## Research Equipment Support

<table>
<thead>
<tr>
<th>Service Name</th>
<th>Research Equipment Support</th>
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<tbody>
<tr>
<td>Description</td>
<td>This service provides computer support for the research programs utilized by the academic departments. Support is limited to the computer, network and software resources associated with laboratory instrumentation. It includes assistance in the specification, purchase, configuring, testing and troubleshooting of these resources. Supported departmental research laboratories with computer-controlled instruments include Biology, Chemistry, EES, Physics and other physical testing labs.</td>
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<tr>
<td>Eligibility</td>
<td>Departments using computer-attached research equipment</td>
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<tr>
<td>How to Request Service</td>
<td>Contact the IT Service Center (864.294.3277 or <a href="mailto:service.center@furman.edu">service.center@furman.edu</a>)</td>
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<tr>
<td>Availability</td>
<td>Service is available Monday-Friday from 8:30 am – 5:00 pm.</td>
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<td>Charges</td>
<td>Service is provided at no cost to customer. Application research instrumentation and technology resource costs (instrument adapters, cables, special software, etc.) are the responsibility of the appropriate academic department.</td>
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<tr>
<td>Service Line</td>
<td>Learning Technology Services</td>
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| Features     | • Consult with the customer community on the support required regarding existing and potential research lab instrumentation.  
• Identify requirements and coordinate activities to support the implementation, use and maintenance of instrument-related computer resources in research laboratories.  
• Provide time and cost estimates for acquiring, licensing and implementing instrument software.  
• Provide expertise from within Client Services to address application - and instrument-specific troubleshooting.  
• Provide non-standard operating system support for connected systems where these are required by instruments. |
| Owner        | Wade Shepherd, Instructional Technologist |
| Pre-requisites | • Systems must be University-owned systems and for use by University employee or student.  
• Systems must be for use at University or University supported program. |
| VP Customer  | Vice President for Academic Affairs and Dean |
| Delivery Channels | • Consultations with faculty by ITS.  
• Completed work requests.  
• IT Service Center Support. |
| Service Targets | • Initial contact with user within 1 business day  
• For troubleshooting receive initial response within 4 business hours  
• Verify system functionality |