

***IT SERVICES (ITS)
Service Definitions
2009***

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1 Mission

IT Services is a central academic service department. Our mission is to provide high quality and reliable central Communications and Information Technology (C&IT) services that are cost-effective, based on best practice, and meet the requirements of College staff and student engaged in teaching & learning, research and administrative activities. The strategic context for ITS operations is provided by the College's *Communications & Information Technology, eLearning, Information, and ITS departmental Strategies*.

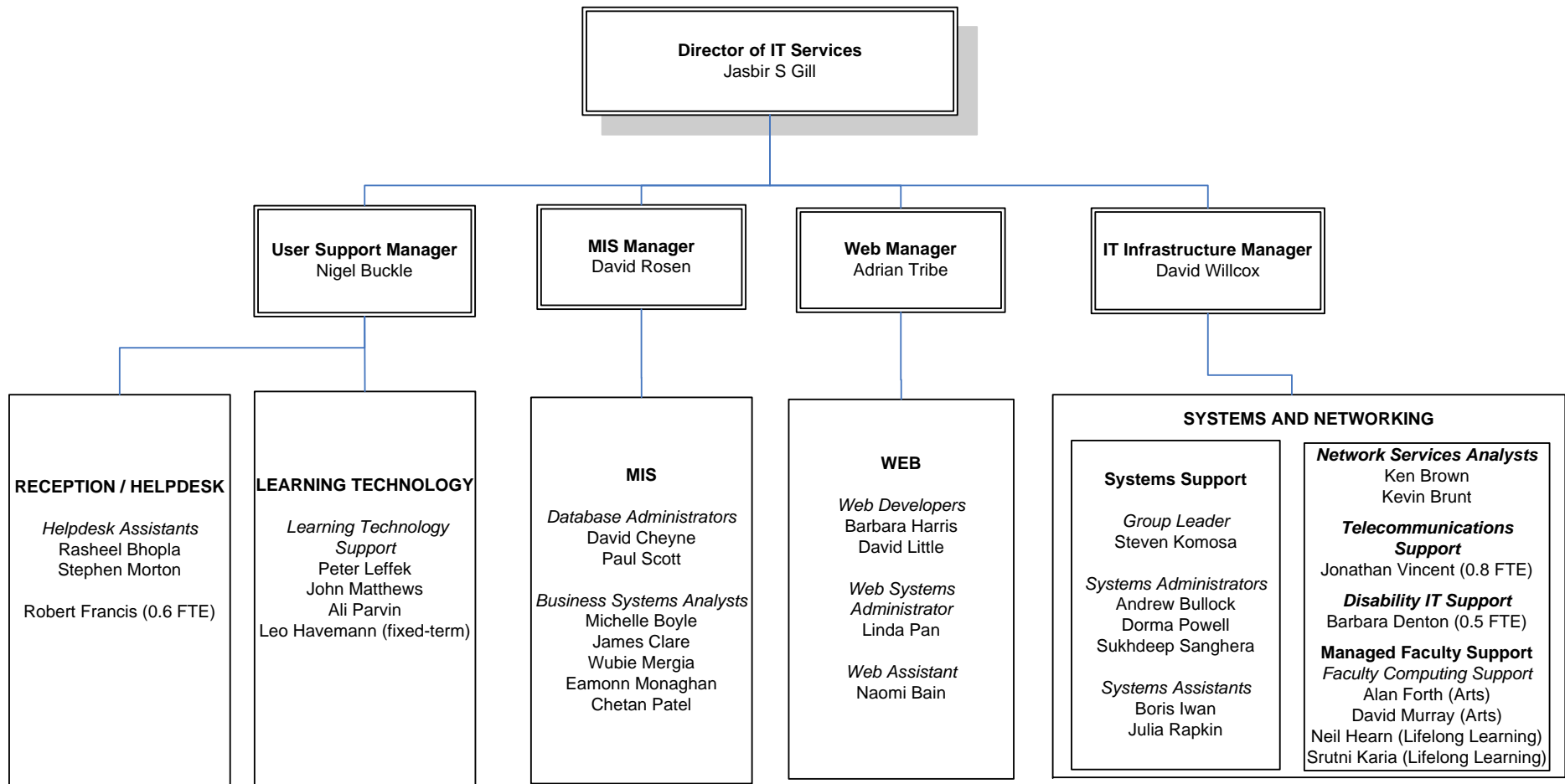
2 Objectives

The broad objectives of ITS in pursuing its mission are:

- to develop and maintain a comprehensive, high-performance and reliable network infrastructure (including remote and wireless access facilities) enabling all staff and students to have convenient access to a range of IT and telecommunication services.
- to provide and develop shared computing facilities such as central application, file and print servers and workstation rooms for teaching and open access facilities, which cannot effectively be provided at departmental level.
- to provide a range of core network services (e.g. email, data storage and backup, anti-spam and virus protection, learning management and web content management systems) available for use by all staff and students.
- to ensure that the College is provided with an adequate and appropriate range of general purpose application software both on centrally managed facilities and, through suitable licensing arrangements, on local departmental facilities.
- to develop and maintain suitable application systems to process and deliver up-to-date and integrated management information for College staff and students.
- to recommend appropriate computing standards for the whole College in the areas of data and voice communications, software and equipment in order to ensure the greatest possible level of inter-communication.
- to maintain a balance between the implementation of new technology and the necessity to maintain high availability of existing IT and telecommunication services.
- to assist all sections of the College in developing and managing their local computing and networking facilities and in exploiting new computer applications for teaching & learning, research and administration.
- to assist staff and students to become increasingly self-sufficient in using information technology by providing advice, consultancy, training and documentation.
- to collaborate with other providers of related services within the College (e.g. the Library, Disability Office and the Centre for Learning & Professional Development in order to ensure complementary service provision.
- to seek and take full account of the views of all sections of the College community in developing ITS services and facilities
- to ensure, through appropriate publicity, that developments in its services are brought to the attention of all members of the College.
- to establish, monitor and maintain high standards of quality for all its services, particularly with regard to their reliability, effectiveness and efficiency.
- to develop and adopt appropriate security procedures and disaster recovery plans to ensure that all centrally maintained IT equipment and services are properly protected and available at all times.

3 Organisational Structure

IT Services – Organisation Chart January 2009



3.1 Reception and Helpdesk Team

The Reception and Helpdesk team members provide users with a primary point of contact for enquiries regarding ITS staff and services. They are able to answer most user queries and provide first-line technical support or direct users to appropriate specialist ITS staff. Their responsibilities include registering users, dealing with course bookings, maintaining and supplying up-to-date ITS documentation, allocating workstation rooms for teaching, selling consumables, and maintaining centralised records for equipment, ITS finances and software licenses. The team members also provide general administrative support to all ITS staff.

3.2 Learning Technology Team

The Learning Technology team members are primarily responsible for the promotion, development and support of the centrally provided learning management system (Blackboard via the BLE - Bloomsbury Learning Environment) and the provision of software application support on a range of core applications, particularly in areas that support the use of technology for teaching and learning. They also plan, organise and run training workshops on a variety of general-purpose applications (including word processing, spreadsheets, databases, electronic mail, programming languages, graphical and bibliographic software) aimed at both student and staff users at all levels. Other responsibilities include writing user documentation, undertaking evaluation and procurement of new software packages and training materials, co-ordinating and promoting Learning Technology initiatives, providing support for staff development and undertaking help desk duties.

3.3 Management Information Systems (MIS) Team

The MIS team members are primarily responsible for supporting and developing central management information applications and corporate databases. They undertake the analysis, design, maintenance and development of College administrative and management information systems which include HR and Payroll, Finance, Student Records, Research Grants, Alumni, and Facilities Management). The MIS team liaises closely with appropriate staff in Central Administration to ensure the satisfactory processing of statutory returns on information about College staff, students and finances. Other responsibilities include database administration, maintenance of central application, web and database servers, database / application user account registration, and the provision of user support, advice and training.

3.4 Web Team

The Web team members are primarily responsible for the technical maintenance and development of central web facilities, which include the College's public site and intranets, administration of central web servers, roll-out of the web content management system, and support for various web-enabled applications in use within the College for teaching and learning, administration and marketing. The Web team members provide advice and technical support to web maintainers and College staff within Schools and the Central Administration to ensure that web technology continues to be used in the most effective manner in all College activities. Towards this end, the Web team provides support for the development and implementation of a College-wide strategy for the use of the web.

3.5 Systems and Networking Team

The Systems and Networking team members are primarily concerned with the operation, maintenance, development and management of the College data and telecommunications infrastructure and associated network services including electronic mail, remote access (virtual private network), wireless networking, printing, network security, user account registration, data storage and backup. They are also responsible for administering the central systems infrastructure based on a number of Unix and Windows servers providing a range of multi-user applications. In addition, the Systems Support Group provide a system support helpdesk service, desktop support to users in Central Administration Departments, and are responsible for the maintenance of centrally provided teaching and open access workstation rooms. The

Systems and Networking team also provides managed IT support for the Faculty of Arts and the Faculty of Lifelong Learning.

3.6 Project Teams

Inevitably there are areas of overlap among the activities of team members and, where appropriate, the work of the ITS (concerning both on-going areas of activity as well as new developmental projects) is carried out in Project Teams, involving members of staff from two or more teams.

3.7 Faculty Support

ITS provide a managed service for the support of local IT facilities where Faculties have agreed to fund dedicated staffing resources for this purpose. Such arrangements currently exist for the Faculty of Lifelong Learning and the Faculty of Arts.

4 ITS Service Definitions

4.1 Introduction

The services being provided by ITS during 2009 are described below and will be subject to the approval of the Communications & Information Technology Committee (CITC) whose terms of reference include:

“To assess and monitor the IT services provided to users and to initiate actions to maintain an appropriate level and quality of service”.

These services will be reviewed on an annual basis and this document will be updated to reflect any changes. In addition to the CITC, these service definitions will be of interest to Faculty and School Computer Representatives, whose regular meetings provide a forum for discussion of matters relating to the provision of ITS services.

The service descriptions are detailed enough to enable an end-user of a service to determine what can be expected from the service. Where appropriate and practical, the service definitions include targets which can be used for monitoring performance. It should be noted that the service targets are based on our existing level of resources (both staff and finance) and assessed needs to meet current demands. Reduced staffing levels, e.g. as a result of holidays, sickness or staff training may mean that on such occasions our usual targets may not be met.

In addition to specifying targets, the service definitions (where appropriate) also remind individual users and departments of their responsibilities in following defined procedures for obtaining ITS support.

ITS will review the provision of its services by monitoring the extent to which the service targets have been met and the level of user satisfaction as expressed via the CITC, Faculty and School representatives, individual users, analysis of training course evaluation forms, annual user satisfaction survey, visits to Schools, comments to helpdesk, and monitoring of reports from the ITS call logger system.

ITS provide computing and telecommunication services to a number of user groups, including undergraduates, postgraduates, academic staff, technical staff, and administrative staff. The term ‘department’ is used fairly loosely in this document to refer to Faculties, Schools, Library and the Administrative Departments of the College.

4.2 List of Services provided by ITS

The main services provided by ITS can be regarded as being the following:

- User Support and Help Desk

- ITS Account Registration
- Data Networking
- Telephony
- Remote Access
- Electronic Mail
- Systems Support
- Network and System Security
- Data Storage and Backup
- Printing
- PC Provision (including Workstation Rooms)
- Wireless and Mobile Computing
- Software Provision
- Software Support
- Disability IT Support
- Managed Support of Faculty IT Facilities
- MIS (Administrative Computing)
- Training Resources (Workshops and Training Materials)
- World Wide Web
- Teaching and Learning Technology
- Hardware available for Loan / Booked Use
- Services for External Users (Booking of workstation rooms / open access)
- Liaison and Feedback

These services are detailed in sections 5 through 26 of this document.

4.3 General User Responsibilities

Users of ITS services are expected to:

- Be familiar with and comply with the College Computing Regulations (available from ITS Reception or web site).
- Be aware of and comply with JANET acceptable use guidelines (available from ITS Reception or web site).
- Adhere to the terms and conditions of all licence agreements relating to the use of computer software.
- Read supplied documentation on the use of ITS facilities.
- Make themselves familiar with ITS procedures for reporting faults, booking workstation rooms, obtaining support, booking training courses etc.
- Keep abreast of ITS news announcements (via notices, e-mail, Web, newsletter, messages provided upon logging-in, etc).
- Upon reporting problems to ITS help desk - provide full details of the fault being experienced, including identification of equipment involved, application being used, etc.

5 User Support and Help Desk

5.1 Aim

ITS aim to provide relevant contact points and user support procedures for staff and students wishing to use the computing facilities provided by ITS.

The ITS Reception & Help Desk (Malet St. Main Building Room 151) provides a helpful first point of contact for all general queries. In addition there are specialist Help Desks for Systems Support (including Faculties of Arts & Lifelong Learning), MIS (Administrative Computing), Web Support, and Learning Technology Support. This section explains how to contact the teams for problems or queries. For full details of the support provided please refer to the relevant sections of this document.

5.2 Reception and Help Desk

5.2.1 Service Description

The functions of Reception and Help Desk are:

- To answer or pass on queries on the facilities and services supported by ITS. Queries can be made in person (Room 151), by e-mail (its-helpdesk@bbk.ac.uk), or by telephone (x6543).
- To supply registration details to staff and students (where not provided by their School).
- To advise users on prerequisite knowledge needed to benefit from the workshop or course.
- To provide site-licensed software (for cost of media).
- To sell consumables such as CDs & USB drives and accept printer account recharging payment.
- To provide in-house and site-licensed paper-based training material.
- To assist in use of specialist hardware in 151.

