

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



Eric Bell
User Support Specialist



Chris Callahan
Network Support Specialist



Michael DiStefano
Network Support Specialist



Jonnathan Fraticelli
User Support Specialist



Larry Gilbert
Webmaster



Ryan Leddy
Network Support Specialist



Christopher Magenta
User Support Specialist



Ariel Mansilla
Applications Support Specialist



Catherine Myers
Scheduling & Purchasing Coordinator



Mary Schugsta
Applications Support/Compliance Specialist



Antoine Taylor
Network Support Specialist

Office of Information Technology



ARCHDIOCESE OF PHILADELPHIA



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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 Social Services

- 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.

- 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