

Duke Office of Information Technology

Technology Support

Debbie DeYulia, Director (919) 668-7728 or debbie.deyulia@duke.edu

Technology Support, as part of the larger Academic Services and Technology Support group (ASTS), focuses on being the “front door” to customers for all services OIT provides.

OIT customers include students, faculty and staff at the university, as well as physicians, researchers, staff and others at Duke Medicine. Our service areas include computer operating systems, computer software, WebMail, calendaring, enterprise systems, telephones, cell phones, cable TV and pagers, among others.

Enterprise and Device Services & Support

John Cook, Senior Manager (919) 681-4082 or John.Cook@duke.edu

Enterprise Support

Enterprise Support provides support models and second level support for a number of Duke institutional applications, including:

- ? SAP
- ? PARIS
- ? PILLAR
- ? SISS
- ? Remedy

[Read more about Enterprise Support.](#)

Centralized Device Services and Support (CDSS)

CDSS provides desktop and server support for OIT, university VIPs and other customers.

Our current projects include:

- ? server replacement/consolidation Juno, Vraibleu, Hera, Duke HR Novell servers and maybe others
- ? desktop management tools
- ? upgrading customer application servers from operating systems not supported by vendors to supported operating systems

NOTE: This list is dynamic, and open to continual revision.

Service Desk

Scott Valentine, Interim Manager (919) 668 7710 or sto3@duke.edu

The OIT Service Desk provides assistance to customers via telephone, Web submittal, email, live chat and a storefront at Room 02 Bryan Center. Service Desk analysts assist Duke students, faculty, and staff with NetIDs, email accounts, connectivity issues, operating system problems, spyware/virus removal and other issues. They also provide support for various enterprise applications and a variety of desktop software packages.

Telecom Support & Services

Judy Heath, Senior Manager (919) 684-3373 or judith.heath@duke.edu

The Telecom Help Desk and Support groups provide front-line customer service for students, faculty and staff at the university and Duke Medicine. The group provides a wide range of services including moves, adds and changes to local and long distance telephone service, telephone instruments, cable television, wireless phones and data devices, and paging.

Duke Office of Information Technology - www.oit.duke.edu - (919) 684-2200 - help@oit.duke.edu