The ITS Reception & Help Desk in Room 151 is open from 10.00 - 20.00 Monday to Fridays during term time. It is open from 10.00 - 18.00 Monday to Friday during vacations. In addition to the front-line support staff on Help Desk, there are technical support staff to call on if needed.

A Help Desk Management System is available and calls will normally be logged. All calls not resolved immediately will be logged by the Reception and Help Desk staff and the user will be informed of the call log number. Any such logged query will be escalated to the appropriate technical support team. Experience of the type of queries received is used by ITS to identify problem areas, provide an indication of required training courses, and develop our services.

Lecturing staff whose evening classes are being disrupted by computing problems should contact Systems and Networking Help Desk, ext. 6320 when the Help Desk is closed.

Priority is normally given to answering the telephone, but at busy times telephone callers may be asked for a number to call them back on, so as not to pre-empt people who have been waiting.

Initial sessions with the Help Desk adviser will normally be limited to approximately 5 minutes to avoid queues forming. Users needing longer sessions or wanting advice from a specific member of the support team are expected to make an appointment.

5.2.2 User Responsibilities

- Users requesting help are expected to have read any relevant documentation, notices, etc.
- Users who purchase site-licensed software through Reception and Help Desk are responsible for ensuring that the terms of the licence conditions are met.
- Quote the provided log number when following up on an existing query.

5.2.3 Service Targets

- Queries on software will be answered according to their support level.
- Queries not dealt with immediately and messages for ITS staff will be referred to the appropriate member of staff as soon as possible. If the member of staff is unlikely to be available within three normal working hours (due to higher priority ITS tasks such as teaching, workstation room support, network support, or due to leave, sickness, or part-time working) the user will be advised of this.
- The Reception / Help Desk will be staffed during the hours stated in the Service Description. If it has to be closed during normal opening hours for any reason, a notice will be posted on the door providing details of any alternative arrangements and telephones will be switched to the voice mail system.
- Email to its-helpdesk@bbk.ac.uk is processed at least once a day on weekdays.
- Bookings for courses and workshops can be made as soon as publicity material is made available. This will normally be the start of term in the autumn term, two weeks before end of the previous term for courses and workshops during the vacations and spring and summer terms. Users self-enrol on-line; if a course or workshop is fully booked users can register interest by joining a waiting list.

5.3 Systems and Networking Help Desk

5.3.1 Service Description

The Systems and Networking team provide systems support 9am to 9pm Monday to Friday and 09:00 - 14:30 on Saturdays during term, 9am to 6pm Monday to Friday in vacations. (This assumes full complement of staff).

During busy periods there may be occasions when it will be necessary to leave a message when calling. When no staff are available, urgent fault reports may be directed to ITS Reception staff who will be able to contact the Systems Team.

Users may contact the Systems and Networking Help Desk (x6320, its-systems@bbk.ac.uk) for

- Enquiries related to the network.
- Fault reporting and all hardware queries related to ITS maintained equipment. This includes equipment in PC workstation rooms and Central Administration sections.
- Systems software advice (MS Windows, Unix - Solaris).
- Advice and assistance regarding computer security.
- Advice on Remote Access and Wireless networking.
- Electronic mail problems.

5.3.2 User Responsibilities

- Be familiar with any relevant and available documentation provided by ITS.
- Report all urgent faults promptly, providing details of the equipment being used and location, if possible, using the fault report form at <http://www.bbk.ac.uk/its/faultform>

- Report faults to the mailbox its-systems@bbk.ac.uk, as using individual staff email addresses may lead to delays during holidays, sickness etc.
- User responsibilities for individual elements of the service are described in the relevant sections of this document.

5.3.3 Service Targets

- Problems which can be solved immediately over the telephone will be dealt with at the time of the call.
- Problems preventing an individual or group from working will be addressed immediately during staffed hours where possible.
- A response to email or telephone messages will be provided by next working day.
- Email to its-systems@bbk.ac.uk is monitored throughout the day.
- Queries on software will be answered according to their support level.
- A response to queries related to unsupported equipment and software will be by best efforts only.
- To ensure that Reception staff are able to contact Systems staff in an emergency during Reception and Help Desk hours.
- Service targets for individual elements of the service are described in the relevant sections of this document.

5.4 Faculty of Arts and Faculty of Lifelong Learning support

5.4.1 Service Description

Two members of staff provide support to staff in the Faculty of Arts, providing cover from 9am to 6pm Monday to Friday (x6560/6570, email to arts-support@bbk.ac.uk).

Two members of staff provide support to staff in the Faculty of Lifelong Learning, providing cover from 9am to 5.30pm Monday to Friday (ext. 6310/6645).

Staff are frequently away from their desk, and there may be occasions when it will be necessary to leave a message when calling. When no staff are available, urgent fault reports may be directed to ITS Systems Team or Reception during support hours, where staff will be able to contact Faculty Support staff.

See also section 20.

5.4.2 User Responsibilities

- Be familiar with any relevant and available documentation provided by ITS.
- Report all urgent faults promptly, providing details of the equipment being used and location.
- Provide as much notice as possible for requests for new equipment and software evaluation.

5.4.3 Service Targets

- Problems which can be solved immediately over the telephone will be dealt with at the time of the call.
- A response to email or telephone messages, or visit in person, will be provided by next working day.
- Queries on software will be answered according to their support level.

- A response to queries related to unsupported or home equipment and software will be by best efforts only.
- To ensure that ITS Reception staff are able to contact Faculty Support staff in an emergency during Reception and Help Desk hours.

5.5 MIS (Administrative Computing) Help Desk

5.5.1 Service Description

The MIS Help Desk functions to answer queries from staff concerning the MIS databases and applications. Contact can be made by telephone (x6524) or by email (admin-support@bbk.ac.uk). The MIS Help Desk is staffed from 0830 - 1730 hrs Monday to Friday (subject to a full complement of staff within the team). During busy periods there may be occasions when it will be necessary to leave a message when calling. When no staff are available, urgent fault reports may be directed to ITS Reception staff.

While the majority of queries are from users in the Central Administration departments, there is an increasing support requirement from staff in Faculties and Schools as the use of centrally maintained administrative systems is extended to all parts of the College.

5.5.2 User Responsibilities

- Be familiar with any relevant and available documentation provided by ITS.
- Report all urgent faults promptly (if possible while the problem still exists) to the MIS Telephone Help Desk (x6524) providing a realistic assessment of criticality.
- For non urgent problems an e-mail should be sent to the admin-support@bbk.ac.uk mailbox.
- For desktop support queries, staff in Central Administration departments should contact the ITS Systems Team.
- Give a full description of the problem together with any error messages and the context of use.

5.5.3 Service Targets

- Problems which can be solved immediately over the telephone will be dealt with at the time of the call.
- Queries which cannot be dealt with immediately over the telephone will be passed to the appropriate member of the team. If the member of staff is unlikely to be available within three normal working hours the user will be advised of this.
- Incoming email to the Admin Support mailbox will be processed at least twice a day.
- Queries on software will be answered according to their support level.

5.6 Web Help Desk

5.6.1 Service Description

The Web Help Desk can be contacted by telephone (x6459) or by e-mail (web-support@bbk.ac.uk) for:

- Enquiries and fault reporting related to the use of central College Web sites and Web-based services and facilities (for any users).

- Intranet access queries (for students and staff).
- Advice and support regarding Web authoring, Web accessibility and usability and other Web-related issues (for staff).

The Web Team staff the Help Desk from 9.00am to 5.30pm Monday to Friday.

5.6.2 User Responsibilities

- Users requesting help are expected to have read any relevant documentation available from ITS Reception or via the ITS Web site.
- All urgent faults should be reported to the Web Help Desk promptly (if possible while the problem still exists) by telephone or e-mail, providing a realistic assessment of criticality.
- For non-urgent problems a report sent by e-mail is more appropriate, giving a full description of the problem, including the Web address at which the problem was encountered, together with any error messages and the context of use.
- Students or staff members with intranet access queries must supply their name, their course of study or the School/Department in which they are employed, and their ITS username.
- Schools and Administrative departments should nominate one or more members of Birkbeck staff as their Web Maintainer(s), who are responsible for the maintenance of their Web pages, and must keep the Web Team informed via the Help Desk of any changes in their designated Web Maintainer(s).

5.6.3 Service Targets

- Enquiries and problem reports received via the Web Help Desk telephone line will usually be acknowledged and logged immediately if received between 9.00am and 5.30pm Mondays to Fridays, and on the following working day if received outside those hours.
- The web-support@bbk.ac.uk mailbox will be checked at least twice per day, Mondays to Fridays, so enquiries and problem reports received via this means will usually be acknowledged and logged within half a working day.
- Issues that cannot be resolved at the time they are logged will be addressed within a time frame appropriate to the urgency of the matter. In most cases this will mean within one working day for urgent matters and within one working week for other issues. The user will be informed if particular circumstances prevent these targets from being achieved. Requests for support with specific Web projects will be dealt with within individually agreed time frames.

5.7 Learning Technology Support

For full details of the support provided for different aspects of Learning Technology please refer to the relevant sections of this document. The Learning Technology Team can be contacted through Reception/Helpdesk.

- Advice and support in the use of technology for teaching and learning (see section 24).
- Support for the Virtual Learning Environment –Blackboard (see section 24).
- Training resources – workshops and Training Materials (see section 22).

6 ITS Account Registration

The ITS Registration System enables all users to gain access to computing facilities, and allows authorised departmental representatives to view and distribute account information.

6.1 Service description

The Registration systems comprise an in-house system collecting information from the Human Resources and Registry systems for automatic account generation on ITS Systems. This includes setting up of email accounts. Manual user registration is also possible.

All continuing and new degree students entered on the College Student Information system will be automatically registered for the use of ITS facilities. The ITS registration database is updated regularly to keep in line with changes on the Registry system. Usernames and initial passwords are normally distributed to students by email, unless ITS are directed otherwise by the School. Personal callers may also obtain this information from ITS Reception.

Faculty of Lifelong Learning students on assessed courses may activate a computer account via the web in order to gain access to Blackboard, workstations and electronic resources.

Intercollegiate students in Birkbeck's Student Information system are allocated accounts, for access to the Virtual Learning Environment which can be obtained on request by Schools if required.

Staff are registered based upon information in the Human Resources database. If the information is not available then there may be a delay in registering staff, and manual completion of the "Application for Computer Use" form may be necessary. Computer account details are sent to the staff member at their Department.

Sessional lecturers may activate a computer account via the web once their details have been returned to Payroll/HR.

Other users may be registered on completion of an *Application for Computer Use* form, and details of user categories and entitlement of access is available at <http://www.bbk.ac.uk/its/services/forstaff/cars/entitlement08.pdf>

Computer accounts are suspended after ITS are informed that a staff or student user has left the College. File store is deleted after approximately 6 months.

Students on exams only status or taking a break in studies will be charged for continued access to the facilities. Charges and application form are available at http://www.bbk.ac.uk/its/help/support/username/break_in_studies

User Responsibilities

- Authorised departmental representatives should use the system in a responsible way, ensuring the privacy of information (including username/password information).
- Access to ITS services and facilities require registration. In the case of student users such access is only possible following enrolment with the College Registry or FLL.
- Once ITS (or the user's School) have supplied a username and password the user is responsible for knowing what it is when they require it. Ideally it should be memorised, but users who need to keep a written record are responsible for the safekeeping of that record.
- Users are responsible for the security of their usernames and passwords and must never reveal them to unauthorised persons.
- Schools and departments requesting bulk registration are responsible for providing ITS with course/module codes and the date by which bulk letters are required.

- *Application for Computer Use* Forms for manual registration must be signed by Departmental Computer Representatives, Head of School or Department, FLL Lecturer or School Administrator.
- Notify start dates of new temporary members of staff, giving as much advance notice as possible if access to MIS systems is required.
- Details of students provided for manual registration must be given in electronic form in a CSV or Tab delimited file with *title, initial, forename, surname, end date*.

6.2 Service Targets

- Forms for manual registration will normally be processed within 2 working days except during the early part of the Autumn term (1 week).
- Staff registrations take place weekly.
- Student registrations take place daily.
- The accounts of students who have not enrolled are suspended in December.
- Password changes take effect across all systems within an hour.
- User account creation on core admin servers for new members of staff prior to start date (subject to advance notice being received).

7 Data Networking

7.1 Data Network infrastructure

7.1.1 Aim

ITS aim to provide the College with a comprehensive and well managed data network infrastructure appropriate for its evolving teaching, research and administrative needs. The network infrastructure is defined as the physical network carrier and associated equipment, together with supported networking standards, interconnecting all academic and administrative departments and all College buildings with each other and providing access to external services. ITS responsibility with regards to the data networking infrastructure extends to the provision and maintenance of the physical network and associated equipment up to each Department's primary network entry/exit point. Funding for maintenance and development of the College 'backbone' network is provided centrally to ITS by the College; Faculties and Schools are responsible for financing cabling of individual rooms and making provision for the procurement and replacement of associated networking equipment, workstation network cards and software.

ITS are also responsible for the College Telephone service. Currently the telephone network is independent of the data network. Our long-term strategy is to combine voice and data services on to a single physical network where possible, and where opportunities arise for network installation, it will be suitable for both voice and data needs.

7.1.2 Service Description

The College data-networking infrastructure uses fibre-optic cabling and managed links to connect the main College sites. This provides a backbone that links together departmental computer networks, administrative office computer networks, local computer systems, central servers, teaching and open-access workstation rooms, and the wireless network.

