



# ITS Induction Guidance for new staff

## About IT Services

IT Services (ITS) provides support to staff and students via the IT Service Desk who review requests and either respond or assign to teams.

Our IT teams work with you to identify IT requirements and support the delivery of solutions.

In addition, IT Services support the activity of the University through the management of our infrastructure, IT Equipment (including PC's, peripherals, digital media equipment), teaching software and systems/applications.

Our Technology Enhanced Learning Team (TEL) supports staff to utilise the technologies that we provide to become more effective in their teaching and research. For more information visit the TEL Blog.

For more information on the services that ITS supports please visit the ITS intranet pages.

## Your IT account

Your IT account username and a temporary password will be given to you on your first day. This will provide access to a number of services including email, OneDrive and access to computers on campus.

If you need support to activate your account, please speak to your manager who can contact the IT Service Desk on your behalf.

## IT regulations

Please familiarise yourself with the IT Acceptable Use Policy.

As a member of staff you are responsible for ensuring that you protect your computer and protect yourself, but you also need to consider the data that you and your colleagues use and how you use it. Advice and guidance on data protection can be found here.

You are also responsible for ensuring that you comply with software licensing and that you do not use any software for teaching, research or business purposes that has not been assessed for use by IT Services. Any software that is not provided to you by the University may pose a security risk and will require assessment prior to use.

If the University does not provide the software that you would like to use it is your responsibility to ensure that that software is safe and can be used equitably and that any risks associated with its use are understood and agreed as acceptable by an appropriate committee. ITS will provide support to assess the risk. E.g. WhatsApp is not a university provided software application and requires an assessment of risk prior to any use for teaching, research or business purposes.

All university provided software, available for staff to use without undertaking a risk assessment, is listed on the ITS Internet site [here](#)

If you would like to use any software not listed, even if it is free to use, please contact the IT Service Desk for support.

## Cyber Security

Please ensure that you complete the online cyber awareness course and that you have familiarised yourself with the cyber security information available on the IT pages of the staff intranet.

Never share your login credentials with anyone.

Be extra cautious if you use a personal device for university business and ensure you do not store any sensitive information on personal devices. (It is always advisable to store University information in a university provided application e.g. Office365 or OneUni where it is held securely and provides safe access to you from any device).

Report all lost or missing University devices to the IT Service Desk (immediately).

Avoid the use of removable storage devices.

Please report anything suspicious to IT Service Desk, we encourage staff to report anything suspicious even if it turns out to be a false alarm. The University has invested heavily in its cyber security infrastructure, but our staff and students are our last line of defence. Most cyber incidents involve human error so please ensure you have completed your training and remain vigilant.

Never hesitate to report anything of concern.

## Email, calendar and Office 365

Our university uses Microsoft Office 365 which offers the email service Outlook, effective spam filtering and a fast interface, as well as a calendar.

It also provides a suite of tools including Office applications such as Teams, OneDrive, Office applications, Whiteboard, Planner and SharePoint to name but a few.

Please use MS Teams for virtual and blended meetings and collaboration.

## Help and support

### IT Service Desk

The Service Desk is the first point of contact for any question, problem or requests related to IT services. Our dedicated team of staff have a broad knowledge and, in many cases, can deal directly with requests.

If you require IT assistance, help is available from Monday to Thursday between 8.30 am and 5.00 pm, and on Friday between 8.30 am and 4.30 pm. To access it, please follow the instructions below.

Log a job on the self-service portal

Email [support@yorks.ac.uk](mailto:support@yorks.ac.uk)

When reporting an issue please include the following information (as applicable):

- Full description of the issue
- Detail of any error messages
- Location of the issue you are reporting
- Device make and model/Software Used
- Device asset number (This can be found on the blue metallic label on the device)
- Screenshots or photographs to help identify the issue
- Your contact number(s)

## IT Classroom Support

ITS provide emergency support for staff who are in a teaching space with students and need assistance urgently, please call 0194 876111 (this number is available in teaching rooms).

This number is for emergency support only.

(Note: Emergency Support is currently available 08:30am to 17:00pm, if you are planning teaching sessions outside these hours and are concerned about support, please contact the IT Service Desk).

You will find a useful guide on how to use the IT equipment in each teaching room, the University has invested in lecture recording technologies and has a rolling programme of classroom equipment upgrades. Please be aware that equipment can vary between rooms, and it is advisable to ensure you are familiar with the set up of each room prior to each session. Our TEL team provide regular training sessions on the use of lecture recording.

## IT learning and training

Please see the TEL pages on the staff intranet for details on support available to staff.

The TEL team is committed to proactively promoting, developing, supporting and embedding the effective use of technology for learning, teaching and assessment. We offer support and training for staff on a wide range of technology enhanced learning solutions through one-to-one training, group training sessions and online support.

You can email the TEL team at [tel@yorks.ac.uk](mailto:tel@yorks.ac.uk) or raise a request via the IT Service Desk or you can give the team a call through Teams.

TEL can also offer advice and guidance on inclusivity and accessibility.

## Equipment Offer

The university has developed a standard equipment offer for staff, this varies by role and details can be found on the ITS intranet site.

For security reasons, all equipment has an asset number and is either allocated to an individual or to a location. If you are allocated equipment such as a laptop or tablet you should not loan or transfer this equipment to anyone else without informing ITS. Always report any damage or theft and return the equipment to ITS if you leave the university.

Desktop computers should not be moved from their allocated location, if you need IT equipment to be moved, please request support from the IT Service Desk.

## Loan equipment

Loan equipment is available for staff at our York campus, you can loan laptops, iPads, recorders, and video cameras. More information can be found on our internet site here.

## Requesting a new service

If you are thinking about acquiring or developing a new IT service to help you improve your processes, enhance teaching and/or research, then contact the IT Service Desk. We will pass your request on to our IT Architecture Team who are able to support you to identify the best solutions for your needs.

## Do you have any feedback on this induction information?

Please email your feedback to: [Support@yorks.ac.uk](mailto:Support@yorks.ac.uk)