

IT Services - Induction

for QM Staff

About QMUL IT Services

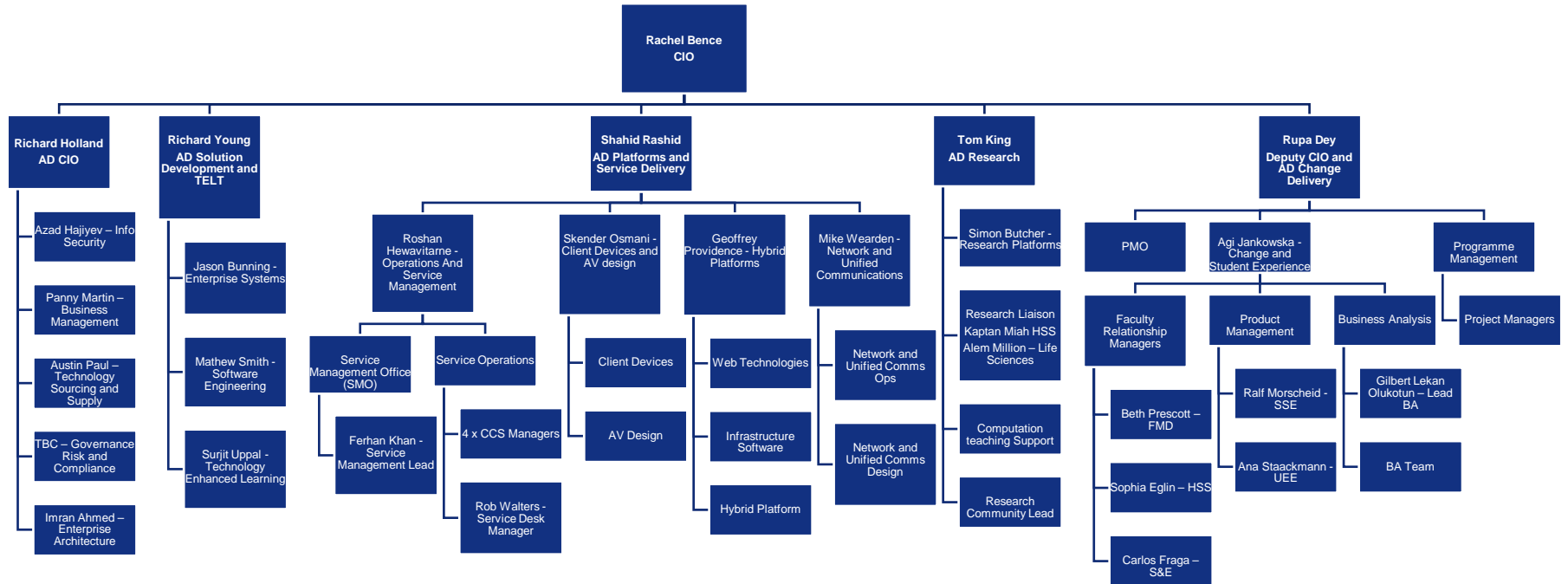
IT Services is a key enabler to the successful fulfilment of Queen Mary's strategic goals of excellence in research, and teaching and learning.

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

Organisational Structure



ITS Teams Structure

- **Platforms & Service Delivery:**
Service Delivery fulfils requests and fix incidents via the **IT Service Desk**. **Campus Customer Support (CCS)** provide PCs, laptops etc., for users and support for teaching and meeting rooms, study spaces and PC labs. They also provide print and reprographics services.
Platform Services responsibilities include support for email, telephony, video conferencing, end-user software builds, networks, WiFi, AV design, servers, storage and data centres, backups and disaster recovery.
- **Office of the CIO** responsibilities include IT policies, enterprise architecture and cyber security, governance, risk and compliance management. This function ensures a consistent, strategic, transparent and efficient approach to the way IT delivers value to the University.
- **ITS Research** services, a high-performance computing service, research data storage and specialist applications to facilitate and enhance the world-class research at QM. They provide IT consultancy at the research bid stage. They also train researchers, teachers and PGRs in advanced computational techniques.
- **Change Delivery** provides professional project management and business analysis to deliver QM's IT capital change programme. This supports QM's strategic aims and objectives, including the QM 2030 strategy.
- **Solution Development and TELT** Support QM's key applications data for teaching. This includes teaching and library systems, finance and HR systems. **TELT** (formerly eLearning unit) support colleagues in using Education software such as the virtual learning environment QMPlus.