The backbone is based upon Fast Ethernet and GBEthernet. Links to departments are provided at Ethernet (10mbs), Fast Ethernet (100mbs), or GB Ethernet (1000mbs). The central equipment consists of a number of Cisco switches/routers. Primary and resilient network links to the London Metropolitan Network (LMN) and SuperJANET are based on GBEthernet and 100mbs links.

Protocols supported

The main requirement to use the College backbone network is access to a PC or workstation on a departmental local-area network that is connected to the backbone network. PCs and

workstations must be equipped with an Ethernet interface card and be installed with network software (Microsoft's TCP/IP stack is supported) that can handle some of the standard network services, such as Telnet (for interactive access), FTP (for file transfer), or WWW (for information retrieval).

Perimeter Firewall

A perimeter firewall is in place. All Schools and departments have been asked to provide details of systems which need to be accessed from beyond the Birkbeck network, and access to all other systems is blocked at the perimeter.

A number of protocols are blocked at the periphery routers, and between ports on internal routers. These include smtp (except to named mail servers) and Netbios. Blocking of some internal services also takes place based upon IP addresses. Additional blocking may be implemented at the request of Departments on their interface to the central routers.

Staff installing systems hosting services which need to be visible from outside the College should complete a web based form to request changes to the firewall ruleset.

Networking Support via UCL (University College London)

ITS, along with a number of other Schools of the University of London, purchase a network access service from UCL. This service provides managed access from the College to UCL, LMN, SuperJANET and the Internet. The service provided by UCL is defined in a service level agreement (available from the ITS Director). This extends to maintenance, support and consultancy for high end equipment owned and located at Birkbeck.

UCL also operate IP DNS (Domain Name Server) service, although this is expected to be brought in-house. ITS assigns blocks of numbers in the College's IP numbering space to departments.

Network Monitoring

ITS monitor network services, server availability and machine room environment (power, UPS availability and temperature) via use of the Nagios modular network monitoring system. This provides notification (email and text) in the case of a failure of a number of critical services and systems. Access to Nagios has been made available to technical support staff in Schools.

Access to external networks and facilities

ITS, in association with UCL Network Group, provide a facilitating role for departments requiring access to JANET, the LMN and SuperJANET - the national broadband networks supporting UK higher education and research. Access to numerous national and international computer services is possible for suitably authorised users.

Liaison with external bodies

ITS are responsible for the representation of College interests through liaison with a number of local and national networking groups. These include UKERNA (JANET operators), UCL (network service providers to the College), LMN and other network service providers (e.g. ULCC) and identified external bodies / user groups. Feedback and dissemination of information from such representation to the College user community is carried out electronically to School Computer Representatives and via the ITS News web pages, where appropriate.

7.1.3 User Responsibilities

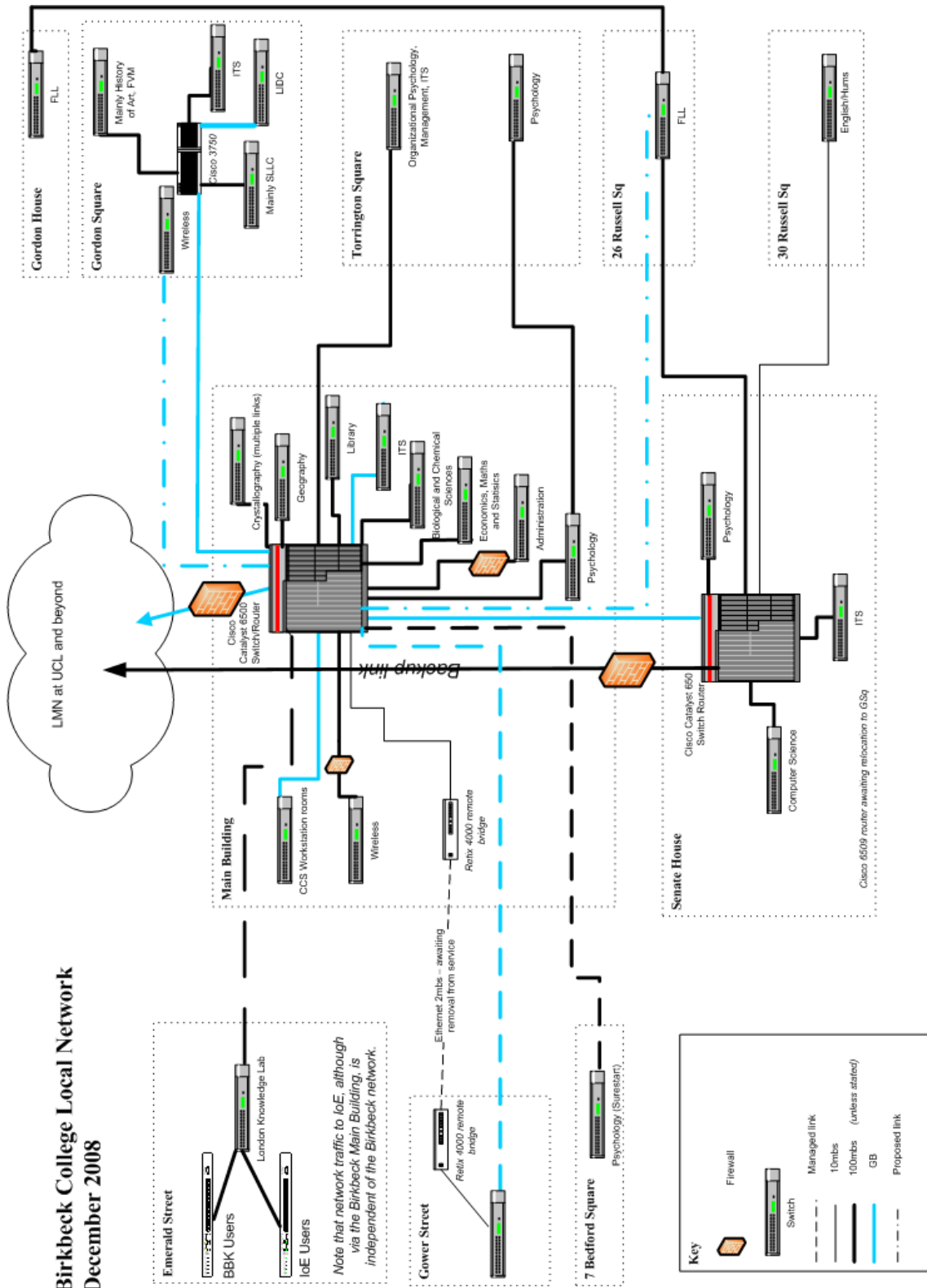
- All elements of the network must be physically accessible to ITS at all times as must be the points where departmental networks connect to the 'Campus' network. In exceptional circumstances (such as a department being inaccessible or a suitable contact being unreachable) ITS may temporarily disconnect a department network (thought to be the source of a fault condition) in order to preserve the service to the wider network.

- All network-related faults should be reported to the ITS Systems & Networking Team (Ext. 6320). Messages to ITS Reception / General Help Desk will be passed to the Systems & Networking Team.
- Be familiar with and comply with the College's Network Security Policy (<http://www.bbk.ac.uk/hr/net-sec.pdf>).

7.1.4 Service Targets

- Endeavour to ensure that the maintained network under its control is available for use at all times [It should be noted that the campus and departmental networks form an inter-dependent entity and the failure of a single device can cause widespread problems and service disruption. ITS will endeavour to maximise performance and minimise time lost due to a failure of a network component].
- Aim to respond to reported network faults immediately (if whole building affected), within 1-2 hours (if department affected), within 1 day (if one individual affected).
- Priority will be given to problems disrupting scheduled teaching periods.
- Aim to complete registration of network address (via UCL) within one week from the receipt of an authorised application.
- Build resilience into the network configuration where technically and economically possible.
- Investigate reported network security incidents within one day, which will be recorded by the ITS Systems Team and reported to Janet CERT.
- Report incidents to School Representatives in a timely manner, and each term provide a report (via news, reports at meetings of representatives, CITC, etc) on the availability, performance and reliability of the network.
- Schedule major changes to the network infrastructure during vacations as far as possible. Essential hardware and software activities that require interruptions of the service to all or part of the network will usually be carried out on Tuesday mornings between 0800 and 0900, though urgent work maybe carried out at other times. If possible notice will be given not later than noon on the preceding day. [In emergencies the service may be interrupted at any time without notice]. On occasion, UCL undertake systems work which may affect Birkbeck's external connectivity, and connectivity from Gordon Square. Where possible, four weeks notice is given. Note: ITS Networking support staff cannot be held responsible for faults caused to systems not under the direct control of ITS, consequences of unpredictable external events (such as a mains failure) and the maintenance / upgrades of departmental networks - unless specific arrangements and extent of ITS involvement has been agreed.
- Aim to respond to firewall update requests within two days, and implement if agreed, within one week.

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Note that network traffic to IoE, although via the Birkbeck Main Building, is independent of the Birkbeck network.

8 Telephony

8.1 Aim

ITS aim to provide the College with a comprehensive and well managed telephone infrastructure appropriate for its business needs.

The telephone network is mainly independent of the data network. Our long-term strategy is to combine voice and data services on to a single infrastructure where possible.

8.2 Service description

The telephone infrastructure is defined as the physical carrier and associated equipment, together with supported systems, interconnecting all academic Schools and administrative departments and all College buildings with each other and providing access to external voice networks. ITS responsibility with regards to the telephone infrastructure extends to the provision, development and maintenance of the physical network and associated equipment, including the telephone switches. Funding for the development and maintenance of the College central voice network is provided centrally to ITS by the College. Call charges and line rental are recharged to departments, who are also responsible for financing new cabling and equipment.

The service consists of Realitis and Meridian PBX switches, call-logging system, operator consoles, wiring, and payphone located on College premises. A voicemail system is available to all users, which also provides facilities for the development of auto-attendant and voice forms.

ITS will continue to investigate the future development of the telephone system.

8.3 User responsibilities

- To notify ITS via the Web at <http://www.bbk.ac.uk/its/phones/request> regarding any faults, requests, and suggestions to improve the service.
- To pay for new cabling installations, new and replacement handsets, and any additions to the service for which there is a charge.
- To notify ITS of any moves and changes at least one week before they take place, or earlier if possible.
- To complete the telephone and data move request form, detailing any moves required.
- To request the voicemail service one week before required, and to be available for brief training of the system.
- To consult ITS prior to ordering telephone-related equipment and services.
- Major service requests should be discussed with ITS with as much notice as possible.
- All elements of the telephone network must be physically accessible to ITS at all times.

8.4 Service Targets

- To respond to requests for new handsets within two days, and provide handsets within two weeks.
- To respond to change of service requests within two days.
- To distribute telephone related information to telephone reps.
- To provide departmental call recharging reports on a regular basis and ad-hoc management reports on request.
- To respond to requests for voicemail boxes within one week.

- To initially respond to requests for voice forms/auto-attendant within 2 days.
- Depending on complexity of request, to complete voice form requests within 8 weeks.
- Arrangements for the installation or configuration of network hardware and software will be made within eight weeks of the request being received.
- Endeavour to ensure that the telephone network under ITS control is available for use at all times.
- Aim to respond to reported faults immediately (if the whole building is affected) and within 2 days (if one individual affected).
- Build resilience into the network configuration where technically and economically possible.
- Report incidents to departmental telephone representatives, and provide regular reports (via the news, meetings of representatives, CITC etc) on the availability, performance and reliability of the telephone system.
- Schedule major changes to the telephone infrastructure during vacations as far as possible. Essential hardware and software activities which require interruptions of the service to all or part of the network will usually be carried out at weekends, though urgent work may be carried out at other times; If possible notice will be given not later than noon on the preceding day. [In emergencies the service may be interrupted at any time without notice].

9 Remote Access

9.1 Aim

To provide convenient and flexible access to network resources to authorised individuals working away from the College.

9.2 Service Description

VPN (Virtual Private Network) services are available and may be used to establish a secure connection to the college network (via many, but not all, ISPs). The VPN Service is based upon Microsoft's Remote Access Server. Support and documentation is provided for Microsoft Windows desktop operating systems. Documentation is also available for Mac users, but support is only provided on a best efforts basis. Once a connection is established, users may connect to networked file store, send email as if connected at Birkbeck, and access resources validating against IP address. A separate VPN service, using the same technologies, is available for staff in Central Administration.

Documentation for the VPN service is available from the ITS web pages.

In addition, web based access is available to the Virtual Learning Environment and electronic mail services, which requires no configuration of any equipment which has an Internet connection.

We are piloting desktop virtualisation which offers potential improvements in remote access facilities and access to applications.

9.3 User Responsibilities

- Users must have access to their equipment when reporting a fault.
- Users must follow all the available documentation before reporting problems.
- Users must quote their username when requesting help.

9.4 Service Targets

- Endeavour to ensure that the VPN services are available for use at all times.
- Essential hardware and software activities that require interruptions of the service to all or part of the network will usually be carried out on Tuesday mornings between 0800 and 0900, though urgent work maybe carried out at other times. If possible notice will be given not later than noon on the preceding day. [In emergencies the service may be interrupted at any time without notice].
- Provide support to users encountering problems installing the equipment. This is on a best effort basis only except where remote access is integral to the course being taken, and no timescales will be given. Users may be asked to bring in their equipment if it is not practical or efficient to carry out tasks requested over the telephone.

10 Electronic Mail

10.1 Aim

To provide the College with a reliable and comprehensive electronic mail service both on campus and to external national and international destinations.

