

IT Services for QM Staff

2021/22

About QMUL IT Services

IT Services is a key enabler to the successful fulfilment of Queen Mary's strategic goals of excellence in research, and teaching and learning.

Our services support students and colleagues and range from email and internet access, to state-of-the-art teaching and learning facilities, business application software and high performance computing in support of research.



Mile end campus

ITs Teams Structure

- **Platforms & Service Delivery** which are responsible for **Service operations** via the IT Service Desk and onsite campus customer support provide AV support in teaching spaces and support of central print services, PC's, laptops and mobile devices. This is a largest team who are responsible for **Platform Services** for networks, servers, virtualisation, storage, telephony, audio visual equipment (design and delivery), directory services, web management, identity and access management, remote access, email, backups and disaster recovery.
- **Office of the CIO** are responsible for Enterprise architecture, IT security, supplier & procurement, governance, risk and compliances to ensure a consistent, strategic, transparent and efficient approach to the way the IT organization delivers value to the University.
- **ITs Research** services provides an IT consultancy, a high performance computing service, research data storage and specialist applications to facilitate and enhance the world-class research at QMUL.
- **Change Delivery** providing professional Project Management and Business Analysis to deliver QMUL's IT capital programme in support of QMUL's strategic aims and objectives
- **Solution Development and TELT** support and development of Queen Mary's systems, in areas such as student and staff administration, financial management and course timetables. **TELT** formerly eLearning unit provide extensive online Teaching and Learning experience for QM students and staff.

Service Desk is the 1st point of call for all ITS related enquiries



its.qmul.ac.uk

Live Chat

Best for

- Asking questions
- Reporting problems

Why?

- We can ask questions
- Remote access to your PC
- We can agree next steps straight away if further support is required



[x8888](tel:x8888)

Call us

Best for

- Reporting a Problem – something isn't working, forgotten password, lost files, slow Wi-Fi etc.

Why?

- Multi-skilled team
- Over 65% issues resolved during first call
- We can ask questions
- We can agree next steps with you straight away if further support required
- Remote access to your PC



servicedesk.qmul.ac.uk

Raise a ticket online

Best for:

- Requesting a Service – request for new hardware/software, setting up a new account issuing and account amendments

Why?

- You have a record of your enquiry
- You can track progress
- You can provide detail



servicedesk@qmul.ac.uk

Send an email

Best for:

- When a response or support is not required straight away
- Where you want to support a query with visual evidence – e.g. screen grab

Why?

- We can ask questions
- Remote access to your PC
- We can agree next steps straight away if further support is required

Contacting us

Phone: 020 7882 8888 or **ext. 8888**

24 hours a day, 7 days a week, 365 days



DURING WORKING HOURS

- Monday to Friday, 7am to 7pm: QMUL Service Desk for all IT related enquiries
- In person - 1st floor Staff Hub Dept W , Mon-Fri, 9am to 5pm
- In-person - Appointments are available for staff and students via live chat and email in relevant campuses

OUT OF HOURS | WORKING FROM HOME | OVERSEAS

- Out of hours:
- General advice and help:
 - Password resets
 - Wi-Fi (Eduroam) connection issues
 - Audio-visual advice
 - Log in assistance
 - Emails



IT Services

Check for service updates

Visit the Service Catalogue

- **Getting tips and advice**
 - setting up email
 - getting the most out of Outlook
 - remote working set up
- **Resolving a problem**
 - accessing QMplus and my.qmul
 - need to change your password

On our intranet site – <http://www.its.qmul.ac.uk/>



Software / Hardware Purchase

<http://www.its.qmul.ac.uk/support/self-help/software/free-and-discounted-software/index.html>

Free Software for Students and Staff

- Azure Dev Tools for Teaching
- Office 365 ProPlus
- Office 365 One Drive
- SPSS Statistics
- Mathematica
- MATLAB
- Minitab
- NVivo
- LabVIEW

Free Software for Students and Staff

- Endnote
- Maple
- ArcGIS (Basic)
- Origin Pro



QMplus Tip: Book a Learning Technologist

Technology Enhanced Learning Team (TELT) formerly **eLearning unit** provides educational support and direction for e-learning applications and engages with staff and students across all levels of the institution. They can help you with support, training or advice on any aspects regarding the use of technology in teaching and learning – simple or complex, individual or faculty-wide, functionality or pedagogic.

Services offer in TELT:

<https://elearning.qmul.ac.uk/learn-and-network/get-advice/>

Book a Learning Technologist via the QMplus page below:

<https://qplus.qmul.ac.uk/mod/scheduler/view.php?id=360287>

Drop-in sessions :Sessions run online every Tuesday and Thursday from 1-2pm

<https://qplus.qmul.ac.uk/course/view.php?id=13361>



QMplus

Service Status page

Current	Scheduled	Resolved
Agresso <i>Finance system (staff only)</i>		✓
Campus or Building specific <i>Building maintenance, outages</i>		✓

<https://status.its.qmul.ac.uk/>

✓ Good service

⚠ Partial service

✗ No service



Network connection

Self-Help pages (Demo)

<https://www.its.qmul.ac.uk/support/self-help/>

24/7 online help where you will find useful tools and guidance about managing your systems and devices, and to help you resolve common IT problems yourself.



ITS Escalation



Email: its-feedback@qmul.ac.uk

When should an escalation be initiated?

- If after working through the service level targets (SLTs): <https://www.its.qmul.ac.uk/support/helpdesk/serviceleveltargets/index.html> and standard support processes you are not satisfied with the level or timeliness of service you have received.
- When there is a tangible adverse impact to your programmatic or operational activities (day-to-day or other).

All escalation requests will be acknowledged and qualified, and will have a designated owner throughout the escalated condition. You will be regularly informed of the progression/status of a resolution plan until resolved.

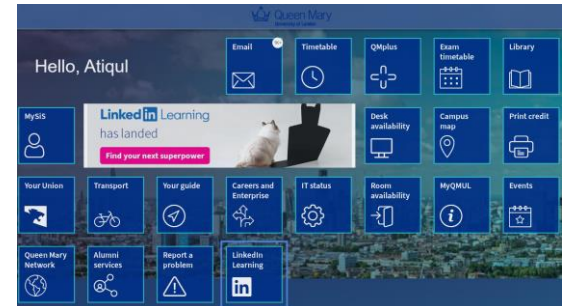
Organisational and Professional Development

- Organisational Development (OD)
- Apprenticeships
- CPD/ESD Course
- LinkedIn Learning

<https://profdev.qmul.ac.uk/what-we-offer/>

Mobile App (QMUL)

QMUL' app allows you to access comprehensive information and IT resources from Queen Mary – directly to your device, anytime, anywhere



Thank you



Queen Mary
University of London