

Overview of IT Services for Staff

Introduction

Comprehensive and detailed information on all aspects of our service provision is available from the annually updated service level definitions which can be accessed from the IT Services (ITS) Web site at www.bbk.ac.uk/its/services

This guide highlights some of the key services of relevance to College staff.

How to obtain your username and password

Permanent staff will receive a new user letter from ITS when they join the College, containing their username, password, and email address. This username/password is used for all central services such as email and the staff intranet. Visitors and casual staff will be registered manually upon completion of the "Application for computer use" form, available from

www.bbk.ac.uk/its/services/staff/registration

Sessional lecturers are emailed initial information to allow them to activate their account if they need Birkbeck facilities.

Getting Support **its-helpdesk@bbk.ac.uk ext 6543**

You should contact the ITS helpdesk in the first instance, who will address your query or pass it to the relevant specialist support staff. ITS is organised into four support teams: The Systems and Networking team is responsible for the upkeep of the IT infrastructure, and network services, the MIS team supports the administrative applications and corporate databases, the Web team is responsible for the development of the central web services, and the Learning Technology team provide software application support and training.

Disability IT Support

ITS have a Disability IT Adviser who will provide advice on assistive technology, in particular hardware, software and techniques in dealing with disability of all kinds.

www.bbk.ac.uk/its/disability



Training

A termly programme of workshops is provided for staff and students covering core applications and services, and may be booked through our website. ITS is happy to put on sessions for particular groups of staff or students – please just ask. Staff are encouraged to arrange individual training with the IT trainer as and when required.

www.bbk.ac.uk/its/help/training

Email

Your email address will usually be in the form of initial.surname@bbk.ac.uk unless there are clashes. [Note: some Schools run their own email system, and have local conventions concerning email addresses.] All staff addresses held in the Human Resources system are automatically added to the 'allstaff' distribution list to which important circulars are sent by authorised staff. See the **Working from home** section for access to email outside the College.

www.bbk.ac.uk/its/email

Management Reports

Comprehensive reports from the Finance, HR and Student systems are available to authorised staff.

www.bbk.ac.uk/its/services/forstaff/mis

Using workstation rooms

Our eight PC workstation rooms are available whenever the building in which they are located is open, with at least one in the Main Building available 24 hours a day. Rooms may be booked for classes but demand is high in the evenings so last-minute requests may be difficult to accommodate. If particular software is required you should ask the Systems team in advance. Printing in these rooms and in the library is charged at 5p per sheet.



www.bbk.ac.uk/its/rooms

Loan of equipment

Cameras and laptops may be borrowed by staff from the helpdesk. Loans are not normally available for more than a few days and booking in advance is recommended. Note that if you need a laptop and data projector for use in a teaching room you should arrange this through Room Bookings.

Working from home

All central services are available from home; email, file storage, the virtual learning environment (Blackboard), electronic journals and some MIS services.

www.bbk.ac.uk/its/services/RemoteAccess

Email accounts may be accessed through a web browser, either via exchange.bbk.ac.uk for those using Outlook/Exchange in the College or webmail.bbk.ac.uk for other accounts.

Using the computer network

Your ITS username and password give you access to the College network, whether via a workstation, laptop or other wireless device. Much of the College's Main Building, Gordon Square and Clore Management Centre is covered by the wireless network for those using a laptop, with no pre-registration necessary.

www.bbk.ac.uk/its/services/wam

Many rooms also have a wired network point and an increasing number have fixed PCs; a list is available on the web. If you will need network access you should request it through Room Bookings when reserving a room.

www.bbk.ac.uk/its/services/forstaff/teachingrooms

Telephone services

Staff are normally provided with telephone at the request of your School, as all costs are recharged. Various facilities are available including conference telephones and central voicemail. For any questions relating to telephone services contact the helpdesk on 6543. To report a fault, call the Birkbeck telephone operator on 100.

www.bbk.ac.uk/its/services/forstaff/phones

Staff Directory

An online staff directory is available from the staff intranet at

staff.bbk.ac.uk/staffdirectory/

You can search staff details by 'surname' or 'department'.

Any amendments should be notified to directory@bbk.ac.uk

Software

Many packages are provided and installed centrally. ITS support is provided for packages at differing levels – for a full list see

www.bbk.ac.uk/its/help/support. Our licence with Microsoft allows staff to obtain Microsoft Office for their own use at home; please contact the helpdesk for details.

Green IT

IT is one of the biggest drains on resources in large businesses. We can all help in reducing the environmental impact of IT and reducing costs to the College with some simple measures such as switching off equipment when not in use even for short periods, and considering low quality print options for draft documents.



www.bbk.ac.uk/its/help/greenit

CONTACT US

Virtual Learning Environment

The Bloomsbury Learning Environment (BLE) is Birkbeck's centrally supported Virtual Learning Environment (VLE).

The BLE, located at www.ble.ac.uk, is a **Blackboard** VLE that we share with four other Bloomsbury colleges. Birkbeck users login to the BLE using their ITS username and password. For further information or support please email blackboard@bbk.ac.uk or contact the helpdesk.

www.bbk.ac.uk/elearning

ITS Helpdesk is located in the Malet Street Main Building, next to the Library.

Open from Monday to Friday,
9am – 8pm in term-time,
9am – 6pm during vacations.

You may contact us by:



020 7631 6543

Email its-helpdesk@bbk.ac.uk

Web www.bbk.ac.uk/its

Policies and Regulations

All users of the College IT systems and services must ensure that they are familiar with and adhere to the College Computing Regulations and related policy documents concerning various parts of the service. Most of the restrictions covering acceptable use of the IT services are a matter of common sense. If you are in any doubt about any aspect of these regulations please ask a member of ITS staff.

Many staff members have access, via MIS and Web applications, to personal data concerning students and staff. It is therefore important that you familiarise yourself with the College's Data Protection Policy and Code of Practice, to ensure that in your handling of personal data you do not break the law and that you follow the guidelines that have been laid down by the College in this area.

Any additional guidelines specific to your area of work will be provided by your Head of School or Administrative Department.

www.bbk.ac.uk/its/regs

School Support

Some Schools have their own equipment or their own intranet which require separate usernames and passwords. Support for such systems is provided by the relevant School and not from ITS.

Staff Intranet

Comprehensive information about the College organisation, services, events, procedures, committees, etc is maintained on the Staff Intranet.

staff.bbk.ac.uk