10.2 Service Description

Electronic mail services are provided by a combination of a central mail hub or gateway that acts as a single point of ingress and egress for most Schools in the College providing a standard address for mail transfers. A central directory of 'mail names' is maintained which provides transparency of user mail system location for most Schools. In addition, separate systems provide the *message stores* (where messages are delivered to), and further systems run the programs required by email clients.

Mail services as seen by users are as follows:

- A Mirapoint Mail appliance offers IMAP/POP and Webmail services. The supported protocol for delivery of mail to PC clients is IMAP. POP is available but not supported. Pine is available for Academic Unix users.
- For staff only, a Microsoft Exchange based email system is available, offering additional features for collaborative working, calendars and remote access.
- Webmail is the supported email client for students, and also provides convenient access to IMAP/POP mailboxes.
- Clients supported are Outlook 2003 against Exchange, Outlook 2003 against IMAP (on the Mirapoint), Outlook Web Access (Web Access by Exchange users), Outlook Express (IMAP against the Mirapoint), Mirapoint Webmail. In addition, documentation will be made available for Macmail and Mozilla Thunderbird. Pine is available from the Unix server Malus.

Each staff user of ITS facilities is allocated an electronic mail alias in the form initial.surname@bbk.ac.uk by the HR database. Clashes are resolved by a number of rules including initialinitial.surname, forename.surname etc. This is only available if the staff member has been added to the HR database. Other staff (e.g. contractors, visitors) are allocated an email address in the form initial.surname@dept.bbk.ac.uk.

Degree students are allocated an email account and email alias in the form <ITS username>@students.bbk.ac.uk.

Initial mailbox quota is 50Mb, and can be increased on request.

Appropriate advice to end-users and Schools with mail addressing problems is available.

ITS provide a number of centrally maintained email distribution lists. Most are updated automatically, though others are updated following a request by the list owner. A list server based upon the Mailman system is also available for the creation of email discussion lists for academic purposes within the College.

Generic email accounts, and email aliases for specific research and other projects, can be created.

All email passing through the College mail hub is checked for viruses

ITS subscribe to an external service provider (MessageLabs) who monitor incoming email for viruses and spam. Suspected spam email will not be delivered, but held in a quarantine area for 14 days to allow the user to review the message if desired. A vacation mail service is available and users may forward their Birkbeck email to an external email address.

10.3 User Responsibilities

- Students must read their Birkbeck email, or arrange for forwarding to an email account they do read.
- In the event of experiencing a problem with sending a message, provide ITS staff with 'header' information in returned message to help with problem diagnosis.
- Users are responsible for obtaining e-mail addresses of people they wish to send e-mail to.
- Read supplied documentation on use of e-mail, and follow good practice guidelines.
- Users should have access to their equipment when reporting email problems.
- Students must read their Birkbeck email, or arrange for forwarding to an email account they do read.

10.4 Service Targets

- Endeavour to ensure that Central electronic mail systems are available for use at all times.
- Aim to respond to faults affecting the system immediately during staffed periods.
- Creation of electronic mail aliases for all staff on joining the College will take place on receipt of information from the Human Resources system.
- Update of distribution lists within two working days of request being received.
- Respond to requests for email discussion lists within two days.
- Build resilience into the service where technically and economically possible.
- To respond to individual email problems within one working day if relating to supported software and systems.
- To respond to individual email problems within one week if relating to unsupported software and systems.
- Respond within one week to requests for additional email aliases (for project work etc).
- Update virus definition files daily or following notification from JANET-CERT.
- Respond within two days to requests to add electronic mail addresses to the "approved senders" list where they have been incorrectly marked as spam.

11 Systems Support

11.1 Aim

To provide systems support on the following platforms on which ITS services are based.

Intel based Windows 2000/2003 systems
Unix systems running Sun Solaris

11.2 Service description

Windows 2000/2003

Windows 2000 and 2003 Server are used to provide the Windows Active Directory infrastructure and PC based file and print services. In addition, a number of other services are being provided using Windows2000 based platforms (e.g. Printer cost recovery, licence management). Windows XP Professional is the preferred desktop operating system.

Other PCs

Windows 2000/XP /Vista/OSX systems are supported for remote access and networking purposes, but use of Windows98 at College is discouraged for security reasons. Windows 2000 is supported in Central Administration, though is being phased out.

Unix

Several central systems are running Solaris, Sun's version of Unix. These include the multi-user Unix system (malus), mail, file and print servers, MIS systems and web servers.. Other Unix operating systems (in particular HP/UX and Linux) are also used for specific services.

Support is not provided for School equipment, though in practice help will be provided on a best effort basis (if possible) in cases of extreme difficulty. Schools seeking to purchase equipment may seek advice.

11.3 User Responsibilities

- Report problems as they occur with as much information as possible.
- Take no action that may compromise the operation of the systems.
- To ensure that local systems are kept up-to-date with security patches.
- To ensure that PC systems have up to date anti-virus software.

11.4 Service Targets

- Endeavour to ensure that all major systems are available at all times.
- Monitor system performance during staffed periods.
- Maintain system backups on all servers.
- Maintain user backups on applicable servers.
- Keep operating system versions up to date where possible.
- Develop and implement disaster recovery strategies where possible.
- Develop and implement appropriate security.
- Develop and implement power saving strategies where possible.
- Systems outages to take place during Tuesday mornings 8-9am. Other work to take place during vacations, following publicity to School/Department reps, on posters, on the web. (Urgent work may take place at any time).
- Maintain staff knowledge to an appropriate level.

- Provide systems support 9am to 9pm Monday to Friday during term time, 9am to 6pm vacations. (This assumes full complement of staff).
- Provide support on Saturdays 9am to 2.30pm during term (other out of hours support is provided on a goodwill basis only).

12 Network and System Security

12.1 Aim

As far as possible to ensure all systems remain physically secure and protected from unauthorised access. To ensure that up-to-date anti-virus software is available to staff. To disseminate security notices and information on good practice.

12.2 Service Description

ITS staff monitor security postings affecting systems and software managed by ITS and distribute information if appropriate. CSIRT (Computer Security Incident Response Team) notifications of security vulnerabilities are circulated to system administrators, and support is offered to users of compromised systems.

ITS ensures that systems managed by ITS have up-to-date security patches installed. Information on physical security is available. ITS ensure that backups (described elsewhere) are taken of all critical ITS systems. ITS ensures that router filtering is appropriate to College needs.

The College's Network Security Policy is available at <http://www.bbk.ac.uk/hr/net-sec.pdf>.

Users authenticating against ITS domains may connect to the Trend (virus checking software) server for automatic virus updates. All electronic mail entering and leaving the College via ITS managed servers are scanned for viruses. A perimeter firewall is in place (see section 7).

Microsoft Software Update Services is used to provide automatic updates of operating system and application patches. This can be automatic from systems in the ITS domains that are Windows 2000 or above.

12.3 User Responsibilities

- Users managing their own systems should read and comply with the College Network Security Policy.
- Ensure up-to-date anti-virus software is used.
- Ensure that operating system and software applications are patched up to date.
- Report security problems immediately to ITS Systems staff.

12.4 Service Targets

- Respond to reports of security problems immediately where staff are available.
- Notify School representatives of security notices within one day of receiving them.
- To supply anti-virus software updates within two days to School Representatives, when hard copy is requested.
- To monitor Security notifications and respond as soon as possible where necessary.
- To maintain system backups.

13 Data Storage and Backup

13.1 Aim

ITS aim to provide a sufficient amount of data storage for staff and student general purpose needs. ITS aim to ensure integrity of that data and to ensure that it is backed up (and can be restored) in a structured and timely way.

13.2 Service Description

There are the following elements to storage and backup on ITS managed systems:

- Storage located local to a server
- Network attached Storage (NFS, CIFS, iSCSI).
- Legato backup system
- Off-site backup to external provider.

A Network Appliance Filer provides most user storage, and with its in-built snapshot feature, provides access to previous versions (including deleted files) during the previous month. Personal user file store is available to all users of ITS facilities. Shared storage space is available to Schools.

The initial allocation for School shared storage is 5Gb.

The initial allocation for individual users is 50Mb, which may be increased on request.

Data is normally removed from the systems six months after a student or member of staff has left. Users' data may be copied to CD on request.

Critical data is stored off site via InTechnology's VBAK and VBAK+ services. This service can be extended to School systems on a chargeable basis.

13.3 User Responsibilities

- To use the available disk space in a responsible way.
- To remove data when it is no longer required, and when leaving the College.
- To provide as much detail as possible concerning files deleted in error.
- Schools may be asked to pay for shared storage above the limit given below.

13.4 Service Targets

- Ensure integrity of the data.
- Ensure weekly full backups are taken, with daily incremental backups on a monthly cycle.
- Ensure that off-site backups are stored in a secure environment.
- Aim to respond to requests for restoring files within one day, and to effect restore within 3 days for files deleted during the previous month. Older files will be restored on a best efforts basis only.
- Respond to requests for School shared storage within two days, and make available the space within one week.
- Requests for increased storage allocation will be addressed where possible within 2 days.
- Make available a CD containing an individual user's file store within 2 days of a request.

14 Printing

14.1 Aim

To provide reliable laser printing facilities to ITS workstation rooms, ITS Reception, and Schools/Departments.

14.2 Service description

Two print servers provide print services to ITS workstation room printers, ITS Reception and Help Desk, and some departmental printers. An additional server provides account management of the print charging system, and an out-of hours recharging unit is located in the Main Building. Crediting of an account may be made via credit/debit card via the web. Printing is chargeable at 5p per page, and staff and degree student users are given an initial credit of £10. Duplex printers are available in most workstation rooms.

14.3 User Responsibilities

- To make responsible use of printing facilities.
- To ensure that stationery is not wasted.
- To ensure that the areas around the printers remain tidy.
- To report any system problems to ITS, giving printer location.
- To report any printer account problems to ITS within one week.
- To read the instructions given on the printers concerning loading of consumables.
- To comply with regulations for use of the workstation rooms.
- Not to tamper with the equipment.
- Not to switch the printers off, unless asked to do so by ITS
- Not to load stationery other than that provided in the rooms.
- To ensure that your account is in credit before printing large amounts.
- To ensure that your username and password details are not known to anyone else.
- To report problems with faulty or damaged output to Help Desk within three days.
- Departmental users must authenticate against the CCSAcademic domain.

14.4 Service Targets

- Aim to make printers available at all times that workstation rooms are open.
- Ensure rooms are adequately stocked with stationery.
- Credit accounts at the Help Desk immediately.
- Respond to disputes concerning faulty output within one day.
- Provide usage summary figures quarterly.
- Establish departmental printer queues if requested, with two weeks.
- Respond to problems affecting workstation room printers within 2-3 hours during staffed periods, depending on nature of problem.
- Respond to problems affecting Central Administration printers within 1 hour during staffed periods, depending on nature of problem.
- To maintain a stock of consumables for Central Administration printers.

15 PC Provision

15.1 Workstation Rooms

15.1.1 Aim

ITS aim to provide up-to-date personal computers for general use throughout the College. Provision is made for the availability of at least one workstation room in each of the main College buildings. ITS will endeavour to maintain a predictable and cost-effective level of availability of computers and peripherals in each of the workstation rooms.

In addition, an increasing number of lecture rooms have fixed PCs.

15.1.2 Service Description

ITS maintains eight PC workstation rooms that are available for class teaching and 'open access' to authorised users. An additional room is available to research students. The rooms are located as follows:

Rooms available for teaching

Main Building, Room MB402
Main Building, Room MB321
Main Building, Room MB536 (available 24 hours)
North Block of Senate House, Room SHB43
43 Gordon Square, Room 11
43 Gordon Square, Room 10

Rooms not normally available for teaching

Clore Management Centre, Room G03
Main Building Room MB458
Main Building Room MB159 (restricted access)

Teaching rooms contain 20 or more networked PCs under 4 years old. All rooms contain laser printers. Workstation room PCs provide a common interface running the Windows XP operating system which provide access to a wide variety of software packages covering such areas as word processing, spreadsheets, graphics, databases, communications, programming languages and statistics. All machines have access to the College network and so may be used to access central UNIX servers, and School or remote computer systems on national and international networks. Most PCs have multimedia facilities (DVD or CD-ROM drive and soundcard. Headphones are also available). On logging in, students are allocated a portion of network disk space, to treat as their own, available on all ITS systems. An initial disk quota is set at 20mb.

Workstation rooms are available for open-access use when not in use for teaching. Room 536 in the Main Building is open 24 hours, with other rooms in the Main Building closed from 11pm to 6.30am. Rooms in other buildings are further limited by the access arrangements to those buildings. Security devices are fitted and other measures taken to help protect the equipment from theft and unauthorised tampering. All systems require a valid user-id and password to login.

Workstation room services are increasingly relied upon for teaching and open access. It is therefore important that these services are of the highest quality and robust, and that they do not change at unpredictable times. The intention is to ensure services are stable and consistent during the teaching year.

Regular upgrades of equipment are carried out to ensure compatibility of facilities in the various rooms and ensure that the facilities continue to meet with School requirements. Changes are normally made in the summer period and School staff representatives are consulted to ascertain what is required for the coming academic year. This exercise is timed to take place during the period from Easter to the end of the Summer Term after booking forms for the use of workstation rooms in the new Academic Year have been received. This review outlines any new products to be added to the PC desktop as well as defining any products proposed for removal, or any others for which new versions are proposed for introduction. If it is necessary to interrupt any service, prior notification is given whenever possible, and interruptions are scheduled to minimise their impact on users. Interruptions are scheduled out of term as far as possible. During term, interruptions will normally be scheduled to cause minimum inconvenience to users (e.g. during early morning on days the room is not booked for teaching).