Service Information

Service Desk is available **24/7/365**

During working hours Service Desk offer the full range of services. Outside working hours assistance is offered for standard issues and emergency escalation:

DURING WORKING HOURS

- Monday to Friday, 7am to 7pm: QM Service Desk respond **to Live Chat, phone, email and self-service requests**
- In-person – campus appointments are available for staff and students. Please **contact us via Live Chat or phone to arrange**

OUT OF HOURS

- Out of hours support provided through our service partner, Norman who operate similar services for many other universities
- **Live Chat and phone support** available. Emails and self-service requests will be dealt with during working hours.





Typical issues handled:

- Password resets
- Wi-Fi (Eduroam) connection issues
- Log in assistance



For immediate response **24/7/365** contact us on Live Chat or phone: 020 7882 8888

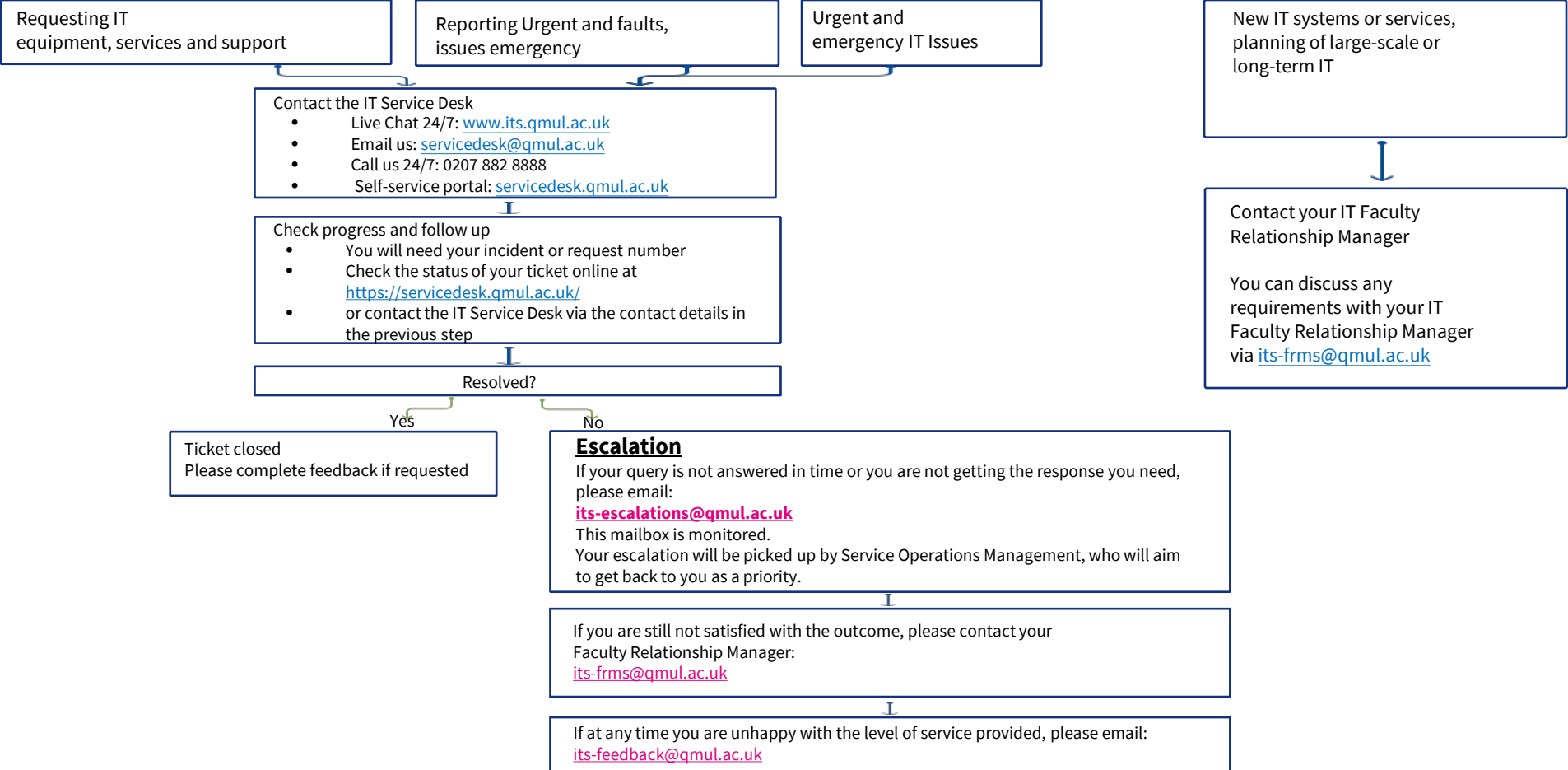
Service Desk is the 1st point of contact for all ITS related enquiries

