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.

Quissett Campus

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 Gavostes
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
Principal Systems Administrator-HPC

https://whoi-it.whoi.edu
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.whoi.edu/get-started-with-it/

IS Quick Links
https://whoi-it.whoi.edu/is-quicklinks

DUO Two-factor Authentication
https://whoi-it.whoi.edu/our-services/security-services/duo2fa/

IS Policies & Guidelines
https://whoi-it.whoi.edu/about-is/policies/

Resources:

To change your password:
https://www.whoi.edu/changepassword

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

Webmail
https://office.com

Employee Online
https://emponline.whoi.edu

Timecards
https://whoi.unanet.biz/whoi

File Share (W | U Drives)
\\fileshare.whoi.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

IS Self-Service Portal
https://whoi.service-now.com/whoi_sp

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