For detailed configuration of the facilities and software provision refer to documentation available from ITS Reception (151).

Bookings of workstation rooms

The workstation rooms are available for advance bookings by Schools for teaching classes. ITS sends out requests for bookings in the Spring term for bookings in the new academic year starting in October. The rooms are usually allocated early in the summer term. Schools requiring ITS to run introductory IT training sessions for their students should indicate this

when they book rooms so that workstation rooms can be allocated for this purpose. ITS try to ensure that there are always some workstations available for open access during term-time evenings when the majority of rooms may be required for teaching. In addition, ITS aim to ensure that any open-access slots available following the allocation of class bookings can be timetabled and guaranteed in advance. During the day and at weekends ITS try and ensure that at least one of the main computer rooms (MB402, MB321, MB536, SHNB B43) is available for open access at all times. To enable this Schools are required to provide two week's notice to book any workstation room for teaching. ITS are then able to publicise bookings and 'open access' slots for the coming weeks using a booking sheet displayed on the door of each workstation room, on-line information via the ITS WWW home page, and notices in the ITS Reception/Help Desk (151).

Support of workstation rooms

Centrally maintained College clusters are not staffed continuously but regular inspections are made by ITS staff to ensure that workstation room equipment is maintained at a minimum level of 90% of their planned capacity. Following a call to Help Desk to request help with equipment (e.g. a printer fault) ITS staff will normally respond immediately, by remotely monitoring the PC or printer causing problems, or inviting the user to Help Desk. Access to Help Desk and response to problems affecting the network and servers are detailed elsewhere.

The resolution of a reported problem in a workstation room being used for teaching will normally have priority over any other outstanding support requirements. At other times (weekends and during vacations) workstation rooms are only partly supported, in that they are open but may run at a minimum level of 75% of their planned capacity. Planned shutdown periods to allow clusters to be upgraded, tested, cleaned, etc are kept to a minimum and to ensure availability of free access systems.

The level of provision for workstation rooms will be measured by analysis of faults reported. Action will be taken to alleviate commonly recorded faults.

Where possible, placements assist in providing first line support in Main Building workstation rooms by undertaking checks of the systems.

Fixed equipment in lecture rooms.

41 PCs are permanently installed in teaching rooms around the College, for use by teaching staff who login against ITS domains. Further rooms will be fitted out as funding allows. Software installed is core software only unless otherwise requested, and the arrangements for funding, licensing and installation of software are the same as those for the teaching PC Workstation Rooms.

15.1.3 User Responsibilities

- Report faulty equipment or software problems to the ITS Help Desk, Reception or Systems & Networking.
- Report the identifying number (available on all PCs) when reporting a fault.
- Remember to logout of the computer after you have finished working.
- Comply with Conditions of Use of workstation rooms (and refer to the College Computing Regulations).
- Do not tamper with existing software configuration or install unauthorised software.
- Vacate the rooms promptly prior to a class session.
- Check that a class is not in progress before entering the room.
- Schools are required to provide two week's notice for booking workstation rooms for teaching.
- Provide sufficient notice, normally 8 weeks, when requesting additional software.

- Schools are required to check that software installed meets the needs of their teaching.
- Users should ensure they are familiar with the fixed equipment used in lecture rooms prior to using it for teaching.
- All faults relating to fixed PCs in teaching rooms should be reported to the College AV Team in Estates and Facilities.

15.1.4 Service Targets

- Ensure 90% availability of computer equipment in PC clusters during weekdays in term time.
- Ensure systems, applications and interfaces are compatible in all the PC clusters maintained by ITS.
- Ensure that the workstation room service matches School requirements.
- Provide timetables for workstation room class bookings and availability of open access slots.
- Ensure that workstations are cleaned at least twice annually.
- Respond to new software requests within one week, and install additional software within 8 weeks.

15.2 Desktop Services for Central Administration Departments

15.2.1 Aim

To provide and maintain up-to-date desktop computers (usually a PC), software applications and required peripheral devices for every member of Central Administration to enable access to MIS applications and use of standard (and appropriate specialist) office software.

15.2.2 Service Description

ITS maintains over 170 desktop computers and associated personal and networked printers for use by Central Administration users. Software support is provided for a range of office and specialist desktop applications (refer to software support levels in Sec 18).

15.2.3 User Responsibilities

- Report all faults promptly to the ITS Systems Team, providing as much information as possible including identification of the equipment and the application being used.
- Read supplied documentation and follow good practice guidelines.
- Be responsible for back up of local drives and data.
- Take no action which may compromise the operation of the systems (such as altering existing configuration or installing unauthorised software).

15.2.4 Service Targets

- Provide new members of staff with a standard networked desktop system and familiarisation session in its use from their first day (subject to advance notice being received).
- Deal with problems immediately if appropriate staff are available and if access can be gained.
- Provide a temporary replacement within one day of reported PC failure.
- Make available shared and network disk space and ensure that this is centrally backed up.
- Maintain desktop specification at a level compatible with user requirements (subject to funding constraints).

- To maintain hardware maintenance contracts or extended warranty arrangements (8 hour on-site cover).

16 Wireless and Mobile Computing

16.1 Aim

A wireless network is available allowing staff and students to connect personal equipment to the network for College work.

In addition, fixed wiring is enabled in suitable teaching rooms and in other areas, to allow connection of equipment with RJ45 ethernet network adaptors.

16.2 Service Description

The wireless infrastructure uses a number of Wireless Access Points, compatible to the 802.11b and 802.11g standards, connected to the fixed network infrastructure via a Network Access Control system. Wireless devices connect to the Wireless Access Points, register against the Access Control System, and are moved to the production network allowing access to network resources. Secure protocols (SSH, https, SSL, SFTP), and the VPN network should be used whenever possible.

Support for devices other than PCs running Windows will be on a best efforts basis only.

Coverage is limited to the Main Building, Clore Management Centre and parts of Gordon Square at present, but further expansion is expected during 2009.

Users should connect to Birkbeck-WAM wireless network, start a web browser, and follow the instructions. The Network Access Control system will scan the device to check that operating system and other software meets local policy stipulations, before access is permitted.

We are participating in the Janet Roaming Service, allowing Birkbeck users to connect to the Eduroam network at remote locations.

16.3 User Responsibilities

- Ensure that personal equipment is maintained up to date with operating system and applications patches and updates.
- Ensure that an up to date virus checker is installed.
- Report any problems to ITS as they occur, with as much information as possible.
- Read and comply with the Wireless and Mobile Connection Policy.

16.4 Service Targets

- Endeavour to ensure that the network under its control is available for use at all advertised times.
- Aim to respond to reported faults on the wireless network within 2 hours during staffed periods.

17 Software Provision

17.1 Aim

- To supply, maintain, and provide general support for strategic software such as office applications, electronic mail and web browsing software easily and cheaply to all members of the College.
- To supply, maintain, and provide specialist support for applications used by several Schools, such as databases, web authoring packages, and programming languages.
- To provide the environment (i.e. workstation rooms) where Schools can teach specialist software packages, for example statistical software and systems analysis tools, which they themselves supply and support.

17.2 Service Description

Licensing Conditions

ITS will attempt to obtain the most cost effective licence deal available, based on the number of users. For example:

- It may be possible to purchase a site licence, giving unrestricted access throughout the College.
- Some site licences provide the additional option of copies for use on users own equipment. If the terms of the site licence permit use on the users own equipment, then the software can be purchased from ITS Reception and Help Desk (Room 151).
- It can sometimes be more cost effective to buy a number of concurrent licences. The software can then be made available on ITS managed equipment by using a licence manager to limit the number of copies in use. Schools that do not use ITS managed equipment via ITS servers will need to buy their own licences.
- Some suppliers only allow 'per seat' licensing, and in this situation, it may be necessary to restrict availability to only those workstation rooms where the software is used for teaching.
- Normally educational licences cover only educational use of the product by staff and students of the College.

Negotiating Contracts

ITS helps to co-ordinate the central buying of software for individuals, Schools and Administrative Departments.

- ITS negotiates software contracts for site licences that are purchased through the Combined Higher Education Software Team (CHEST).
- ITS negotiates contracts for strategic and widely used software to be used on central computer facilities.
- Schools are responsible for negotiating contracts for specialist software for use on School systems (or, where applicable, for installation on ITS systems on behalf of a School).
- If centralised purchasing can offer a reduction in cost ITS acts as an agent for Schools in the acquisition of specialised packages on a cost recovery basis.

Purchasing information is made accessible on the College Website whenever possible, in order to ensure that users have the latest information.

The College has purchased a Microsoft Campus licence. This allows certain Microsoft products to be installed on College equipment. Staff who use the products on a College owned computer may also install a copy for Academic use on home PCs. The availability of products and terms of the licence may vary from time to time and users are advised to consult the '**Purchasing Software**' link from the Services section of the ITS Home Page on the WWW (<http://www.bbk.ac.uk/its/help/software/purchasing>).

Students are not covered by the Microsoft Campus agreement but may purchase Microsoft products through the Microsoft Student Select Scheme. Details can be accessed via the 'Purchasing Software' link from the Services We Provide section of the ITS Home Page on the WWW (<http://www.bbk.ac.uk/its/help/software/purchasing>).

Schools and departments needing Microsoft licences that are not covered by the Microsoft Campus Licence can purchase them from Viglen (www.viglen.co.uk) under the Microsoft Open Licence Plan (MOLP). The User Support Manager can advise on the details.

Unlike the Microsoft Campus Scheme, which is an annual rental scheme, these are perpetual licences and the scheme does not include upgrade rights so you will need to purchase a new licence if you wish to upgrade, although for an additional payment at the time of purchase will entitle you to upgrades for a period of time. You may need to purchase copies of media when you buy the licence if ITS does not hold a master copy.

ITS will continue to test and evaluate the latest software releases. Once the evaluation is successfully completed, software that is centrally provided and supported is made available in the ITS workstation rooms.

The pricing policy for software provision, broadly expressed is:

- To centrally fund strategic and medium use software made available on computers managed by ITS.
- To centrally fund strategic use software (covered by site licences paid for by ITS) for installation on School computers.
- To provide at cost strategic and medium use software not covered by site licences but available at CHEST prices for use on School computers.
- To recover outlay for expensive software by sharing costs with Schools requiring medium or low use software.
- To charge fully for specialist software.

The usage of centrally funded software is be monitored throughout the year and annual (January to December) usage figures are normally presented to the January meeting of the Communications & Information Technology Committee, together with proposals for which software would not be funded centrally in the following academic year. This should give sufficient opportunity for Schools and Departments to respond to the proposals and for comments and amendments to be incorporated into the budget proposals to be approved at the May meeting of the Committee.

ITS decides the software that is made available and any special terms on which it is made available in consultation with the Communications & Information Technology Committee and discussions with School Computer Representatives.

17.3 User Responsibilities

- Users must ensure that they are aware of and observe the terms of the appropriate licence agreement covering the use of software provided by ITS. The terms of use for software provided under CHEST agreements are available on the CHEST web site.
- Schools who purchase their own specialist software for ITS to install must provide evidence of licensing agreements before full installation in workstation rooms takes place. If licence keys need to be obtained from the supplier then Schools need to provide this information as well.
- Schools should provide early notice to ITS of any new software requirements - normally by the end of Spring Term preceding the academic session in which the software is required.

- Schools who plan to use new software for teaching should notify the User Support Manager when they start to plan the course. ITS require 8 weeks notice to test software for compatibility with ITS systems, and Schools should not commit to teach a package until it has been confirmed as compatible with ITS systems.
- When requesting an upgrade of an existing application Schools should provide an evaluation copy for ITS to do compatibility testing at least 8 weeks before the upgrade is required.
- Schools (or departments within Schools) who are responsible for all or part of the funding should ensure that they purchase sufficient licences to cover the class size.

17.4 Service Targets

- ITS will maintain links via the ITS home page to relevant sites such as CHEST, Microsoft Student Sales, and a List of Software Support Levels (http://www.bbk.ac.uk/its/help/support/support_levels/definitions).
- Items for which a new site licence has been acquired will be available to users within 3 weeks of the master disks being received. [Note: ITS is reliant on suppliers for delivery times and cannot make any commitment regarding the time taken to fulfil particular orders].

School Computer Representatives will be informed about new CHEST deals and offers within 1 week of the offer becoming available.

18 Software Support

18.1 Aim

ITS aim to provide software support at a level governed by the usage of particular products. Queries on software designated as strategic will be answered immediately with full documentation available.

18.2 Service Description

Software Support Levels

The support levels offered by ITS for software are based on the response users are likely to get when they make a query at the ITS Help Desk. Strategic software will normally be supported at level 3. Medium use software will normally be supported at level 2 if there is no support available from School support staff. Specialist software will be supported to at least level 1 if there is no support available from School support staff but specialist packages requested by a School for its own use will be installed on ITS equipment, but support will be at level 0.

The support levels are:

Level 3 The Help Desk is likely to be able to answer most queries immediately. If it cannot, the query is passed on to an expert who will attempt to contact the enquirer within 3 working days. Every effort will be made to answer the query, including contacting the supplier (if possible) or obtaining assistance from an external application support source.

