

ISC11D024

ISD Services – Faculty IT Support

Faculty IT Support Group

The Faculty IT Support Group is a new group within ISD headed by Steve Jackman (Assistant Director, Faculty IT Support). This group is responsible for the delivery of all standard local IT support requirements and is supported in this function by the two other IT groups within ISD; ICT Systems and Corporate Information Services. The Faculty IT Support Group also includes provision of IT Helpdesk Services, University Print Services, Learning Technology support (including support for the use of technologies in teaching spaces and management of the University TV Studio, video conferencing and Access Grid).

Local IT Support

Mark Jones is Head of Faculty IT Support and has overall responsibility for the delivery of IT and AV Support Services for Faculties and Administrative Divisions. Mark will work closely with Faculties and Administrative Divisions to assist with the development of departmental IT Strategies and 5 year plans to support the local requirements.

There are two Faculty IT Support Managers, Keith Porter and Malcolm Rae. Keith and Malcolm lead teams of technicians that provide standard Faculty IT and AV Support. The table below shows the areas that each IT Support Manager is responsible for:

Malcolm Rae	Keith Porter
SCI FOH	HUM SSF
Learning and Teaching hub in Edith Cavell for PC support Research Admissions PPG Estates	Learning and Teaching hubs – strategy for all L&T hubs (excl PC support for Edith Cavell) HR Finance DOS ISD Catering VCO

The Faculty IT Support Managers and the technician support teams are based locally within Faculties and Administrative Divisions and are responsible for all standard IT and AV support provision, as follows:

PC support

- IT procurement and liaison with IT suppliers,
- Hardware (PCs, peripherals and AV equipment) installation, setup and support.
- Hardware fault diagnosis and replacement of faulty components,
- Software installation and upgrades,

- Providing basic advice on use of hardware and software, including Microsoft Office, email, file store and Blackboard.
- Investigation and advice on appropriate specialist technological solutions to meet user requirements (complex enquiries may require referral to the Research and Specialist Computing Support team).
- Initial support for the creation and development of web sites (complex requirements may require referral to the Web Team)

Teaching space support

- Preparation of facilities in teaching rooms in readiness for use by members of the Faculty and visiting lecturers.
- Provision of technical assistance for the use of technology (hardware and software) in teaching spaces.
- Demonstrating the use and supporting users with the use of AV hardware and software
- Operation of cameras and other AV equipment to support video and audio production. (There is also a small element of post-production editing prior to placing content on the VLE. See the section on “Learning Technology Support” for associated information).

The table below shows who the local IT Support technicians are for each area. The IT Support Managers may re-allocate technicians to other departments that their teams are responsible for. These decisions will take into account staff availability and the balance of work within their teams.

There are two IT Support teams, ITSP1 is managed by Keith Porter, and ITSP2 is managed by Malcolm Rae.		
Department	Primary technician	IT Support team
Central departments		
L&T Hub (East) <i>(Arts Level 0)</i>	Marc Mailey <i>(ITCS)</i>	ITSP1
L&T Hub (West) <i>(Elizabeth Fry Level 0)</i>	Marc Mailey <i>(ITCS)</i>	ITSP1
L&T Hub (NAM) <i>(Edith Cavell)</i>	Mitchell Wright	Support from ITSP2 team, Budget management by ITSP1.
L&T Hub (Central) <i>(Zicer Level 01)</i>	Marc Mailey <i>(ITCS)</i>	ITSP1
Research and Enterprise Hub <i>(Arts Level 0)</i>	Jamie Sidwell	ITSP2
Research and Enterprise Hub <i>(ENV Level 0)</i>	Jamie Sidwell	ITSP2
PGR Partnerships and Diversity Hub <i>(Elizabeth Fry Level 2)</i>	Jamie Sidwell/Nick Saunders	ITSP2
Admissions, Recruitment and Marketing Hub <i>EDU Level 0</i> <i>EDU Level 1</i>	Nick Saunders	ITSP2

