the device is not set up by us, only the following services are provided: Web-Mail, Network, NAS, Printer

Equipment on loan / Hardware pool

Basically, our policy is "one person, one device".
Professors may claim a second device incl. support.

GESS computers that are not consistent with the policy above (one person, one device) are collected and added to the D-GESS pool. The pool is used to equip new staff members or as equipment on loan for specific purposes.

Continued use of computers after leaving D-GESS

If a professorship is willing to provide a withdrawing member of staff with a computer until his or her work is completed, the professorship is charged depending on the length of time the device is used after the resignation. The costs are as follows:

1 month	Free
2-6 months	CHF 1000.-
6-12 months	CHF 1750.-

What IT services am I entitled to?

The following list specifies what services you are entitled to.

Only members of ETH are entitled to software licenses. The use of the software is only for work conducted within the scope of an employment at ETH.

D-GESS staff

Support:
Entitled to support provided by ISG "IT Services-D-GESS".

Hardware:
One person, one device: Laptop or desktop at the employee's choice (new device or previously used from D-GESS pool). Professors may claim a second device at their choice.



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Software:

Entitled to IDES software, which is required for work at D-GESS. Software that is subject to payment needs to be approved and funded by ISG "IT Services-D-GESS". In case of employment of more than 50%, also for home use (according to IDES contracts see: https://www1.ethz.ch/id/services/list/einkauf/heimnutzung_EN). Furthermore, members of staff are entitled to EDU software, for example, from <https://shop.diractionag.ch>.

Teaching/Supporting assistants

Support:

Entitled to support from ISG "IT Services-D-GESS".

Hardware:

Not entitled to a personal device. Supporting assistants use a non-personal computer provided by the professorship.

Software:

Entitled to IDES software, which is required for work at D-GESS. Software that is subject to payment needs to be approved and funded by ISG "IT Services-D-GESS". In case of employment of more than 50%, also for home use (according to IDES contracts see: https://www1.ethz.ch/id/services/list/einkauf/heimnutzung_EN).

D-GESS external lecturers

Support:

Entitled to support from Service Desk.

Hardware:

Entitled to Neptun discounts (Self-financing).

Software:

Not entitled to IDES software. Entitled to discounted EDU software, for example, from <https://shop.diractionag.ch>.

Emeritus professors of D-GESS

Support:

Entitled to support from Service Desk.

Hardware:

Entitled to Neptun discounts (Self-financing).

Software:

Entitled to IDES software (according to IDES contracts).

Visiting professors

Support:

Entitled to support from ISG "IT Services-D-GESS".

Hardware:

Not entitled to a personal device. Members of staff of visiting professorships use a nonpersonal device of the professorship with a pre-installed software.

Students of D-GESS

Support:

Entitled to support from Service Desk.

Hardware:

Entitled to Neptun discounts (Self-financing).

Software:

Entitled to Stud-IDES (https://stud-ides.ethz.ch/cgi-bin/home.fastpl?skeleton=home&_id=124) and discounts on EDU software, for example, from <https://shop.diractionag.ch>.



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Academic guests

Support:

Entitled to support from ISG "IT Service-D-GESS").

Hardware:

If necessary, a device with standard software (from the pool) may be provided.

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