If no introductory documentation is supplied with the software, or if it is not considered adequate to allow users to learn the package, local documentation is provided. Training on using the software may be offered as a workshop if there is sufficient demand from students or if groups such as Schools, Administrative Departments or Staff Development Group requests it. ITS will also investigate alternative training methods, e.g. videos, student guides, computer based and web based training

Level 2 The Help Desk can probably answer basic queries immediately. If it cannot answer, the query is passed to an expert who will attempt to contact the enquirer within 5 working days.

If the documentation supplied with the package is not considered adequate to allow the package to be used, local documentation is provided. Training on using the package is offered at least as self-training material.

Level 1 The Help Desk will probably need to pass the query on to an expert who may be able to respond within 10 working days.

Although there is probably no specialist documentation or training available from ITS, Help Desk will provide general advice on using the software in ITS workstation rooms. Help Desk will deal with queries concerning the installation of the software, e.g. it fails to run.

Level 0 Training and documentation is provided by Schools. Help Desk will deal with queries concerning the installation of the software, e.g. it fails to run.

Any software not listed should be assumed to be supported at level 0 at best

Application Software	Level
Acrobat	3
Albacs	3
Dreamweaver	3
edit-on Pro (Zope content editor)	3
Excel	3
Internet Explorer	3
Macromedia Contribute	3
Outlook	3
PowerPoint	3
Trend (anti-virus)	3
BlackBoard	3
Webmail	3
Wimba	3
Word	3
Access	2
Endnote	2
Microsoft Project	2
Microsoft Visio	2
Nat West Bankline	2
Photoshop	2
AutoCAD	1
BlueJ IDE (Java)	1
ClaroRead	1
Dragon Naturally Speaking	1
Electric Paper (ECDL Computer based training)	1
Emos	1
Hera	1
Inspiration	1
Kurzweil (1000 & 3000)	1
Maple	1
Microsoft Publisher	1
Microsoft SQL Client Access Licence	1

Omnipage	1
Strategy Planner	1
Supernova	1
TextHELP Read and Write	1
Visual Basic	1
Visual C++	1
Visual Studio .NET	1
Eviews	0
Filezilla	0
Firefox	0
Flash/Shockwave	0
GenStat	0
Idealist	0
Microfit	0
Microsoft FrontPage	0
Minitab	0
PaintShopPro	0
S Plus	0
SAS	0
SPSS	0
Thunderbird	0

The support status of software is reviewed as an ongoing process. Advice is sought from Schools on whether upgrades are required and ITS also take into consideration the demand for training and the availability of support from suppliers. Items do not have their support status downgraded in a major way without due notice to Schools. Although named experts may appear in support documentation queries should in the first instance be made via the Help Desk, as other people may be able to help if the author is not available.

The list of supported packages and their support levels will be maintained on the World Wide Web (http://www.bbk.ac.uk/its/help/support/support_levels).

Note: Regarding software support to students, the ITS overall emphasis is on helping the user to do his, or her, own work. Where requests for assistance are regarded as excessive, ITS reserve the right to confirm the need for such assistance with the student's tutor.

18.3 User Responsibilities

- Be aware of ITS support level for help on required software.
- Report software problem being experienced accurately and completely. When reporting problems on ITS workstations users should report the room and workstation number.
- Refer to available documentation and on-line help before consulting Help Desk.
- Make use of available training resources (workshops, paper documentation, videos and computer based training materials)

18.4 Service Targets

- An update of support information will be completed at least once a year.

19 Disability IT Support

19.1 Aim

To improve the provision of computing facilities for people with disabilities and dyslexia, and to provide information to both staff and students on the various ways IT can assist people with special needs.

19.2 Service description

The Disability IT post is part time (50%), normal hours of cover are Tues 9:00 – 2.30, Wed 10:15 – 6:15, Thursday 9:00 – 3:00.

Advice and support is provided to all staff and students with disabilities, offered in conjunction with the Disability Office and the Library. Advice and support is also provided to those preparing accessible material such as web pages and documentation. One-to-one appointments can be arranged to discuss needs, look at technical solutions, and for demonstrations. Portable items, such as ergonomic keyboards and mice, can be loaned to staff for trial periods.

Dyslexia software (TextHELP Read and Write and Inspiration), Supernova and Zoomtext (magnification and speech software) are installed on all PCs in all ITS managed workstation rooms, Supernova and Zoomtext are license managed. Scanning software – Kurzweil 3000, Kurzweil 1000, ClaroRead and Omnipage are available. Documentation is available on many of these products.

Hardware includes a variety of keyboards and mice replacements, specialist chairs, height adjustable tables, 19” monitors and flexible monitor arms. An assistive technology booth has been created in room 458a with specialist software including the Dragon Naturally Speaking speech input software.

19.3 User responsibilities

- Student users are requested to contact the Disability Office. The Disability Office will then contact Disability IT Support so that an appointment can be arranged. In exceptional circumstances students may request an emergency appointment via the ITS helpdesk.
- Staff can contact IT Disability Support directly either by phone or e-mail for advice, or to book an appointment.
- Users are expected to advise Disability IT support of any special requirements regarding IT provision.
- Users of the PCs with additional hardware, software and furniture, must vacate them if required by others having a greater need.

19.4 Service targets

- Specialist IT equipment and software to be made available in all ITS workstation rooms where funding allows.
- All students requesting an appointment will be offered one within two weeks.
- All staff requesting advice will be offered an appointment within two weeks.
- Priority will be given to any student or member of staff that has booked an appointment.
- To keep up to date with developments in specialist hardware and software relating to disability.
- Maintain relevant and up to date web pages and information resources on disability related technology and services for both staff and students.
- To work closely with the Disability Office.
- To publicise any adaptive technology that has been made available.
- To maintain confidentiality concerning consultations.

20 Managed Support of Faculty IT Facilities

20.1 Aim

To provide a managed service for the support of Faculty or School IT facilities at a level compatible with the staffing resource funded by the department for this purpose.

20.2 Service Description

ITS are funded primarily to maintain and develop centrally provided College computing facilities (e.g. network infrastructure, central servers, workstation rooms, training courses, helpdesk, MIS systems support and other services detailed elsewhere in this document). Many Schools have their own IT support staff to maintain local computing facilities either at the School or Faculty level. ITS, however, receive requests from Schools (especially those with limited local computing staff resources) for the support of departmental IT systems and will attempt to meet such requests as and when staffing resources can be released. However, this will only be undertaken in conjunction with School support staff, and it should be clearly understood, however, that the priority of ITS support staff has to be with the maintenance and development of central facilities and, as a consequence of this, a timely response to departmental requests cannot be guaranteed.

ITS will also provide support to School/Dept support staff if they require access to central authentication and shared resources (printers/file store) from school systems.

ITS are happy to enter into an arrangement with Schools or Faculties by which ITS will provide a managed IT support service for local systems using dedicated staffing resources funded by the department and managed by ITS. Such an arrangement has several benefits, including the extension of ITS support standards and practices to cover departmental equipment, provision of peer support to the member/s of staff dedicated to provide IT support to the department and ensure that emergency support and backup is available to the department in the event of the designated support person being absent through sickness or leave. Such arrangements are currently in place for the Faculty of Lifelong Learning and for the Faculty of Arts.

Faculty of Lifelong Learning

Two members of the Systems Team are dedicated to FLL support and are integrated into the Systems Team, allowing continuity of support for FLL staff, utilising the same tools and techniques used by other ITS staff in the support of systems and software.

Faculty of Arts

Two dedicated posts, located in ITS Systems Team support Faculty users. The hardware and operating systems do not fully conform with the standard supported by ITS at present. Partly historical, this is due to the wide variety of equipment being supported (including equipment such as Macs not otherwise supported by ITS). The Systems Team offers peer support, assistance in major rollout, backup in case of absence or emergency.

20.3 User Responsibilities

- Contact named support staff in the first instance.
- Discuss changes in requirements with support staff and ITS.
- Take responsibility for the backup of local data files.
- Users must not tamper with supplied equipment, configuration or installed software.
- Users in Schools (Faculties of Science & Social Science) where IT support is provided locally, must contact their local support staff in case of problems with local systems.

20.4 Service Targets

- Desktop computing problems will be dealt with immediately if staff are available and “remote” software installed on PC.
- ITS Systems Support staff will provide backup on supported systems and software in the event of Faculty Support staff being unavailable.
- Equipment will be placed under a maintenance contract if required. Spare PCs will only be available if agreed with School/Faculty in advance.
- Make available shared and network disk space (and ensure that this is centrally backed up) up to predefined limits.
- Ensure that equipment meets local users needs (within hardware and funding constraints).
- Ensure regular liaison with users.
- Ensure a common desktop for all users of Faculty of Lifelong Learning.
- Maintain servers, if agreed in advance, including server backups, and development of disaster recovery procedures.
- Assist in the development of Faculty IT provision.

21 MIS (Administrative Computing)

21.1 Aim

The MIS (Admin Computing) Team aims to develop and maintain Management Information System (MIS) applications and services to enable all relevant staff to be provided with timely, accurate, consistent and appropriate information to help with the management and administration of the College. In addition, the MIS systems increasingly provide facilities (via the web) for enquirers, applicants and students. The MIS team is responsible for the analysis, design, development, implementation and maintenance of application software to support the requirements for core administrative functions (i.e. Finance, Payroll, Human Resources, Student, Facilities, Research Grants and Management Information).

21.2 Service Description

The MIS Team is involved with the support and development of the following systems:

- Symmetry Financials implemented in August 1996;
- Research Manager – for use by the Research Grants & Contracts Office implemented in 1998;
- Concept - Facilities Management software for use by the Estates & Facilities Department implemented in 1998;
- AltaHR integrated Human Resources/Payroll application implemented in April 2001;
- Raiser's Edge - Fundraising, Marketing & Alumni software implemented in 2002;
- SITS Admission, Enquiries, Enrolment, Student Account Management and Assessment modules implemented in a phased manner from April 2003.
- The Staff Training Manager module of the Compel Human Resources software application – implemented in June 2004;
- Silicon Valley Systems Customer Relationship Management (CRM) software application – implemented in July 2004;
- Baum Hart and Partners (pFACT) Full Economic Costing software – implemented in December 2005;

- Serena (Collage) Web Content Management System for the publication of the Prospectus – implemented in January 2006;
- IDPro System for the production of ID/Library Cards, implemented in August 2006;
- WinPak Pro Access Control system – implemented in December 2007;
- Kinetic Room Booking software implemented in 2008
- The Hemis Student enrolment and registration system implemented in 1997, the Student Awards application implemented in August 2002 and the Sessional Lecturer Contract application implemented in January 2003 have been superseded by various modules of the SITS Student Information System and will be supported for use as archive references only until decommissioned.

The main modules of the SITS software are now implemented. However, the BSIS (Birkbeck Student Information Systems) project continues to support and develop the student information requirements of administrative and academic users across the College. Further details on the implementation schedule and progress reports can be found at: <http://staff.bbk.ac.uk/bsis/>.

Estates have implemented a new access control system from Honeywell which uses the Winpak Pro software. MIS have developed interfaces from AltaHR and SITS. Estates have also implemented Kinetic Room Bookings to replace Facility CMIS which was not able to effectively manage the commercial Room Bookings.

With the exception of the Research application and the Staff Training Manager module which are based on Sybase and Equinox databases respectively, and WinPak Pro and Kinetic which are based on SQL Server, the majority of MIS systems are based on an Oracle database running on a Unix or Windows platform. Where applications are not developed to work with an Oracle database the support from ITS will be limited to maintaining the appropriate operating platform and maintaining interfaces to other systems. Test instances of the major applications (particularly HR/Payroll, Finance and the SITS Student Information System) are set up and used for testing new developments in a discrete and separate environment before use on the Live systems.

Access to the SITS application is provided by means of Windows Terminal Services for those remote users who cannot access the application directly. SITS e-Vision provides a web interface for users to access data held in the SITS database via portal technology.

In-house application development, where required, is carried out via the use of Oracle Development Suite. These tools have been used to develop the in-house applications as well as customised forms and reports to meet specific Birkbeck requirements not provided in standard MIS application software. Development of MIS reports delivered over the web is enabled via use of an Application Server. Access to the core MIS systems is now more widely available to academic as well as administrative users through provision of the facility to run dynamic MIS reports from Web browsers on distributed PCs.

In October 2008, a new web facility “My Studies at Birkbeck” went live. This allows students to view their student record including address details, academic information (modules being studied, results and awards) and a financial statement. They can directly update their own address details.

The implementation of College management systems is overseen by the Information Strategy Group (ISG) which meets twice a year under the chairmanship of the College Secretary and whose membership includes Heads of Central Administration Departments, ITS MIS Manager and the Business Process Manager. The ISG maintains a high-level plan of current and planned information projects, monitors progress against agreed development plans, and addresses any implementation issues.

ITS MIS support staff work in close association with staff from Central Administrative Departments to maintain and develop the required MIS applications. Application Groups (consisting of relevant members from the appropriate Administrative Section and ITS) for each core application meet on a regular basis to review progress against agreed development plans and to resolve any outstanding issues. The MIS team also assists Central Administration staff in producing management statistics and reports as required by College management staff and external agencies (e.g. HESA Staff and Student Returns)

21.3 User Responsibilities

- Administrative Departments to recognise that progress on MIS developments requires joint project working and sharing of responsibility between ITS and Administrative Section staff.
- Assist ITS staff towards an understanding of the appropriate Department's procedures and practices to provide the context for the working of the application.
- Provide clear and comprehensive written user requirement specification for new developments or amendment of existing systems.
- Be familiar with all relevant documentation/training notes on the use of applications.
- Attend user group meetings and keep up to date with supplier application developments.
- Report all faults promptly (if possible while the problem still exists) to the Admin Computing Help Desk providing a comprehensive and accurate report of the problem and a realistic assessment of criticality.