VCO <i>Registry</i>	Jason Bird <i>(ITCS)</i>	ITSP1
Estates <i>Estates / Security Lodge</i>	Richard Humpries	ITSP2
ISD (staff) <i>ITCS, LIB</i>	David Bradbeer <i>(ITCS)</i>	ITSP1
ISD (labs and support to Central departments) <i>ITCS,LIB,ARTS</i>	David Downing <i>(ITCS)</i> Peter Bunyan <i>(ITCS)</i>	ITSP1
Library Pods	Robin Sanford Chris Davis	ITSP2
Library viewing room	Robin Sanford Chris Davis	ITSP2
Sportspark	Andrew Walker-Hall <i>(ITCS)</i>	ITSP1
DOS <i>DOS</i>	Andrew Walker-Hall <i>(ITCS)</i>	ITSP1
HR <i>Registry</i>	Jason Bird <i>(ITCS)</i>	ITSP1
Finance <i>Registry</i>	Jason Bird <i>(ITCS)</i>	ITSP1
UNION Office <i>CD ANNEX</i>	Andrew Walker-Hall <i>(ITCS)</i>	ITSP1
UEA Islamic Centre <i>Nr. Chancellors Drive Annex</i>	Andrew Walker-Hall <i>(ITCS)</i>	ITSP1
Planning <i>Registry</i>	Jason Bird <i>(ITCS)</i>	ITSP1
Careers <i>Careers Centre</i> <i>Union House</i>	Andrew Walker-Hall <i>(ITCS)</i>	ITSP1
Chaplaincy <i>Chaplaincy</i>	Andrew Walker-Hall <i>(ITCS)</i>	ITSP1
Counselling	Marc Mailey <i>(ITCS)</i>	ITSP1
Catering	Andrew Walker-Hall <i>(ITCS)</i>	ITSP1
Centrally bookable rooms (AV)	Robin Sanford Chris Davis	ITSP2
Centrally bookable rooms (PC)	PC and budget responsibilities	ITSP1
Faculty IT Support		
Faculty of Health		
Faculty's Deans' Office <i>Elizabeth Fry 1.31</i>	Dean Buckfield	ITSP2
AHP <i>Queens</i>	Richard Humpries	ITSP2
MED <i>Elizabeth Fry/Med School/BITSP2C</i>	Dean Buckfield	ITSP2

NAM <i>Edith Cavell</i>	Mitchell Wright	ITSP2
Faculty of Science		
Faculty Dean's Office <i>ENV</i>	Vacant post & Paul Wright <i>(BIO, 0.12)</i>	ITSP2
BIO <i>BIO/ZICER/Dev Farm</i>	Paul Wright + Vacant post <i>(BIO, 0.12)</i>	ITSP2
MTH <i>ENV</i>	Paul Wright + Vacant post <i>(BIO, 0.12)</i>	ITSP2
CHM <i>Chemistry/ENV</i>	Roy Carter <i>(CHM, 4.505)</i>	ITSP2
PHA <i>Chemistry</i>	Roy Carter <i>(CHM, 4.505)</i>	ITSP2
ENV <i>ENV</i>	Simon Cowley, Chris Bell <i>(ENV, 01.37r)</i>	ITSP2
CRU	Simon Cowley, Chris Bell <i>(ENV, 01.37r)</i>	ITSP2
Tyndall	Simon Cowley, Chris Bell <i>(ENV, 01.37r)</i>	ITSP2
Renewables East <i>EDU</i>	Simon Cowley, Chris Bell <i>(ENV, 01.37r)</i>	ITSP2
CMP	CMP provide own support	ITSP2
LCIC <i>NRPIC</i>	Mitchell Wright	ITSP2
InCrops <i>NRPIC</i>	Mitchell Wright	ITSP2
Faculty of Social Science		
Faculty Dean's office <i>Registry</i>	Jason Bird <i>(ITCS)</i>	ITSP1
ECO <i>Arts/ZICER</i>	Nick Poulter <i>(Arts 3/01.31)</i>	ITSP1
EDU Centre for Applied Research in Education (CARE) <i>EDU</i>	Phil Highfield <i>(EDU 0.113)</i>	ITSP1
Centre for Behavioural and Experimental Social Science (CBESS)	Nick Poulter <i>(Arts 3/01.31)</i>	ITSP1
DEV DEVCO <i>ARTS</i>	Richard Rodda <i>(Arts 3/01.31)</i>	ITSP1
LAW <i>Blackdale</i>	Nick Poulter <i>(Arts 3/01.31)</i>	ITSP1
NBS <i>Thomas Paine/EDU</i>	Michael Rogers <i>(EDU 0.113)</i>	ITSP1
SWP/Psychology	Thomas Marsham <i>(EDU 0.113)</i>	ITSP1

