

# inside|out

IT Services at ETH Newsletter

Deutsch

## Dear Reader



Reto Gutmann

According to the media, the Federal Department of Defence, Civil Protection and Sport (VBS) is currently facing a security problem most likely shared by other departments as well. What makes this problem challenging is that it was not due to a technical error; rather it was triggered by staff members and three classic culprits: phishing email, Excel file in an email attachment and a lost memory stick. Conclusion: the only effective way to combat this is awareness!

Wishing you an enjoyable read,

Reto Gutmann  
Director of IT Services

### Contents

#### Stay on course

→ Captains, ships and IT projects

#### Cost-effective Internet access

→ Roaming: Internet abroad

#### New ETH storage service

→ CDS is inexpensive for research

### → Steering projects without capsizing

Do you know the connection between boats and IT? A ship can hold its course only if the captain knows its location and destination. By contrast, a ghost ship drifts aimlessly wherever wind and waves take it. The aim of IT Services is to safely navigate its various projects on the IT seas. Our goal is to reach our destination as planned and not get accidentally stranded. To help us achieve this goal, we introduced a new control tool in the past 18 months: the project portfolio management application Planview. It helps us plan our routes and achieve our objectives efficiently and on time.

Similar to preparations before a ship voyage, projects too need groundwork before they can even start. Scope, estimated time and necessary resources must be defined (analysis). Once these parameters are identified, the crew is hired and funds allocated. The route, including stopovers, is based on weather conditions (specification). The journey begins and the entire crew works under the captain's command to arrive at the planned destination (implementation). At the end of the journey, the benefits can be reaped: a new or improved service is launched (introduction). Captain and crew are free again, to "break up to new adventures".

The Project Management Office (PMO), part of IT Procurement & Portfolio (ITS PPF), supports captain and crew with active supervision, regular project reviews and control tools. In this way, everyone is informed at all times where the ship is, where it is heading to and what resources are available. Hey, Captain, are you already steering or still drifting? More on project planning in the [ITS blog](#).

Fabio Consani, team manager Portfoliomangement, ITS IT Procurement & Portfolio, ITS PPF



Pius Baumann and Jürg Järmann, ITS PPF, help IT projects stay on course.

### → Roaming: How-to-guide for cheaper Internet access

Roaming, a topic ever-present in the media, is often associated with the words "costs, high and caution". What is the meaning behind all this? If you are located outside of Switzerland, you are travelling outside the geographical range of your home network. When using your smartphone or mobile device to place or receive calls or send and receive data, you will be paying a much higher rate than in your home network.

For business people traveling abroad, an important consideration is how to obtain cost-effective Internet connection. Without planning ahead, the high phone bill at the end of your trip is due to be a nasty surprise. IT Services offers its customers various services such EDUROAM or iPass and is available for help and advice. The Service Desk has written a step-by-step guide to help you out of the expensive pitfalls. Regardless of the device used, there are two stages that must be observed. More details in the [how-to-guide](#) and on the [ITS blog](#).

Dr. Armin Wittmann, division head ICT-Networks, ITS NET



Armin Wittmann, Thorsten Ziller and Stephan Walder (from left), ITS NET, enjoying a trip without expensive surprises.

### → Maximum storage - minimum costs

Cost Defined Storage (CDS) offers researchers, professors and employees of ETH Zurich the opportunity to store and process large amounts of scientific data at low cost. Since the service is particularly aimed at projects with a financial framework that does not allow the use of classic storage services (NAS, SAN File Server, etc.), the infrastructure provided is focused on minimal hardware and service costs, which makes it inexpensive.

Research, a core process at ETH Zurich creates a large amount of data that often needs to be stored and kept for analysis. The new CDS service provides a cost-effective tool for this. The basic building block of the CDS service is a storage server consisting of moderate processing power and maximum memory in the form of built-in discs. These so-called storage nodes are procured by ITS and maintained by ITS specialists in accordance to customer-defined quality of service. Storage can be provided directly via NFS or SMB (depending on the installed OS) or linked to the ETH high-performance computing cluster (HPC). The storage nodes are available to ETH organizational units which have availed themselves of this storage medium, with the desired quality of service (QoS), from ITS. CDS can reduce the time and effort needed for storage on the part of the customer and increase the maturity level of storing data. Details and current information about the CDS service will be published on the [service websites](#) and in the [ITS service catalog](#).

Dr. Tilo Steiger, team manager Storage, ITS SD



Thomas Schler, Jürgen Winkelmann and Adrian Fischli (from left), ITS SD, are the driving force behind the new "storage nodes".

#### Imprint

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