21.4 Service Targets

- Arrange / attend regular (at least termly) meetings with all main Admin Departments to review progress, address outstanding problems and plan future developments.
- Take prompt action in resolving technical problems (software or hardware) in the running of MIS applications as reported by the Administrative users. Critical problems, which affect the working of a whole section or which will bar a section from meeting a published deadline, will be dealt with immediately. (Queries or problems that cannot be resolved locally will be referred to the appropriate external support desk.)
- Register authorised users for access to MIS applications within 1 working day of the request being made.
- Maintain high availability and effective running of MIS servers/databases and MIS applications
- Carry out regular essential maintenance work where possible before 9.30 am on a Tuesday morning to minimise disruption to users. Downtime during normal working hours is kept to a minimum but is sometimes necessary for essential upgrades.
- Consult with users on timing and provide at least one month's notice of planned downtime for essential software upgrades.
- Maintain database and application backups.

22 Training Resources (Workshops and Training Material)

22.1 Aim

The aim of ITS training is to:

- Support students in their academic studies
- Support staff in the use of ITS supported equipment and applications

ITS aim to provide a range of IT training resources that will provide introductory information and experience of using ITS computer systems, IT services, and core software packages. Bespoke workshops are arranged (on request) for Schools and groups of staff from administrative sections (if in-house resources are not available then external customised courses are organised for the latter).

Training material aims to provide students and staff with readily available, relevant information about centrally available facilities and how to use the machines and software more effectively.

22.2 Service Description

Training resources can consist of face to face workshops or self-training material such as web pages, computer based training material or paper documents.

Provision of training resources is the responsibility of the Learning Technology team. The team consists of a User Support Manager, and three Learning Technology Support staff including a team member with specific responsibility for IT Training. Members of the Systems Team and Web Team also contribute specialist advice and training if required.

Team members identify training needs by

- Monitoring attendance at workshops
- Liaison with the Learning and Organisational Development Team
- Requests from Schools and Departments
- Input from Reception and Helpdesk Staff, highlighting common user problems

22.2.1 Workshops

About the workshops

The topics to be offered and frequency of workshops is based on previous booking and attendance figures. Topics that do not attract sufficient bookings will not be offered as face to face training, although self-training alternatives will normally be available. Most workshops are offered as half day sessions or shorter and the number of sessions per workshop will depend on the complexity of the topic. Workshop sessions are 'hands-on' sessions that provide users with the opportunity to gain experience of packages under supervision of instructors. Some workshops may consist of sessions that cover technical skills (e.g. how to use a package) and additional sessions where participants can demonstrate the skills that they have learnt. Participants must attend the sessions covering technical skill, although attendance at sessions to demonstrate skills is at the discretion of the instructors. Courses normally consist of about 5 or 6 half day sessions, and normally include more lecturing than do the workshops.

Eligibility to attend

The training sessions organised by ITS are open to all staff who have a contract with Birkbeck. Students of the College are also eligible to attend, unless a workshop is advertised as 'staff only'. Sessions are NOT available to ex-students or members of student's families. To enrol a user needs an active ITS username and password.

Cost

Workshops are usually free.

Bookings

Bookings are made on-line. Courses and workshops are filled on a first come / first served basis, but users can express interest in a future course/workshop by joining the on-line waiting list.

Publicity

Courses and workshops are scheduled 3 times a year before the start of each term. The programme is available on-line (from the ITS web site) and also from ITS Reception (151) and details are sent out to School Computer Representatives. Details are also displayed on notice boards throughout the College.

Prerequisites

Publicity material states which topics will be covered by the course or workshop, and also the prerequisite knowledge that is needed in order to gain maximum benefit. Users who are unclear about their needs may contact ITS Reception for further advice.

Cancellations

If fewer than 25% of the places on a workshop or course are booked by one week before it takes place then the workshop or course may be subject to cancellation.

Location

Sessions are normally held in the ITS-maintained workstations rooms.

Times of Workshops

Training sessions for staff are normally offered during the afternoons to enable staff who are involved in evening teaching to participate. Where the academic timetable permits and booking statistics indicate a demand, every effort will be made to provide evening training sessions for students.

Training in core IT skills for students

Introductory workshops in core skills are offered from late September through the autumn term. Schools who expect a large intake of students lacking core IT skills (logging on, using the *Windows* desktop, basic web browsing and basic file management) should contact the User Support Manager about their requirements as early in the term as possible to arrange training. Normally at least one month's notice is required. ITS has developed a module within Blackboard called IT Fitness which students can be enrolled on request. Workshops introducing students to this module are run in the autumn and spring terms and additional sessions for specific student groups can be made available on request. Additionally users can enrol on an ECDL course within Blackboard for self-training.

Specialist Training for Schools

Schools and Faculties who require specialist training should initially discuss their requirements with the User Support Manager.

Feedback

Participants are asked to fill out an evaluation form at the end of each course or workshop. Suggestions for new training courses and workshops are invited.

22.2.2 Self-Training Material

One to one training

Staff are encouraged to submit formal requests for training through the annual appraisal system, and may approach the User Support Manager or the IT Trainer directly for small group or one to one sessions.

ITS do not normally provide one to one training for students, apart from disability support, as explained in section 17. Although non-bookable drop-in sessions for short topics are offered by the trainer in the Helpdesk one afternoon per week during term-time.

People who encounter difficulties using self-training material may call on the duty Help Desk staff for assistance. If Help Desk is busy or if the duty advisor cannot help they will advise users on the times when staff with the relevant skills are normally available on the Help Desk.

Specialist consultants are available who can advise on Web Authoring, Learning Technology and programming languages. They can also recommend relevant specialist training material.

In House training material

Most workshop notes aim to be self-explanatory and are freely available for students and staff to work through at their own pace as an alternative to attending a workshop. Larger print versions are available on request.

A list of available documents and printed copies of documents are available from the document shelves in ITS Reception (151). An up-to-date list of ITS documents is available on the Web. Most of the documentation for PCs and PC applications is also available on the Web.

An 'Overview of IT Services for Students' summarising the services ITS offers, the College Computing Regulations, and the Location of workstation rooms are available from ITS Reception (151) and on-line. They will normally be emailed to new students within a message containing their ITS username & password. Students wanting a hard copy will be advised to request it from ITS Reception..

An 'Overview of IT Services for Staff', containing basic information relevant to staff is available from ITS Reception (151) and on-line. It will normally be emailed to new staff by Human Resources.

In-house training material (Web or paper-based) describes local computing facilities and how to use supported software. This material is intended to cover important local details that may be absent from software or hardware manuals.

In-house material is normally provided only for software with a support level of 2 or 3 that does not have adequate introductory documentation supplied with the package. Introductory training material will provide instructions on how to access on-line help.

As part of the College strategy towards the greater use of the Web for teaching and learning, users are encouraged to use the Web, where appropriate, to locate training material. When the document style lends itself readily to hypertext (for example frequently asked questions (FAQ's)) documents may be offered as web based documents only.

Bought in Material

Alternative training resources such as videos and computer based learning packages are offered where appropriate material exists. Advice on the purchase of self-training texts is provided. Details of training resources are available on the ITS Web page (<http://www.bbk.ac.uk/its/help/training>). This page will be updated before the start of each new Academic Year.

In order to comply with licensing terms, documents that are purchased from external suppliers will only be available on the College intranet. Users will need a ITS username and password to access them from outside the College.

An ECDL (European Computing Driving Licence) course is available for self-enrolment for staff and students through Blackboard.

22.3 User Responsibilities

22.3.1 Workshops

- Schools and Faculties who request specialist training that requires customisation of material should normally provide 3 months notice.
- Schools and Faculties who request training based on existing training material and working in a ITS workstation room should normally provide two weeks notice, in order to comply with requirements for booking of ITS workstation rooms.
- When sessions are arranged for Schools, the Schools are expected to pay for the copying of materials provided by ITS. If ITS staff are not available to run the session at the required time, use will be made (at a cost to the Schools) of Course Assistants available to ITS or the Schools may opt to provide their own staff.

- When deciding which workshops to attend users should read the publicity material and contact ITS if they have any queries, to make sure that the topics covered are appropriate for their needs.
- Numbers on ITS courses and workshops are limited so that tutors can provide individual attention. In order to manage numbers it is necessary to book on courses and workshops through Help Desk before attending.
- In no circumstances will tutors accept registration fees. If a registration fee is payable then users must pay at ITS Reception where they will be given a receipt.
- Students and staff who have booked a place and then find that they are unable to attend a course or workshop should either cancel on-line or notify ITS Reception as soon as they can. ITS reserves the right to refuse bookings from people who repeatedly cancel or fail to attend.
- Students and staff attending courses and workshops should turn up for the session on time.
- If a course or workshop takes place over more than one session then people attending should make every effort to attend all sessions.
- Students and staff should bring their allocated ITS username and password.
- Students and staff should be aware of course pre-requisites prior to booking a place. They should check with ITS if in doubt.
- Students and staff should complete the evaluation form after the course or workshop.

22.3.2 Self-Training material

- Be aware of ITS training resources on use of facilities that you are interested in.
- Read relevant documentation (including on-line help) prior to seeking help.

22.4 Service Targets

22.4.1 Workshops

- Workshop provision for novices is based on demand in the previous session. ITS would normally expect to provide in the autumn term at least one Windows Word-processing workshop suitable for novices and 2 or 3 introductory sessions on logging in, managing files, and using a Web browser. This may be reduced in the spring and summer terms if bookings for Autumn Term sessions are less than 50%.
- Workshop provision on the more advanced topics including specialist packages such as Photoshop is based on demand in the previous session and requests made through the ITS Helpdesk. The number of workshops in spring and summer term will be based on demand. Normally a course or workshop will not be repeated in the following session if it is less than 50% booked.
- Bought in self-training material (e.g. self-training notes, and computer based learning products) will be made available on ITS networks and via the Web, subject to licensing terms imposed by the supplier. Paper copies of bought in documents will be available from Help Desk during Help Desk hours. Videos are available from the Library.
- When a workshop is dropped due to lack of demand the workshop notes will normally be available for self-training. They will be available as long as the version of the package that is described is a supported package on ITS managed systems.

22.4.2 Self Training Material

- In house material that is suitable for self-training will be made available in paper form from Help Desk and will also be available on the Web in html or pdf format

- Evaluation forms will be reviewed after each course. If a majority of the attendees find any aspect of the course less than satisfactory, then the course/workshop tutor will revise the course or workshop to resolve the problem in time for the next course or workshop.
- Documents describing the most recent version of software with a support level of 3 will be available within a term of that software becoming available to users.
- Documents describing local procedures will be issued when the procedures are instituted or changed.
- The on-line News section of the ITS website will be used to provide information about the general nature of local and widespread developments, as well as raise awareness about IT.
- Paper based documents will be provided in html format or pdf format on the web within 1 week of the paper based document becoming available.

23 Web Services

23.1 Aim

ITS aim to ensure that the use of the College Web sites is maximised for the dissemination of internal information, recruitment and promotional activities, and assist academic departments in the use of the Web for teaching and learning. Towards this end ITS aim to provide technical support, advice, documentation, training (where appropriate) and dissemination of best practice to College staff engaged in the maintenance and development of Web-based materials.

23.2 Service Description

ITS maintain Web sites for the College as a whole that serve the following functions:

- To provide a convenient starting point for those wishing to explore the facilities of the Web or to connect to specific services.
- To provide links to sites on Web servers set up by different Schools and departments of the College.
- To enable Schools who do not have their own Web servers to publish information on the Web.
- To support students and staff in their work through the provision of access to relevant Web-based information and resources.

The ITS-maintained College Web servers host Web sites that contain on-line information and services of general interest to the public and members of the College. The sites include:

- www.bbk.ac.uk (and associated marketing addresses such as www.birkbeckstratford.ac.uk) - the public Web Site, presenting information aimed principally at an external audience of potential students and staff, academic and media researchers, alumni, etc;
- intra.bbk.ac.uk - the College Intranet, restricted to users within Birkbeck or from outside the College to users with ITS usernames and passwords, presenting information of relevance primarily to existing students;
- staff.bbk.ac.uk - the Staff Intranet, restricted to staff with ITS usernames and passwords, presenting information for staff;
- vle.bbk.ac.uk – the Blackboard learning management system (see Teaching and Learning Technology); and
- <https://www2.bbk.ac.uk> – Birkbeck’s secure server, providing access to services such as on-line print account recharging and event bookings by credit card.

- Other sub-domain or alias addresses, such as search.bbk.ac.uk and www4.bbk.ac.uk – to provide access to specific services.

Members of the ITS Web Team (which consists of the Web Manager, two Web Developers, the Web Systems Administrator and the Web Assistant), working closely with the Web Editor in External Relations, help to maintain the home pages of these sites and add links to pages holding School and departmental information as appropriate. Schools are encouraged, where possible, to present information on their courses, research and other activities on the Web, while the administrative departments are also encouraged to place details of their responsibilities and activities on the Web. The roll-out of a Zope-based Web Content Management System (CMS) – Plone – is continuing during 2008/9 to simplify for non-technical staff in Schools and Departments the process of maintaining Web content.

Members of the Web Team are responsible for the administration and operation of the Web servers and the technical development and support of Web-based services such as the Zope-based CMS, aspects of the SITS student information system, and, working with the External Relations department, Web-based marketing initiatives.