Live Chat 	Telephone 	Ticket System 	Email 
<p>its.qmul.ac.uk</p>	<p>020 7882 8888</p>	<p>servicedesk.qmul.ac.uk</p>	<p>servicedesk@qmul.ac.uk</p>
<p>Best for:</p> <ul style="list-style-type: none"> ✓ Asking questions ✓ Reporting problems 	<p>Best for:</p> <ul style="list-style-type: none"> ✓ Reporting a Problem – something isn’t working, forgotten password, lost files, slow Wi-Fi etc. 	<p>Best for:</p> <ul style="list-style-type: none"> ✓ Requesting a Service – request for new hardware/software, setting up a new account issuing and account amendments 	<p>Best for:</p> <ul style="list-style-type: none"> ✓ When a response or support is not required straight away ✓ Where you want to support a query with visual evidence, e.g., screen grab
<p>Why? We can ask questions Remote access to your PC We can agree next steps straight away if further support is required</p>	<p>Why? Multi-skilled team Over 65% issues resolved during first call We can ask questions We could agree next steps with you straight away</p>	<p>Why? You have a record of your enquiry You can track progress You can provide detail</p>	<p>Why? We can ask questions Remote access to your PC We can agree next steps straight away if further support is required</p>

ITS Escalations here: <https://www.its.qmul.ac.uk/support/helpdesk/escalation/>

IT Services Escalation Process





Escalations Mailbox

Purpose

This process is to enable the customer to escalate any items they feel have not met the required service standards through the Incident or Request ticket process.

Requirements

Ivanti ticket reference number.

Criteria

- Service Desk were unable to resolve the issue
- Service Failures
- Poor Service for Tickets
- Delays in response/resolution
- Unsatisfactory resolution

Mailbox Name

its-escalations@qmul.ac.uk

Feedback Mailbox

Purpose

This process is to enable the customer to feedback on the service they have received from IT Services via the raising of an Incident or Service Request to help improve our service provision.

Requirements

Ivanti ticket reference number.

Criteria

- Feedback on Service Desk ticket management
- Feedback on general ITS Service
- Positive or Negative feedback

Mailbox

its-feedback@qmul.ac.uk

VS

Please do not escalate directly to the ITS Lead Team.



IT Services **online information**

Useful Information includes:

Self Help

- Accessing QMplus and my.qmul
- How to change your password
- How to access software and hardware

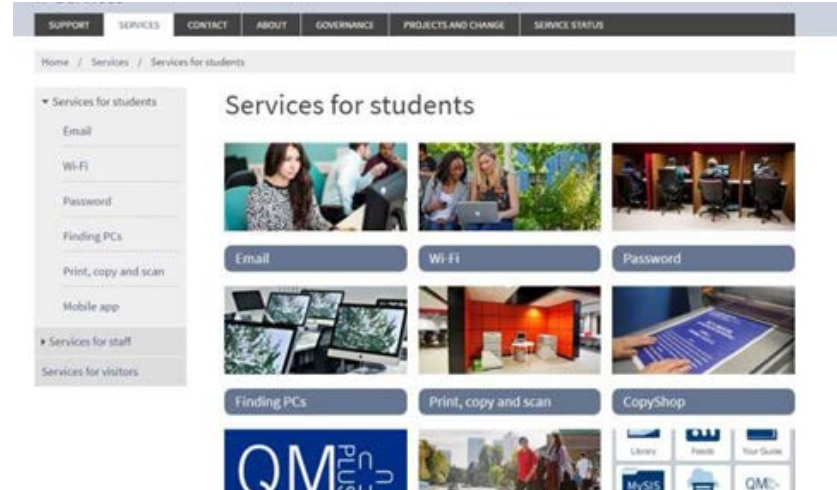
Tips and advice

- Setting up email
- Getting the most out of Outlook
- Remote (off campus) working set up

Our Service Catalogue

- What services we offer and
- Service level agreements

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



Service updates and status page: <https://status.its.qmul.ac.uk/>

Service Status page

- The status page show the live status for any QMUL software or hardware
- This is the place that allows you to see current issues to systems
- It also shows upcoming updates and any things you should be aware of that might impact service.
- This system is updated by the service desk in real time.

