



UC San Diego

Policy & Procedure Manual

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COMPUTING SERVICES

Section: 135-2

Rescinded: 01/23/2015

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ACADEMIC COMPUTING SERVICES

I. SERVICES AVAILABLE

A. Computers

Academic Computing Services (ACS) operates various computer systems to provide services for instruction and research. Both the VMS operating system of the Digital Equipment Corporation and the various versions of the UNIX operating system of the American Telephone and Telegraph Corporation are offered.

1. Budgeted

ACS operates a number of VMS and UNIX based minicomputers, MS-DOS and Macintosh based microcomputers, and UNIX based workstations which provide services to instruction and research. The instructional use of these computers is supported by Instructional Use of Computer funds. The research use of these computers is intended for faculty with limited or no extramural computing funds, and this computing is supported by a combination of Academic Senate funds and general campus Instruction and Research funds. Prior to each academic year a questionnaire is sent to involved departments and divisions to determine instructional requirements.

2. Recharged

VMS service is provided on a DEC VAX 6510 minicomputer. UNIX service is provided on a Sun SPARCstation 2 minicomputer. Other services such as tape storage and the use of such devices as tape drives, laser printers, line printers, and plotters are available for recharge users of ACS. Access to ACS facilities by recharge users is governed by the criteria set forth in [PPM 135-1](#).

B. Systems Programming

Academic Computing Services employs a staff of systems programmers who maintain the computer operating systems, compilers, programming languages, communications software and packaged software on the Center machines.

The System Support Group can provide technical support to other campus departmental computers. This recharge service provides a systems programmer who will provide system software maintenance, advice on configuration planning and management, and consulting in other technical areas.



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C. User Services

1. Account Services

The Account Services office of User Services provides consultants during scheduled hours for users of ACS computers. This assistance is provided by direct consultation on individual problems and by such indirect methods as the maintenance of on-line documentation and the teaching of short courses. The assistance of consultants is restricted to certain supported software on ACS machines; such assistance is not offered to deal with problems encountered in the use of unsupported software or on computers not operated by ACS. The goal of the Account Services consultants is to help the user to become as self-sufficient as possible. They do not write or debug programs for users.

2. Instructional Computing Planning

The Instructional Computing Planning office of User Services is responsible for the development of the annual Instructional Computing Plan. This is accomplished by the issuance of an annual questionnaire and by direct consultation with divisions, departments, and instructors. With the resulting data ACS determines the best distribution of its own resources and advises the PRC Subcommittee on Instructional Computing in the setting of budget priorities for Instructional Use of Computer funds.

3. Software Library

The Software Library of User Services administers campus-wide software agreements for Digital Equipment Corporation computers, Sun Microsystems computers, Hewlett-Packard UNIX computers, IBM RS/6000 systems and for some microcomputer software used in instruction. The costs for obtaining and maintaining this software are recharged to the participants. Limited technical assistance is available on campus for participants in these programs.

4. Microcomputer Support

The Microcomputer Support office of User Services manages the microcomputer laboratories operated by ACS and provides limited consulting service to academic users of microcomputers. This consulting service does not include hardware or software troubleshooting or training but does include distribution of some public domain software packages and advice on the acquisition and operation of microcomputers.



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D. Network Operations

The Network Operations group of ACS has responsibility for the design, coordination, and management of the logical and service portions of campus wide data networks, the connection of departmental local area networks to the inter-departmental network structures, and the connection of those structures to outside data networks and services. Services include registration of computers and network systems to allow coordination between departments, registration of individuals for use of the central campus electronic mail and security systems, security coordination for computer systems attached to campus networks, and shared modem pools for wide area access to campus network systems. Network Operations provides consulting support to help departments design, build, and troubleshoot their own networks and their connections to campus services and participates in several campus groups which coordinate intercampus networking at UCSD. It also provides consulting to users of the campus electronic mail system. Network Operations is funded by a combination of recharges and other campus funds.

E. Technical Services

ACS employs a staff of electronic technicians who maintain data communications equipment and certain types of computer-related equipment. The Technical Services office also arranges for the installation of LAN and Ethernet data communications connections. They will also maintain computers and certain types of computer equipment on a recharge basis. Service is available for most common computer terminals and many microcomputer and peripheral devices.

F. Data Services

ACS will provide, on a recharge basis, assistance to general campus academic departments with problems associated with the use of computers for planning, clerical and other internal administrative activities. The principal service provided is the extraction of data maintained by Information Systems for the use of general campus departments insofar as this is consistent with the UCSD Administrative Information Systems Plan. ACS will be responsible for insuring that access to such data is in accordance with UCSD policies and will advise departments on how the data can be accessed and used. This service is expected to be terminated once central Administrative Computing Systems are able to provide these services.