IT Services for QM Staff

2020/21
IT Services is a key enabler to the successful fulfilment of Queen Mary’s strategic goals of excellence in research, and teaching and learning.

Our services support students and colleagues and range from email and internet access, to state-of-the-art teaching and learning facilities, business application software and high performance computing in support of research.
IT Services has more than 165 staff working to develop, support and manage:

- **Operations IT** which are responsible for **infrastructure and frontline support** via the IT Service Desk, desktop and audio visual (AV) support in teaching spaces and for the provision and support of central print services, PC’s, laptops and mobile devices.

  The **infrastructure services** includes networks, servers (covering Windows, UNIX and Linux), virtualisation, storage, telephony (design and delivery), audio visual equipment (design and delivery), directory services, web management, identity and access management, remote access, email, infrastructure and desktop management and support tools, creation of desktop environments and images, management of all data centres and communications rooms, backups and disaster recovery.

- **Research IT** services provides an IT consultancy, a high performance computing service, research data storage and specialist applications to facilitate and enhance the world-class research at QMUL.

- **Projects and change** providing professional Project Management and Business Analysis to deliver QMUL’s IT capital programme in support of QMUL’s strategic aims and objectives

- **Applications** that hold Queen Mary’s key data such as student, staff, financial and course information, and manage online processes like student registration and timetables.
## Service Desk is the 1st point of call for all ITS related enquiries

<table>
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<tr>
<th>Call us</th>
<th>Raise a ticket online</th>
<th>Send an email</th>
<th>Live Chat</th>
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<tbody>
<tr>
<td>Best for:</td>
<td>Best for:</td>
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<tr>
<td>▪ Reporting a Problem – something isn't working, forgotten password, lost files, slow Wi-Fi etc.</td>
<td>▪ Requesting a Service – request for new hardware/software, setting up a new account issuing and account amendments</td>
<td>▪ When a response or support is not required straight away</td>
<td>▪ Asking questions ▪ Reporting problems</td>
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<tr>
<td>▪ Multi-skilled team ▪ Over 65% issues resolved during first call ▪ We can ask questions ▪ We can agree next steps with you straight away if further support required ▪ Remote access to your PC</td>
<td>▪ You have a record of your enquiry ▪ You can track progress ▪ You can provide detail</td>
<td>▪ Takes time for emails to be processed ▪ May not have enough information to decide support/action needed</td>
<td>▪ We can ask questions ▪ Remote access to your PC ▪ We can agree next steps straight away if further support is required</td>
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</tbody>
</table>

### Contact Information
- **Phone:** x8888
- **Email:** servicedesk@qmul.ac.uk
- **Live Chat:** servicedesk.qmul.ac.uk
- **Website:** its.qmul.ac.uk
Contacting us
Phone: 020 7882 8888 or ext. 8888
24 hours a day, 7 days a week, 365 days

DURING WORKING HOURS

• Monday to Friday, 8am to 5pm: QMUL Service Desk for all IT related enquiries
• In Person, Service Desk Room W209, Queens’ Building Mon-Fri 8am to 5.45pm

OUT OF HOURS | WORKING FROM HOME | OVERSEAS

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

On our intranet site – [http://www.its.qmul.ac.uk/](http://www.its.qmul.ac.uk/)

Check for service updates

Visit the Service Catalogue

- Getting tips and advice
  - setting up email
  - getting the most out of Outlook
  - remote working set up

- Resolving a problem
  - accessing QMplus and my.qmul
  - need to change your password
Software / Hardware Purchase


Discounted Software for Personal Use
• EndNote (Staff and students)

Free Software for Students and Staff
• Office 365 ProPlus
• Office 365 One Drive (Students only)
• SPSS Statistics
• Mathematica
• MATLAB
• Minitab
• NVivo
• LabVIEW
• Maple
• ArcGIS (Basic)
• DreamSpark

To order Software or Hardware in your School always go through the Finance personnel
QMPlus tip: Book a Learning Technologist

The E-Learning Unit provides educational support and direction for e-learning applications and engages with staff and students across all levels of the institution. They can help you with support, training or advice on anything regarding the use of technology in teaching and learning – simple or complex, individual or faculty-wide, technical or pedagogic.

Book a Learning Technologist via the QMplus page below:

https://qmpluss.qmul.ac.uk/mod/scheduler/view.php?id=360287
## Service Status page

- **Agresso**
  - Finance system (staff only)
  - [Resolved](#)

- **Campus or Building specific**
  - Building maintenance, outages
  - [Resolved](#)

[http://its.qmul.ac.uk/service-status](http://its.qmul.ac.uk/service-status)

- ![Good service](#)
- ![Partial service](#)
- ![No service](#)
Self-Help pages (Demo)

http://www.its.qmul.ac.uk/support/self-help/index.html

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

When should an escalation be initiated?

• If after working through the service level targets (SLTs): [http://www.its.qmul.ac.uk/support/helpdesk/serviceleveltargets/index.html](http://www.its.qmul.ac.uk/support/helpdesk/serviceleveltargets/index.html) and standard support processes you are not satisfied with the level or timeliness of service you have received.

• When there is a tangible adverse impact to your programmatic or operational activities (day-to-day or other).

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

Email: its-feedback@qmul.ac.uk