Centre for Competition Policy (CCP)	Michael Rogers (EDU 0.113)	ITSP1
Faculty of Humanities		
Faculty Dean's Office <i>Registry</i>	Jason Bird	ITSP1
AMS, ART, FTV, HIS, LCS, LCW, PHI, PSI <i>Arts</i>	Shaun Browne/Jason Baldry	ITSP1
MUS <i>Music Centre</i>	Shaun Browne/Jason Baldry	ITSP1
EAFA <i>County Hall</i> Sainsbury Centre Sainsbury Research Unit SISJAC Butrint Foundation <i>Cathedral</i>	Shaun Browne/Jason Baldry	ITSP1

There is a separate team within the ICT Systems Group that is responsible for Research and Specialist Computing, this team deals with more complex IT requirements typically arising from research activity. Additionally there is a new Learning Technology team responsible for specialist and more detailed advice and support on the use of technology to support teaching. The Faculty IT Support team may refer enquiries to either of these teams or other specialist teams within ISD as required.

IT Security

Overall responsibility for the security of IT equipment owned by Faculties and Administrative Divisions will reside with the Head of School or Head of Division. The Assistant Director for Faculty IT Support is responsible for providing assurance on the security of all IT equipment owned by Faculties and Administrative Divisions. This will include ensuring that all staff within the Faculty IT Support Group follow agreed procedures for deployment and configuration of equipment, undertaking security audits and maintaining a security risk log for each department. The departmental security risk logs will be reviewed with the Head of School / Division on a regular basis and will be reported to ISSC annually.

IT Helpdesks

The IT Helpdesk provides advice and support for staff, students and visitors on the use of a range of IT facilities; the IT Helpdesk will log requests by staff for technician support. The Helpdesk is responsible for the production of campus cards and managing requests for replacement cards. The Helpdesk also deal with all queries regarding IT accounts. The Helpdesk is responsible for the production of a variety of end user support materials and documentation.

The Helpdesk Manager, Tony Robinson, is responsible for monitoring all queues of work managed on the helpdesk system and will follow up with other teams to ensure timely call resolution.

Telecommunications Studios

These studios provide the following facilities:

- Video Conferencing
- Access Grid
- TV Studio

- Audio Studio
- Edit Suites
- Teleconferencing

Video and audio conferencing offer the opportunity to work or meet with colleagues without the need to travel from UEA. There is a dedicated video conferencing suite that can be used for individual or small group (up to 16 people) conferences. Video conferencing facilities also exist in the main lecture theatre block providing the potential for larger groups (up to 500 people) to attend a video conferencing session. Teleconferencing is available from a dedicated meeting room with seating for up to 6 people.

The Access Grid provides an online collaborative environment similar to video conferencing but uses specialist software to control four web cams, four microphones and three data projectors. The result is a richer experience, especially when Access Grid is used by all participating parties. The Access Grid is particularly useful for seminars when larger groups need to meet across multiple locations.

