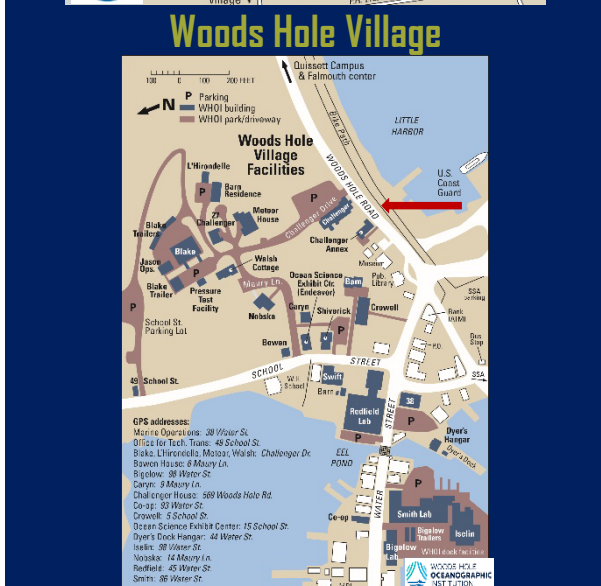
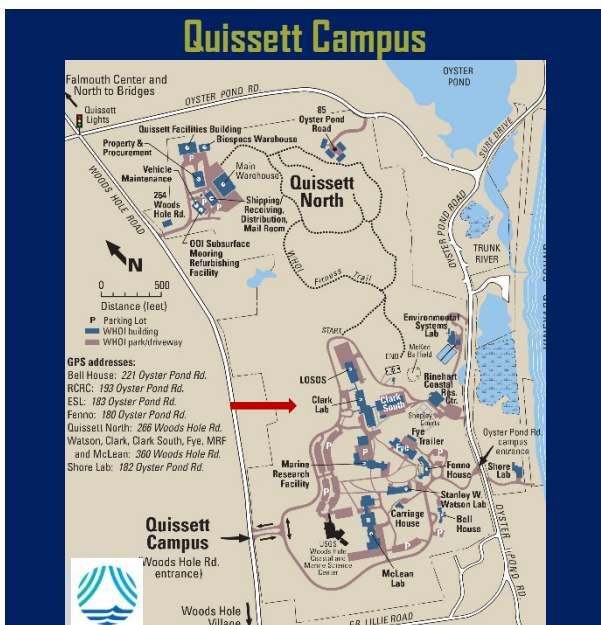


Where we are...

We are located on Quissett Campus on the 1st floor of Clark Lab and in the Challenger building near Woods Hole Village.



IS Help Desk
508.289.2439

Who we are...

