FAS Social Science IT Stakeholders meeting

• Introductions
• Goals
• IQSS Services
IQSS high-level organization

IQSS Directors

- Technology Services
- Product Development
- Core Administration
- Programs and Centers
IQSS Technology Services Organization

- Technology Services
  - Public Lab Services
  - User Services
  - Infrastructure Operations
  - Research Technology Consulting
  - Infrastructure Development
IQSS Technology Services Organization

Technology Services

- Public Lab Services
- User Services
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Public Labs

IQSS hosts multiple state-of-the-art public computing labs in collaborative open-space areas designed to provide a comfortable work environment for faculty, visiting scholars, post-docs, students, and staff.
Public Lab Services

• ~50 workstations (Windows/Mac) in 2 labs
  • Large open spaces
  • Collaborative work areas
  • Scanners and printers
  • Broad array of software
    • statistical, qualitative, GIS, graphical
  • Peripheral equipment
• Training room with 12 workstations
IQSS Technology Services Organization

Technology Services

- Public Lab Services
- User Services
- Infrastructure Operations
- Research Technology Consulting
- Infrastructure Development
User Services

The friendly, dedicated, and highly-skilled User Services staff will respond quickly to all your hardware and software questions and needs regarding a full range of supported platforms.
User Services

• “White-glove” service
  • Desktop PC/Mac support
  • Mobile device support
  • Research computing cluster support
  • General technology support
  • Friendly service with a smile 😊
Research Computing Environment

The Research Computing Environment at IQSS lets you work from wherever you like, and keep your analysis running on our servers even if you lose your connection. Our User Support teams take care of the rest.
Infrastructure Operations

- Research cluster administration
  - Research Computing Environment (RCE)
  - Free, remote, persistent access
- Research data hosting
  - Reliable, available, secure
- Research web site hosting
Research Computing Environment
• Innovate systems architecture to support the technologies that researchers need
• Recent technology trends:
  • Expand computation cluster to cloud
  • Increase security of confidential data
  • Make user interfaces easier
    • Access cluster via mobile computing
    • Run single remote applications
IQSS Technology Services Organization

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Research Technology Consulting
• 4 Ph.D.-level graduates with broad experience in Social Sciences
  • Experts in econometrics, neuroscience, physical anthropology, psychology
• Research technology consulting
  • Data management
  • Research methods and planning
  • Software training
  • Programming support
Activities of interest (migration)

• Migration of commodity services to HUIT
  • E-mail (Done!)
  • Mailing lists (Done!)
  • Dataverse hosting (Done!)
  • OpenScholar hosting (Done!)
• Non-research web sites
• Non-research file shares
Activities of interest (other)

• Exchange upgrade (2007 -> 2010)
• RCE 2013
• Batch computing in Amazon cloud
• Increased security of RCE
• Stronger RTC connections with IRB staff
• New Macs in Training Room (K018)
• Statistical software training
FAS Support

User

Department / Program / Center IT support

IQSS User Services
support@help.hmdc

IQSS Managers and Staff

HUIT help desk
support@help.hmdc

HUIT Managers and Staff

FAS Social Science IT Stakeholders