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Latest version of this brochure

Welcome to D-ITET

As a new member of our department, whether as a professor, scientist, PhD student, staff member, guest or student, we would like to give you a brief overview of the IT services and support we offer to you and the most important ETH wide services.

We are the department's IT Services Group (ISG) D-ITET. Our IT services and support encompass:

- maintaining the department's IT infrastructure
- providing IT services and support to all D-ITET staff and students
- providing basic IT services to all D-ITET institutes and labs
- supplying additional and customized IT services to D-ITET institutes and labs based on contracts.

Our mission is to relieve all department students, scientists and staff from general IT maintenance tasks and provide a stable and reliable IT environment including professional support.

Consult our services description for a complete and detailed overview. A comprehensive introduction is provided on the following pages. Visit our status page for up-to-date information about our services.

IT Services and Support at ETH and D-ITET

The responsibility for IT services and support at ETH is divided among various stake holders, ranging from the central IT Service Center (ID) over the department's IT Services Groups (ISG) and to the local administrators at the institutes. At D-ITET, we, the IT Services Group (ISG) D-ITET, are mainly responsible for IT services and support with a coexistence between ISG D-ITET and ID in terms of IT responsibility for D-ITET's institutes.

Some ETH services important to all ETH members:

- Web Center manage your ETH account
- ETHIS for personal, financial matters
- IT Shop software and service ordering
- Polybox, an online storage
- Unlimited Wiki, an IT knowledge base
- Phone Control Center, a phone manager.

Security

Since IT security is becoming more and more important in everyday work, we ask you to pay the due attention to this subject and take care to protect your data and the entire IT infrastructure. Check out these useful best practice advices as well as the legal use policy for information and communication BOT.

Accounts

ITET Account

As your ETH account is the master key to ETH services provided by central IT Service Center (ID), the ITET account (formerly known as TARDIS account) allows access to all services provided by ISG D-ITET. The credentials (username and password) for the ITET account are identical to the ETH account. All D-ITET members and students are entitled to an ITET account.

Technical documentation

Service description employees

Service description students

Guest Account

A guest account is the solution to provide access for non-D-ITET ETH members to certain services, like ISG D-ITET managed workstations, network storage and web services.

Service description

Project Account

A project account is useful to manage data over a long time period. Data sharing between group members is possible as well. Moreover, it is a good choice to solve large storage demands for individual users.

Service description

Exercise Account

For exercises and lessons in the student computer rooms we provide exercise accounts. These can be tailored to the exercise's demands and provide an identical setup to every course participant. All exercise accounts expire at the end of the semester or after exam session at the latest.

Technical documentation

Service description

Ordering and Management

To manage existing accounts or order new ones we provide a web-based support tool (self-service portal). Furthermore, BYOD devices can be registered to ETH network.

Printing

Public Printers

Even in the digital era printing sometimes remains necessary. Printing devices or multi-function printers are publicly available in all D-ITET buildings. Consumables are refilled by ISG D-ITET. Our managed clients are already set up for printing. BYOD can use the printing infrastructure as well.

Technical documentation

Service description

Rental Printers

In addition to the publicly available printers in the corridors you may order "private" printers for your exclusive access, usually located in your office. Use them to print confidential data securely or to be independent from long print jobs of other users.

Service description

Storage

Overview

This table provides for a good overview of available storage types and their properties.

Home

The home is your individual storage linked to your ITET account. Use it for your personal data, the possibility to share data with others is not intended here. The home can be accessed from all ISG D-ITET managed systems and from BYOD devices via Samba. The usable size is limited by a quota which can be increased on request. Your home is backed up daily with a retention time of 90 days.

Service description employees

Service description students

Service description guests

Project

To share data with your team members or to provide additional storage space, e.g. for data processing, we offer project accounts. It is accessible from all ISG D-ITET managed systems and from BYOD devices via Samba. Quotas up to several TB (terabyte) are available. The data is secured by a daily backup.

Technical documentation

Service description

Exercise

The exercise home is intended to provide a clean storage separated from your home. Data sharing between accounts of the same exercise is possible. The home can be accessed from all ISG D-ITET managed systems and from BYOD devices via Samba. The exercise home is backed up daily. The retention period is 90 days.

Service description

NetScratch

Do you need a huge amount of storage space temporarily? Our NetScratch is the solution. It is a network storage freely available for all ITET accounts[1] and accessible from all ISG D-ITET managed Linux systems. Be aware this storage is not backed up.

Technical documentation

Service description

Archive[2]

Whether you have "cold" data (i.e. less used but important) in your home drive or precious data on your laptop you can store it securely in your personal archive storage.

Technical documentation

Service description

Long Term Storage

Important scientific work, completed theses or other essential data are best kept secure in a long term storage (LTS). Storing data in this archive helps to comply with legal requirements.

Technical documentation

Service description

Itet-stor

The itet-stor is the central entry point to all your data, whether personal or shared. An individual access list is associated with each ITET account[3] and can be accessed from all ISG D-ITET managed clients and from BYOD devices via Samba.