The Web Manager (working with the Web Editor in External Relations and with guidance from the Web Strategy Group) is engaged in the on-going development of a comprehensive Web Strategy covering all aspects of the College's use of the Web. This includes the establishment of appropriate policies, procedures, standards and guidelines for the presentation of material on College Web sites. The strategy will include regular reviews to ensure that the College Web activity is kept up-to-date with contemporary best practice on Web design, accessibility and presentation of Web content.

Members of the Web Team provide advice to Schools, departments and groups wishing to contribute to online information services such as the Web. File space for such information is provided on the central servers as this is easier to maintain. Advice and support is also provided for the development of services requiring the use of on-line credit card payments, such as conference registration and booking systems.

Schools and Departments that place their material on the College Web servers will be able to receive help with the technical aspects of the creation and maintenance of their sites from Web Team staff. However, responsibility for the maintenance of the information content of their sites will always remain with the School or Department.

ITS can provide advice and support for specific Web development projects, such as the creation of sites for Research Centres, although support for externally funded projects is limited (see the *Policy on ITS Web Support for Externally Funded Projects and External Organisations* at http://www.bbk.ac.uk/its/regulations/web_externally_funded.pdf).

ITS do not permit the mounting of student personal home pages on their Web servers unless these are required as part of a course of study. Any information mounted on a School Web server (in the main professional material by staff and research postgraduate students) is the responsibility of the School.

23.3 User Responsibilities

- Schools and Departments are responsible at all times for the maintenance of the content of their Web-based information.
- Schools and Departments that operate their own Web servers are responsible at all times for the technical administration and maintenance of that equipment in accordance with the College Network Security Policy (http://www.bbk.ac.uk/hr/policies_services/policies_az/networksecurity) and any relevant College guidelines.

- The publishing of information on College Web servers must conform to the College computing regulations and any guidelines issued by the College. A Web Strategy document has been published containing information relevant to this area of activity (see http://www.bbk.ac.uk/its/regulations/webstrategy_july2004.pdf). Support materials for Web Maintainers are also being developed and expanded on an on-going basis – at <http://www.bbk.ac.uk/its/web/> – that contain information and pointers to relevant regulations and guidelines. Links are also provided from here to content-related guidelines and resources developed by the Web Editor at <http://www.bbk.ac.uk/er/webdev/guidelines>.
- Schools/Departments/Research Centres requesting online conference booking and credit card payment facilities must contact the ITS Web Team with full details **at least 3 months prior to the required booking launch date**, to allow for the scheduling of the required work.

23.4 Service Targets

- ITS will undertake any approved system change requested by Schools on the College Web Servers within one week of the request being made.
- ITS will respond to requests for advice on Web authoring, design of pages, use of Web software, etc within one week of the request being received.

24 Teaching and Learning Technology

24.1 Aim

ITS aims to provide a central service offering advice and information on learning management systems and support the general use of IT in teaching and learning

24.2 Service Description

Functions of the TLT Support service include

- Assisting in the implementation of the eLearning and Learning & Teaching Strategies.
- Supporting the work of the eLearning Advisory Group.
- Providing advice and support to College staff interested in making use of technology for teaching and learning.
- Co-ordinating the receipt and dissemination of information on TLT activities (both within the College and in other institutions).
- Participating in School TLT projects as appropriate (depending on available resources).
- Assisting in the identification, evaluation, selection, support and development of appropriate generic learning management systems (including computer conferencing and computer-based assessment).
- Providing technical support for centrally adopted systems for learning tools, computer based training and computer based assessment software.
- Assisting in the organisation of workshops, demonstrations and seminars on TLT topics of potential interest to College staff.
- Developing contacts with TLT staff in other institutions and represent the College at meetings of the TLT Officers Forum.
- Identifying and assisting in meeting training for staff with a requirement for using TLT systems
- Working with Schools to monitor student IT literacy and provide training in core IT skills for students.

In addition to the general support activities outlined above Blackboard has been adopted as the centrally supported learning management system and is offered via a hosted service from a data centre in Amsterdam. ITS supports Blackboard in the following ways:

- If a module exists in SITS and students are correctly recorded within SITS as taking the module then ITS will arrange for automatic enrolment of students onto it unless otherwise notified by the Department. In all other cases (such as no associated SITS module/code, SITS code but students not recorded as taking the module in SITS) then, it is up to the School/Department to manually enrol their students on to the Blackboard module.
- Advice, training resources and documentation are provided for staff wishing to use the service.
- Create empty Blackboard courses for instructors who can then add their own course tools and course content. Instructors who require advice and training on Blackboard may book appointments with the TLT Support Officer.
- Refer student queries concerning course content to the appropriate instructor.
- When Blackboard release upgrades are available the server is upgraded if appropriate.
- Day to day administration of Blackboard, including creation of courses, dealing with student registration queries, adding students to courses.
- The Amsterdam hosting service provides a 24 hour, 7 day a week server technical support.
- The Amsterdam hosting service provides application upgrades, which are applied in consultation with ITS.

24.3 User Responsibilities

- Schools are encouraged to consult ITS when addressing any requirements for the use of TLT systems.
- Blackboard administrators normally deal with problems concerning access to Blackboard, for example username/password problems, courses. Queries concerning course content e.g. missing links, availability of quizzes should normally be sent to the course instructor. However, the Blackboard administrators will liaise with instructors if they receive queries of this nature.
- Access to Blackboard is by ITS username and password. Students studying with Blackboard must not reveal their username and password to anyone else. As ITS usernames and passwords are synchronised across ITS systems this could lead not only to unauthorised access to Birkbeck teaching material but also unauthorised use of other ITS systems.
- When sending queries to the blackboard@bbk.ac.uk list students should supply their full name (as it appears on their student card), their ITS username, the name of the course and the name of the lecturer who is teaching the Blackboard course.
- For modules not existing in SITS and/or if students are not correctly recorded within SITS as taking the modules then it is up to the School/Department to manually enroll their students on to the Blackboard modules.
- Staff who ask for courses to be set up in Blackboard must supply the name and contact details (including email address) of a member of Birkbeck staff who has primary responsibility for the course content. Additional instructors (e.g. contract staff working on page design) may be added using SITS.
- Instructors are responsible for course content and ensuring that quizzes etc. are released on the appropriate dates.
- Schools or Faculties should nominate a member of Birkbeck staff who is responsible for course content as the primary instructor

24.4 Service Targets

- When advice is requested by a School a response will be made within 10 working days of the request being made and a meeting arranged as soon as possible.
- There will be at least one Learning Technology Seminar per year to disseminate information of College developments in the use of technology for learning and teaching.
- Training material on the use of centrally adopted learning tools will normally be provided on-line. Schools requiring face to face sessions should contact the User Support Manager or TLT Support staff.
- The Blackboard administrators' email address blackboard@bbk.ac.uk is monitored regularly and users will normally receive a response on the same working day for messages received before 18:00 and the next working day for messages received after 18:00.

Instructors will be informed of plans to upgrade Blackboard and upgrades will take place at times mutually agreed between users and ITS.

25 Hardware available for Loan/Booked Use

25.1 Aim

To provide and maintain laptops, digital cameras and a scanning facility for use by Birkbeck staff and students on College business.

25.2 Service Description

The following are available for short-term loan to staff:

- Five general purpose Toshiba laptops running Windows 2000/XP.
- Two Canon digital cameras (supporting 4Mpixels and CompactFlash media).
- A Sony digital Camcorder (DVD).
- A number of specialist keyboards and mice.

The following may be booked for use at ITS Reception:

- Hewlett-Packard Flatbed Scanner and associated software.
- Plustek Optibook Book scanner.
- PCs offering CD-RW

The scanners provides a simple means for incorporating pictures, photographs or graphical information into a computer based document where they may be manipulated or enhanced and printed along with text on a suitable printer. The scanners also have software for optical character reading to allow text to be converted into a machine-readable form. The book scanner is particularly suitable for books, or other material with a spine.

Users may book the equipment in advance. Anyone may use the scanner at times when no booking has been made, but other equipment may not be available at short notice. Laptops and cameras are available for short term loan only, normally 2 days, and may be collected from 9am to 6pm Monday to Friday only. A form is completed when the equipment is collected, and a receipt given on its safe return. Manuals for the cameras are available for those wanting to undertake more sophisticated work.

25.3 User Responsibilities

- Familiarity with the use of Microsoft Windows is expected for use of the scanner. Users wishing to incorporate scanned images into a document using an application program (such as *Microsoft Word*) need to know how to use this package before using the scanner.
- Novice users need to make an appointment for assistance from Help Desk staff and should give as much notice as possible when using the scanner.

- Users need to know their username and password in order to log in to the scanner PC.
- Users must comply with copyright regulations.
- Equipment must be returned in good condition, with all cables and adaptors intact.
- The equipment may only be used for purposes related to College work.
- Users may not install their own software on the laptops.
- Users should remove any of their files from the laptop before returning it.

25.4 Service Targets

- The scanner will be available to users during normal Help Desk/Reception hours. When Help Desk is busy, priority will be given to telephone and drop in callers.
- Brief instruction will be given on use of the camera to first time users if required.
- Memory cards will be empty on collection, and images removed prior to subsequent loans.

The virus checker on the laptops will be updated before collection where booking

26 Services for External Users

26.1 Aim

To provide IT access (via PCs in workstation rooms on booked or open access basis or via wireless network) for external users as a source of revenue and to ensure maximum utilisation of available capacity.

26.2 Service Description

- Booking of workstation rooms

Some of the workstation rooms are normally available during weekdays (9 - 5 pm) for booking by external users.

Cost of room hire is usually based on size of the room; a discount rate can be negotiated, depending on the nature of external organisation (University of London; educational institution; charity; commercial). The cost of hiring workstation rooms does not include any provision for technical support in addition to ensuring the satisfactory operation and availability of installed hardware and software.

- Large (greater than 30 seating capacity) £1200 (discounted = £900)
- Medium (between 20 and 30 seating capacity) £800 (discounted = £600)
- Small (under 20 seating capacity) £400 (discounted = £300)

These are day rates - half day is half this amount.

Printing: Monochrome laser printers are available in each room. All printing is charged at 5p per page, but it is possible to purchase credit for accounts in advance. Any requirement for the installation of additional software and/or technical support must be agreed with ITS prior to booking the room.

- Use of workstation rooms on an open-access basis

Visiting groups of students / users can arrange for open access provision to ITS maintained workstation rooms.

The cost of such access is usually £25 per student per month for non-peak access (Peak access is Monday – Friday, 6pm – 9pm). This includes provision of documentation,

induction session, technical support, user account, network storage, printing facilities, and access to College wireless network.

- Access to College network (wireless and/or wired)

Visitors (normally hiring College teaching rooms) can request access to College network, this is arranged through room bookings and a small charge is usually made for the service.

26.3 User Responsibilities

- External users of ITS workstation rooms or the wireless network are expected to be familiar with and abide by the College Computing Regulations (issued with details of user account) and the Conditions of Use of Workstation Rooms (posted in all rooms). User responsibilities will be highlighted in the induction session for open access provision.

26.4 Service Targets

- When booking workstation rooms for external users during the day, to ensure that at least one room in Main Building is available for open access for College users.
- Provide an induction session for groups of visiting students/users requiring use of workstation rooms on an open-access basis.
- Maintain up-to-date documentation - 'Overview of ITS for visiting students', 'Location of Workstation Rooms'
- Booking requests will receive a response within 3 working days. Confirmation of booking will be provided by email (or by post on request). Temporary accounts will be provided 24 hours before the booking (earlier on request).

27 User Liaison

27.1 Aim

To ensure regular liaison with other information service providers, Schools, Admin Depts and groups of users regarding the maintenance and development of ITS services and policies.

27.2 Service Description

ITS works with:

- Other College information service providers (e.g. Library, Disability Office, CLPD, Students' Union, and External Relations).
- School computing support staff (especially through the School computer representatives meetings held once a term) and meetings of ITS Systems and School Technical Representatives. These representatives act as liaison officers for their School, keep their Schools up-to-date with developments in central computing facilities, and represent their Schools at meetings of the Computer Representatives. ITS sends copies of documentation, notes of software changes, etc. to the School Computer Representatives and expects them to act upon this information in a School capacity. With the general increase in the take-up of IT services, the School computer representatives have an important role upon which ITS rely for the correct formulation and delivery of its services. A list of all School computer representatives is available on the ITS Website.
- Administrative departments (through regular meetings of MIS application groups).
- Communications & Information Technology Committee (which includes a review of ITS developments over the preceding term and plans for the next term).
- Learning and Organisational Development

Other functions are:

- Maintenance of mailing lists and newsgroups for contacting various groups.
- A regularly updated news section on the ITS Website for keeping users informed of current developments.
- Ad-hoc School Visits (These are visits arranged between senior members of ITS and a School, arranged by ITS or requested by the School to discuss new requirements or review service provision).
- Attend School Staff/Student liaison and induction meetings when invited to do so.

27.3 User Responsibilities

- Users are expected to familiarise themselves with ITS documentation and on-line information relevant to their work and to be aware of arrangements for obtaining support and reporting problems.
- All Schools are expected to appoint one or more Computer Representative to act as a point of contact with ITS.

27.4 Service Targets

- School Computer Representatives meeting will be held at least once a term
- Meetings with each Administrative Department will be held at least once a term
- News section of the ITS Website updated with relevant news items.
- School visits will be offered within two weeks of a request made by a School during term time, or four weeks if requested during vacations.
- Regular ITS - Library meetings (usually once each term) will be held to discuss issues of common interest.
- All mailing lists will be kept up-to-date.
- User Satisfaction Surveys will be conducted each year.