Science and Engineering

Nick Symmonds, Director

Ethan Andrews

Team Lead, Web and Cloud

Sidney Batchelder

Software Developer

Mario Carloni

Software Developer

Joe Futrelle

Software and Data Architect

David Gaylord

Software Developer

Helen Gordon

Software Developer

Ryan Govostes

Team Lead, AI and Embedded

Joanne Koch

Software Tester

Paul Mena

Senior Applications Administrator

Shravani Nagala

Software Developer

Business Systems

Carlo Mormina, Director

Sarah Biggs

Senior Business Analyst

Aneta Fidler

Senior Business Analyst

Mitchell Fleischman

Business Analyst

Dane Ouellette

Business Analyst

Ron Timm

Business Analyst

End-User Technology Services

Scott Cramer, Senior Manager

Matthew Barton

Multimedia Technician

Fay Cali

Senior Desktop Support Analyst

Jason Chamberlain

Senior Desktop Support Analyst

Daniel Montville

Helpdesk Analyst

Chris Raposo

Helpdesk Analyst

Alicia Rose

Senior Desktop Support Analyst

Val Smirnov

Senior Desktop Support Analyst

Keith Glavin, Senior Director

Networking

John Parker, Senior Manager

Tim Barber

Network Technician

Eric Bates

Senior Network Engineer

Mike Bishop

Information System Associate II

Andrew Caplice

Senior Network Engineer

Matthew Shipman

Senior Network Engineer

Project Management

Edgar McLaughlin

Senior Project Manager

Rodrigo Ereno

Senior Administrative Assistant I

Security

Shery Keleher, Senior Manager

Mark Jones

Principal Security Analyst

Servers / HPC / Storage

Roberta Schilling, Senior Manager

Sean Adams

Senior Systems Administrator

Richard Brey

Senior Systems Administrator

Kodiak Firesmith

Senior Systems Administrator

Ted Healy

Senior Systems Administrator

Betsy Lawlor

Senior Systems Administrator

John Oluwasanmi

Senior Systems Administrator

Joe Messina

DBA/Programmer/Systems Administrator

Matt Yorston

Information Associate II

Gretchen Zwart

Principal Systems Administrator-HPC

WHOI

INFORMATION SERVICES

Resource Guide



Desktop Support



Email



Network



Phones



Data Storage



Servers



Business Systems



Security



Web



Software Dev

<https://whoi-it.whoi.edu>

What we do...

Information Services consist of 7 groups:

- Science and Engineering
- Business Systems
- End User Technology Services
- Network and Telecommunications
- Project Management
- Security
- Servers/Storage/HPC

Our goal is to facilitate the scientific effort by providing technical support for information technology services to the WHOI community.

Within these teams, you will find technical resources that include:

Advice on emerging technologies

- Telephone infrastructure and maintenance
- Data Network infrastructure and support
- Centralized services such as:
 - Email
 - Remote Access
 - Web Development
 - Shared File and Print Servers
 - Data Storage
- Desktop Support
 - Windows | MAC | Linux
- Mobile Device
 - Android | iOS
- Applications Development Support
- Computer Training
- Data Center Hosting
- Audio | Video Support

These and more are available to all WHOI Staff, Faculty, Students, and visiting scientific staff.

Please direct inquiries via the...

IS Self-Service Portal

https://whoi.service-now.com/whoi_sp

Getting Started

Through the onboarding process, accounts for email, VPN, wireless, and Duo have been created for you by IS Department.

Your department administrator or hiring manager should send you the information.

Please call the IS Help Desk at 508.289.2439 to complete the setup of your accounts.

- You will be given a temporary email password and instructions to change your password.
- Passwords must be at least 15 characters long and contain at least one uppercase letter, one lowercase letter, one number, and one special character.
- You will need to download the Duo security app from the app store to your smartphone.
- Your cellphone number is required to activate and sync your Duo account to WHOI.
- You will receive instructions on downloading and installing the VPN client.

If you need to purchase a computer or configure an existing one, please have your department administrator or hiring manager submit a Service Request to the following:

IS Self-Service Portal

https://whoi.service-now.com/whoi_sp

Web Resources

New Employees

<https://whoi-it.who.edu/get-started-with-it/>

IS Quick Links

<https://whoi-it.who.edu/is-quicklinks>

DUO Two-factor Authentication

<https://whoi-it.who.edu/our-services/security-services/duo2fa/>

IS Policies & Guidelines

<https://whoi-it.who.edu/about-is/policies/>

Resources:

To change your password:

<https://www.who.edu/changepassword>

You can access all the resources below using your email username and password.

Webmail

<https://office.com>

Employee Online

<https://emponline.who.edu>

Timecards

<https://whoi.unanet.biz/whoi>

File Share (W | U Drives)

<\\fileshare.who.edu\whoi>

MS OneDrive

<https://office.com>

WebEx Account:

<https://whoi.webex.com>

Zoom Account:

<https://whoi-edu.zoom.us> (domain name)

To connect to WHOI Wireless Network

Select SSID: eduroam

Username: username@whoi.edu

Password: email password

Please do not hesitate to contact
Information Services
with any IT-related questions!

IS Self-Service Portal

https://whoi.service-now.com/whoi_sp