Technical documentation

Clients & Servers

Managed Clients

To help you to focus best on your research we offer to take over the management of your clients. We provide Debian Linux and Windows workstations and laptops. Depending on the client's operating system, this service is available as a full service (1st level support) and/ or with a reduced scope (2nd level support or base support). For managed Windows clients we take care of the application license management in ETH's IT-Shop as well.

Technical documentation Linux workstations

Technical documentation Linux laptops

Technical documentation Windows

Service description 1st level support

Service description 2nd level support (Linux)

Service description client base (Windows)

Service description license management

Tardis Clients (Students)

All D-ITET students are entitled to use our Tardis clients (Linux desktops) located in public computer rooms at ETZ D floor. Lectures and exercises take place in these rooms.

Technical documentation Linux clients

Documentation student's computer rooms

Student Computer Rooms

The student computer rooms ETZ D 96.1, ETZ D 61.1 and ETZ D 61.2 are equipped with about 100 workstations (Tardis clients) running the Debian Linux operating system. They may be used for exercises, lessons or for individual work. Please comply with the rules in force.

Technical documentation

Room reservation

BYOD Support

All D-ITET students are eligible for support of personal devices needed for their studies.

Managed Servers

If you plan to provide IT services for your entire lab or group, using a managed server is a good solution to implement this with low overhead and a high degree of flexibility on your side. We offer standard services like NAS, CPU & GPU computing or application servers as well as customized server solutions.

Service description

Applications

Client Applications

Access to tailored software is a key element in solving scientific problems. To support your research, we provide a huge repository with standard and special software accessible from all ISG D-ITET managed Linux servers and clients. On ISG D-ITET managed Windows systems, the entire catalog of Baramundi is at your disposal as well as individual applications we package for you.

Technical documentation Linux

Technical documentation Windows

Service description

Windows Terminal Server

Windows-only applications like Microsoft Office can be accessed on our Windows terminal server from any operating system.

Technical documentation

Service description

Altium Server

Researchers involved in PCB and circuit board design can make use of our Altium server instance.

Service description

Virtual Machines and Containers

VMware Workstation Player

If our Debian Linux does not support your operating system requirements or your setup requires elevated privileges, install a virtual machine on our managed Linux clients by means of VMware's Workstation Player (this feature is activated on request).

Technical documentation

Singularity

If a particular software or application cannot be installed on our Debian Linux due to incompatible binaries and/ or libraries, an independent operating system environment can be installed in a Singularity container runnable on our Debian Linux. You can build your own image or use our Singularity Builder in absence of a suitable build host.

Technical documentation

Technical documentation singularity builder

HPC

GPU Computing

The computing power required to solve scientific problems has increased in recent decades and will continue to grow. Taking this into account, our Arton cluster offers a Slurm based CPU compute cluster for the computation of small and medium jobs. A small number of GPU cards is available as well.

Technical documentation

Service description

GPU Computing (Students)

We offer a dedicated GPU cluster, called Snowflake, for student courses and exercises to provide access to GPU resources, similar to the Arton cluster above.

Technical documentation

Websites

People Website

Present yourself on your personal website, use your customized web application or develop a new one.

Technical documentation

Service description

Managed Website

We will setup and configure your desired web application according to your needs. And you don't have to worry about application, security or server upgrades – we will take care of those for you.

Service description

Unmanaged Website

If you want to maintain a web application yourself, we provide you with a suitable environment accessible via a custom URL. Your application will automatically be SSL-enabled. Furthermore, we implement a customized webserver configuration for your application as desired. Maintenance, updates and security is your duty.

Service description

Web Applications

Are you looking for a web application that fulfills your exact requirements but cannot find one? We develop your custom web application according to your specifications, provide ongoing support and develop feature extensions for you.

Service description

Network

WiFi

Most ETH locations provide access through WiFi. Please use the SSID "eduroam" or “eduroam-5”.

Service description

VPN

VPN offers a secure, encrypted integration of your computer into the ETH network from any location.

Service description

NAC

If WiFi access is not sufficient, you may request the registration of your BYOD to use cable based network access (LAN)[4].

Support Tool

Remote Access

Remote Access to Windows Server

Access a Windows terminal server from anywhere through Remote Desktop Services (RDS). We provide a web-based frontend and custom remote desktop client software.

Technical documentation

Remote Access to Linux Desktop Environment

Access a graphical desktop environment on a managed Linux client from anywhere through Virtual Network Computing (VNC).

Technical documentation

Remote Access to Linux Terminal

The widely used Secure Shell (ssh) tools allow easy and secure access to remote Linux terminals.

Technical documentation

Databases

MariaDB and MongoDB

The relational MariaDB as well as the document-based MongoDB are available as standard databases for user and project accounts.

Service description MariaDB

Service description MongoDB

Technical documentation DB programming

PostgreSQL

If the standard databases are not suitable for your project, we also offer PostgreSQL on request.

Service description

Sysadmin consulting

Do you need technical advice for your self-managed infrastructure or for your upcoming project? We are happy to support you with our knowledge.

Service description

[1] *not for project accounts*
[2] *not for student, guest and exercise accounts*
[3] *not for project and exercise accounts*
[4] *not for student, project and exercise accounts*