The TV Studio, Audio Studio and Edit Suites are a resource predominantly to support teaching in FTV. The teaching needs of the School do get priority but the facility is available for the whole University. Users should note that production training is not provided by the Telecommunications Studios but a list of third party suppliers of this support is available on request.

Bookings for these facilities should be made through IT Helpdesk (TV Studio bookable via e:Vison). For additional information refer to the Telecommunications Studios website or contact Eva Roberts.

Telephone conferencing

Telephone conference calls are handled using the facilities of a specialist provider. UEA staff members wishing to arrange a conference call need to supply contact details to the participants of the call in advance. At the agreed time, all participants then dial into the call and enter a PIN in order to begin their conference. There are no restrictions on the time of day conference calls can take place in, or of the number of people able to participate in a conference.

Account holders are given unique PINs for providing to people they wish to invite to their conference calls. These are re-usable, so once an account has been set up for you, control of your conference calls is entirely under your control. To be set up as an account holder, please contact Duncan Westlake or James Alborough in ISD. We will need to know your email address and if possible the password you would initially like to use should you wish to use the supplier's online facilities. We will also need to know whether invoices for use of the service should be emailed to you, or who else in your School, Faculty or Department will be responsible for paying them.

Alternatively, for urgently arranged one-off conference calls, users can contact the switchboard operators at telephonists@uea.ac.uk with the details of the date and time of the call, and who will be responsible for payment. A booking can then be made, with contact details sent out for passing on to the conference participants.

We can also provide conference call telephone equipment on loan, this equipment allows a group of people at UEA to take part in a conference call. Booking requests should be directed to the IT Helpdesk who will arrange for a technician to deliver the equipment at the required time.

Requests for specialist equipment

There is a small amount of specialist equipment that can be borrowed for teaching. Booking requests should be via web forms linked to from <http://www.uea.ac.uk/is/ave>. Requests will be routed via the IT Helpdesk who will arrange for a technician to deliver the equipment at the required time.

Off Air Recording

Terrestrial and digital freeview television programs can be recorded for educational use. Requests for off air recording, including full details of requirements, should be sent to the IT Helpdesk. We require at least 7 days notice of such requests.

Production Services

We are no longer able to offer full script to screen production services though we can arrange third party support if this service is required. In the first instance please contact Eva Roberts.

We are keen work more closely with academic staff in developing audio and video content to support their teaching. Please contact Eva Roberts for more details.

UEA London and INTO

ISD provides a limited set of services to UEA London and INTO. The Assistant Director for Faculty IT Support will act as the key link person between UEA London and INTO.

Research and Specialist Computing Support

Chris Collins is Head of Research and Specialist Computing Support and has overall responsibility for the delivery of Linux, UNIX and specialist computing support to the UEA research community. The Research and Specialist Computing Support team will work closely with the research community to provide support and advice on a range of IT and computing issues including specialist hardware and software requirements, technical liaison and assistance with IT based funding and grant applications.

Research and Specialist Computing Support will be located both centrally in ITCS providing High Performance Computing facilities as well as locally within Faculties delivering Linux and specialist computing support:

High Performance Computing

- Provision and support of the UEA High Performance Computing (HPC) clusters, providing access to high performance compute nodes; parallel processing facilities; large memory systems and GPU processing systems
- HPC user training and outreach events
- Local Registration Authority (RA) for e-Science certification

Linux and specialist computing

- Support of research IT services including Linux login services and subversion revision control services
- Provision and support of a secure standardised Linux desktop designed to meet the requirements of the research community
- Specialist Linux and UNIX support

- Assistance and advice on IT and computing requirements for research projects and grant applications, including HPC costing and specialist IT services for researchers
- Advice and support on IT security and research storage issues, including: best practice guidance on data storage and data security; advice on meeting research council and data access provider requirements; advice on handling sensitive data, encryption, secure access and safe disposal
- Assistance with code and application development, optimization and support within HPC and other of research computing areas