

The Computing Services division develops, maintains and supports the computing infrastructure for Carnegie Mellon students, faculty and staff. This includes the campus wired and wireless networks, our public computer labs (clusters), and system software development. In addition, Computing Services installs and maintains the instructional technology resources in most academic classrooms (audio-visual equipment); and is responsible for cable TV and telephone services.

The “Andrew” Network

Our wired network, dubbed “Andrew” in honor of our benefactors Andrew Carnegie and Andrew Mellon, links every residence hall and campus office which are served by a 10Gbps core data network. Our wireless network blankets the campus, spanning millions of square feet and connecting 38,000 devices. For our wireless connections, we use 802.11n technologies to achieve speeds upwards of 100Mbps. This is comparable to most campus wired connection speeds.

Computing Services Help Center

Cyert Hall 119, 412-268-HELP

The Help Center staff provides solutions for computing and Andrew account issues at Carnegie Mellon. Consultants are available weekdays from 7 a.m. - 7 p.m. by phone or via e-mail sent to advisor@andrew.cmu.edu. Visit the Help Center in person weekdays between 9 a.m. - 5 p.m.

Computing Clusters

Cluster Services maintains 17 computer labs (clusters) in seven buildings. These clusters contain a total of 222 Windows machines, 98 Macintosh machines and 64 Linux machines. Cluster Services also supports a pool of 15 Linux “timeshare” servers used for remote access to Andrew Linux. Public printing is available within (or near) the clusters, as well as in the University Libraries and University Center. Most clusters are open 24 hours a day when classes are in session. Consultants are available to answer computing questions by phone, or in person at some locations. In conjunction with the College of Fine Arts, Cluster Services also operates a Multimedia Studio located in the College of Fine Arts building. The Multimedia Studio provides students with equipment for digital video, animation and computer modeling, digital imaging, digital sound recording, music composition and large format color printing.

The Carnegie Mellon Web Portal

<http://my.cmu.edu>

The university’s Web portal offers easy and secure access to a variety of information and services. Some services available through the portal’s “Computing” tab include: mail forwarding, spam forwarding and quota usage. Campus volume licensed software can also be downloaded at no charge from the “Computing” tab.

Telecommunications

Bramer House, 412-268-8500

Telecommunications provides the campus community with a full range of basic and advanced telecommunications. For students this includes telephones, voicemail and a prepaid long distance service. They also provide cable TV service to all Campus Housing residents and most academic and administrative buildings on campus.

Computing@Carnegie Mellon

Computing@Carnegie Mellon (C@CM) is a 3-unit class required for ALL incoming undergraduate students. The majority of the course is comprised of Carnegie Mellon-specific information. It is designed to help students understand available networked resources as well as the responsibilities that they have as a member of our campus community.

Computing Services Web site

www.cmu.edu/computing

Computing Services Documentation Collection

www.cmu.edu/computing/doc

For more information

Contact Computing Services Help Center
412-268-HELP