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

✓ Good service ⚠ Partial service ✖ No service

Service updates and status page: <https://status.its.qmul.ac.uk/>

IT Services

Device Policy guidance – version 2.0

Prepared by: IT Services | Date: November, 2022

Device Policy

A refreshed Device Policy is here <https://www.its.qmul.ac.uk/media/its/service-desk/ITS-Computing-Device-Policy-v1.7.pdf> . It applies to all staff and PGR students of QMUL who have access to and use the University's information systems, whether on-premise or remotely.

Please use the Self-Service Catalogue channel to request hardware.

- By default, this will be a managed mobile device (laptop) to allow for remote working
- To ensure a safe and secure working environment, we will provide managed devices
- Managed environments exist for Windows, Linux and Mac*, but your role may preclude these options
- IT Services recommend a model that fits colleagues' role
- One person, one device
- IT Services will fund up to £1,300 (inc. VAT) costs of any non-standard devices – the School/Institute pays the remainder

* Mac device requests will be assessed on an individual basis

Laptop bundle

Standard device = 5 days

Non Standard device = 90 days

Role Type	Professional Service Staff	Teaching and/or Research staff	PGR (HSS and S&E) PHD	Non Permanent	Maximum Timeline
Dell Bundle Type A	✓	✓	✓	✓	5 Working Days
Dell Bundle Type B	✓	✓	✓	✓	5 Working Days
Dell Bundle Type C	Device Checklist Approval	✓	✓	✗	5 Working Days
Dell Bundle Type D	Device Checklist Approval	Device Checklist Approval	Device Checklist Approval	✗	5 Working Days
Apple Mac Book Air Type W	Device Checklist Approval	Device Checklist Approval	Device Checklist Approval	✗	5 Working Days
Apple Mac Book Pro Type X	Device Checklist Approval	Device Checklist Approval	Device Checklist Approval	✗	5 Working Days
Non-Recommended Device	Device Checklist Approval	Device Checklist Approval	Device Checklist Approval	✗	90 Working Days

- The request for PEP must be raised by a Requestor on the IT Equipment Authorisers List, Anybody can raise the request when the department or research grant pays for the device,
- Checklist Approval – 10 Days by ITS Head of Service Operations
- ITS will fund up to £1,300
- Non-Standard Laptop - full Specifications must be supplied along with a Checklist – please expect 90 Day lead time
- Self-Managed Laptop - full Specifications must be supplied along with a Checklist – please expect 90 Day lead time

How to request software

Software (already owned by ITS):

Request software by email to the IT Service Desk. Most software is then made available to self-install using Software Centre on your device

A list of free and discounted software for staff and students can be found here:

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

Free software includes MATLAB, Nvivo, EndNote and Labview

Specialist software may require a locally funded licence, for example MS Project

New Software

If the university does not currently supply the software you would like you may still be able to acquire it.

Any request for new software should be directed through your FRM. They will then be able to take this to Ideas Board who discuss all new QMUL potential acquisitions.

How to make the most out of ITS

Linked in Learning

LinkedIn Learning is an award-winning industry leader in online training, with a digital library of over 16,000 courses covering a wide range of technical, business, software and creative topics. The library is available to use for free by all members of the Queen Mary community who have a QMUL IT account.

<https://elearning.qmul.ac.uk/learning-applications/linkedin-learning/>

TELT

Run a number of training courses around e-learning at QMUL. They also offer bespoke sessions. <https://elearning.qmul.ac.uk/learn-and-network/staff/>

CPD courses

A number of courses on ITS software use can be found through the professional development pages.

<https://profdev.qmul.ac.uk/cpd-booking-system/>

Info-sec course (Meta compliance)

The information security team within ITS provide advice and guidance on information, cyber and IT Security matters within Queen Mary. The MetaCompliance platform provides the cyber security and GDPR training as an eLearning offering. <https://qplus.qmul.ac.uk/course/view.php?id=8305>

Login to
LinkedIn Learning



Thank you



Queen Mary
University of London