

## WAYS TO OBTAIN SUPPORT

### Phone Support

8:00 a.m. to 5:00 p.m. • Mon-Fri

215.854.7067

IP Phone Extension: 23101

### E-Mail

help@chs-adphila.org

### After Hours

(Your call will be returned the next business day)

215.854.7067

IP Phone Extension: 23101

### Web

<https://help.archoit.org>

Submit a Ticket • Request Status • Ask Questions

## HELP DESK SUPPORT PROCESS

When you contact Help for support, a work order is generated for your request.

Each request is categorized into one of the following priorities:

**Critical:** *entire network is down*

**Urgent:** *entire site or department is down*

**Priority:** *standard request for service*

**Priority Purchase:** *order requests*

**Low:** *small task with unspecified due date*

**Project Task:** *task to be completed over an extended period of time*

## Your IT TEAM:

### Management



Michael Chorneiko • Chief Information Officer



Dave Fiedler • Associate CIO of IT Operations



Matt Colucci • Associate CIO of Network Security

### Staff



Angela Bauer • Applications Support Specialist



Antoine Taylor • Network Support Specialist



Ariel Mansilla • Applications Support Specialist



Brianna Fobes • Help Desk Field Technician



Catherine Myers • Scheduling & Purchasing Coordinator



Chris Callahan • Network Support Specialist



Christopher Magenta • User Support Specialist



David Sandoval • Help Desk Field Technician



Eric Bell • User Support Specialist



Jonnathan Fraticelli • User Support Specialist



Larry Gilbert • Webmaster



Mary Schugsta • Applications Support/Compliance Specialist



Michael DiStefano • Network Support Specialist



Michael McGarrigle • Technology Trainer



Ryan Leddy • Network Support Specialist



Sarah Rosner • Application Support Specialist



# Office of Information Technology



ARCHDIOCESE OF PHILADELPHIA



Phone: 215.854.7067

IP Phone Extension: 23101

Email: [help@chs-adphila.org](mailto:help@chs-adphila.org)

Web: <https://archoit.org>

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## Locations Served

The OIT Department is here to provide technical support and service for the following areas:

### Archdiocesan Administrative Offices

- Archdiocesan Pastoral Center

### Catholic Housing and Community Services

- Administrative Office
- Finance Office
- Residents

### Catholic Charities of Philadelphia

- Administrative Office
- Children Services
- Developmental Programs
- Family Services Centers
- Housing & Homeless Services

### Nutritional Development Services

- Administrative Office

### Office of Catholic Education

- Administrative Office
- Financial Office

### St. Charles Seminary

- Administrative Office

## Services Provided

If you experience a problem with your computer or have a technical question, our OIT staff will be happy to assist you.

- **Technology Training:**  
Group workshops, 1-on-1 sessions and quick reference materials for Microsoft 365, OneDrive, Outlook, and more.
- Server, email and web hosting
- Make all technology purchases
- Install, support and remove approved hardware such as Dell computers, printers, Cisco IP phones, and assorted peripherals
- Install, support and remove all approved software
- Onsite repairs
- Network support and security for networking hardware and applications
- Web filtering
- Cybersecurity incident monitoring and response
- HIPAA security awareness training
- IT projects, business continuity, IT grants
- Self-service Knowledgebase
- Application support for client based software and databases

ALL SUPPORT ISSUES SHOULD BE REFERRED TO  
**HELP@CHS-ADPHILA.ORG**  
A LIST OF ALTERNATE CONTACT OPTIONS IS AVAILABLE IN THE  
**WAYS TO OBTAIN SUPPORT** SECTION.

## Technology Purchases

Our OIT team can help you choose and purchase the best equipment and software programs to fit your needs at the best price.

### Hardware including:

- Desktops
- Laptops
- Monitors
- Printers
- Cell Phones
- Tablets
- Peripherals
- Apple

*\*For a list of all supported hardware, contact OIT*

### Software including:

- Office 365
- MS Office Suite
- Adobe Acrobat
- Other approved applications

*\*For a list of all supported software, contact OIT*

### Communication Devices including:

- IP Phone Systems
- Copiers
- Fax Machines

*\*For a list of all supported devices, contact OIT*

## Support Methods/Types

For more information, please submit your questions/requests to: **help@chs-adphila.org**

Phone Support ..... Immediate  
Email ..... Immediate  
Remote Assistance ..... Immediate  
On-site Assistance ..... Scheduled