



CIM - Your Innovative Partner for IT and Media

The Center for Information and Media Services is the central service unit of the University of Duisburg-Essen for IT, media and learning technologies. It operates the computing center and is responsible for the IT in the lecture halls of the University.

For us it is important to relieve you in your daily work by ensuring the provisions of basic IT services, supporting learning, teaching, research and administration in a sustainable, reliable and failsafe manner.

We are available to answer your questions concerning IT and media competently. We strive to take care of your problems and find solutions in direct dialogue with you. To promote and support research and teaching, we develop innovation projects with partners from the UDE. Due to our participation in national and international IT organisations and networks, we can draw on an extensive experience and background knowledge to a large number of IT and media issues.

Cooperation and Networks

The CIM actively takes part in all relevant IT and media organisations at national and international levels (e.g. ZKI, DFN, EUNIS and DINI). Within the cooperation of IT centers of the University Alliance Metropolis Ruhr (UAMR) CIM operates the competence center for distributed data management and data protection.



Hotline

Mo-Fr 8-20 hrs
Phone (DU) 0203-379-2221
Phone (E) 0201-183-4444
E-Mail hotline.zim@uni-due.de

e-Point

Campus Duisburg (Groundfloor Library)
Building LK
Phone 0203-379-4242

Campus Essen (Groundfloor Library)
Building R09
Phone 0201-183-4444

You will find further information at:
www.uni-due.de/zim

Address

Campus Duisburg
Forsthausweg 2
47048 Duisburg

Campus Essen
Schützenbahn 70
45127 Essen

© 2013 UniversityDuisburg-Essen



UNIVERSITÄT
DUISBURG
ESSEN

Open-Minded

ZiM
Centre for Information and Media Services

***CIM - Your innovative partner
for IT and media***



CIM Services for the University

CIM Customer Service

Operation of service facilities on both campuses: *Hotline* (electronic IT troubleshooting service), *E-Point* (Advice desk, jointly operated by UB and CIM), *IT Service Centre* (hardware and software consultancy and installation) and *Service Center for Media Technology* (equipment rental and troubleshooting of technical media equipment in lecture halls and seminar rooms).

Learning Technology Support

Education and training on learning technologies, operating the Moodle learning platform, Moodle competence center, media production, media editing, content development and design development, event recordings, video conferencing support, PC-based assessment center.

Campus-App

Development and operation of Android, iOS and HTML5 apps for smartphone and tablet.

Auditorium IT and Learning spaces

Technical support for beamer- and loudspeaker equipment, planning of new media technology for seminar rooms and lecture halls, operating the PC-Hall/PC-based assessment center, PC pools and learning spaces.

IT-based Communication and Collaboration

Provision of central services such as e-mail services, collaboration platforms such as BSCW, the technical platform for the website of the University and identity management of UDE with central Uni IDs.

Network and Communications Infrastructure

Provision of network and Internet connectivity via LAN, WLAN, VPN and VoIP.

Data Center

Central server, storage and data management, offering a virtual server backup and archive services, databases.

High Performance Computing

Operation of scientific parallel computers (CRAY) for Scientific Computing.

Technical Support of Management Systems

Operation of management applications and technical support for the university-wide projects Campus Management and introduction of SAP.

IT and Media Knowledge

We are offering a wide range of training courses, certified training courses, student media work as well as flyers and brochures on a variety of IT and media subjects. We are also providing detailed information, FAQs and installation instructions on the CIM websites.

