

**Rivier College  
CS685A Network Management**

**Visit of IT Services Department**

IT Services Department, Rivier College  
STH Building, 1st Floor, across room STH-135  
Email: [bschleifer@rivier.edu](mailto:bschleifer@rivier.edu)  
Web: <http://www.rivier.edu/administration/it/>

**STUDENT's NAME:** \_\_\_\_\_

*As a preparation for visiting the IT Services Department, please, formulate TWO QUESTIONS that you can ask during the visit OR send them by e-mail in advance:*

Q1: \_\_\_\_\_ ?

Q2: \_\_\_\_\_ ?

**ASSIGNMENT**

*Find the answers to your and other (following) questions and make a brief report about your trip to the IT Services Department. Send your HTML file with your answers as e-mail to the Instructor ([vriabov@rivier.edu](mailto:vriabov@rivier.edu)).*

What SERVICES are provided by the IT Services Department at Rivier College?

\_\_\_\_\_  
\_\_\_\_\_

How many USERS are "served" by the IT Services Department during an academic year?

\_\_\_\_\_

Who is the Internet Service Provider (ISP) for the Rivier College IT Services Department?

\_\_\_\_\_

What are the communication lines between the IT Services Center and computers located in the same building (STH), other buildings on the campus, and the computer of the ISP?

\_\_\_\_\_  
\_\_\_\_\_

What "SERVERS" are installed in the IT Services Center?

\_\_\_\_\_  
\_\_\_\_\_

**What kind of SOFTWARE is used by Rivier College "clients" (users) for receiving/sending e-mail?**

\_\_\_\_\_

**WHEN (at what part of the 24-hour day) is the highest load on the Internet-related server of the IT Services Center during an academic year? Why?**

\_\_\_\_\_

**What company's equipment is used to support Virtual Private Networking (VPN) services at Rivier College?**

\_\_\_\_\_

**What security measures are used by the IT Services Department? (Name few measures):**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_