SERVICE SUMMARY

oncall services

Can't afford desktop, server, and network support, and technical consulting? Think again!

- *Support for Windows and Macintosh systems*

- *Proactive system security checkups and updates*

- *Technical project management*

- *Computer backup installation and configurations*

- *Quality customer service from knowledgeable technical staff*

WHAT IS ONCALL SERVICES? OnCall Services provides fee-based computer support to individual faculty, staff, and students, as well as to University departments who need occasional or one-time support or project work. Our staff will come to your campus office, or for a reduced fee you can bring your computer to our campus offices. As part of our wide range of services, we can:

- Diagnose and troubleshoot almost any computer problem
- Provide proactive system security checkups and updates
- Set up and install new machines
- Install and upgrade Mac and Windows operating systems
- Install and troubleshoot Stanford-supported applications or licensed third-party applications (you supply the license)
- Add peripherals, such as printers or scanners
- Help protect and back up important data
- Remove spyware and contain virus outbreaks
- Set up and configure PDAs
- Handle projects, such as computer upgrades or departmental moves

WHY SHOULD I USE THIS SERVICE? OnCall Services is a great way for departments to supplement existing support staff during vacations and other leave times, or to handle special projects. For small groups that don't need full-time support, we can offer scheduled or pre-arranged occasional support in your office. For faculty, staff, and students, OnCall Services offers a cost-effective way to get expert computer assistance from highly knowledgeable technical staff who understand Stanford's unique computing environment.

WHAT DOES IT COST? Services are available to Stanford faculty, staff, students, and affiliates, either in your campus office or at our offices on campus. Carry-in services, which are handled by appointment and must be arranged in advance, are charged a reduced rate. You can find prices for specific services on the web site at crconcall.stanford.edu and request services via HelpSU (helpsu.stanford.edu). We accept payment either through a University account, or we can bill you directly.

HOW CAN I FIND OUT MORE? For more information about what OnCall Services can do for you, please visit our web site at crconcall.stanford.edu, or submit a HelpSU request at helpsu.stanford.edu or 5-HELP (725-4357).

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INFORMATION TECHNOLOGY SERVICES

crconcall.stanford.edu