UCD IT Services
Seírbhísí TF UCD

Annual Review

Contents

Highlights

Better services for students

50 new Internet access points installed

200MB email storage provided for students

Skype service introduced for staff and students

3,469 1st year students attend induction and receive 256MB free disk key

400 wireless access points on the Belfield campus

58% of undergraduate students enrolled off-campus in August 2006

Better services for staff

ITCentre opened in Health Science

500MB email storage provided for staff

256MB disk key provided to all staff

Access to administrative services now in UCD Connect

Laptop loan scheme introduced through ITCentres

UCD website handles 1.2 million visits per month

New Research IT services

Data hosting centre opened in Daedalus

Expanded network capacity and international connectivity

New training and security services for research

IT Performance improvements

Target service levels met throughout 2006 for network, email and eLearning

20% reduction in service breaches in 2006 versus 2005

30% reduction in total service downtime in 2006 versus 2005

Zero downtime for Internet access in 2006

CIO Introduction

Developing the digital campus with 24/7 access for staff and students is the core objective for UCD IT Services. In August 2006 a unified central IT Service was created, which will deliver Academic & Administrative Systems, Research IT, Teaching & Learning Technologies and UCD web services. Our focus is moving to a laptop environment where IT is an integral part of student learning. Wireless and flexible access facilities are provided throughout the campus for quick and easy use of IT. The UCD Connect Portal and Blackboard eLearning environment provide worldwide access to IT services and academic materials.

In 2006 major network infrastructure developments, funded under our capital programme, were completed. The impact on performance has been substantial with network downtime reduced by a factor of four. Target availability levels set under our IT architecture programme have been achieved for all major services – Networks, UCD Connect, email and eLearning.

A new Research Data Centre was developed in 2006, which provides the capacity to host high performance computing equipment essential to major research groups in the University. The development of our Research IT Service at UCD is the result of dedicated input from Academic and IT Services staff and with substantial funding from UCD, HEA and SFI. This landmark facility allows us to provide the technology environment which will support compute intensive projects across all disciplines.

The Belfield Campus now has 400 wireless access points which provide seamless Internet access in all the main social spaces – campus cafes, Student Centre, Arts and Science complexes. Fully wireless buildings such as Quinn, Health Science and the Conway Institute allow flexible working for staff and students. All new residences have been fitted with wireless access and older residences are being re-fitted to provide access.

New ITCentres have been opened in the Newman and Health Science buildings, which provide drop-in "help and advice" services at convenient locations. The centres have laptop access areas and dedicated IT support staff. This initiative has been followed with a laptop loan scheme for staff and students, which operates from the ITCentres.

Integrating IT into campus life is achieved through the development of convenient access facilities. The provision of 40 Internet access points in the Newman Building in the open plan area has generated a high level of activity and increased profile for IT Services.

Mary Crowe
Chief Information & Technology Officer

IT Services Organisation

UCD IT Services is headed by the CIO and consists of three management divisions each the responsibility of a Senior Officer. The IT administration team is lead by Kate Griffin and is responsible for all Financial, HR and secretarial services.

Shaun Kennedy

Operational & Customer Services

Technical Services	Customer Services
Distributed Support	

- Technical Architecture
- Infrastructure Planning

Seamus Shaw

Planning & Service Development

Research IT	Teaching & Learning IT
Web Services	Media Services

- IT Planning & Liaison
- IT Communications

Mark Lande

Management Services

Business Applications	Management Information Systems

- Applications Architecture
- Systems Integration

Kate Griffin

IT Administration

IT Planning

User input essential to development of IT plans

Regular interaction with different user communities in UCD is an essential input to the development of our IT plans and strategy. During 2006 we completed the formation of IT User Committees and Central Steering Groups. The final structure includes individual College IT Committees for regular interaction with users and Central IT Steering Groups to cater for targeted needs of particular user communities.

The following groups are now in place:

IT Steering Groups

Central IT User Committee	*Chair:* Dr Ann Lavan
Web & Portal Steering Group	*Chair:* Prof Patrick Gibbons
Research IT Steering Group	*Chair:* Prof Ciaran Regan
Teaching & Learning IT Steering Group	*Chairs:* Dr Bairbre Redmond & Dr Andrew Keenan
Administrative Systems Steering Group	*Chair:* to be appointed

College IT Committees

Each College nominates a College IT Committee to review local issues. The chair of the College IT Committee is a member of the Central IT User Committee.

Planning and implementation of IT Strategy at UCD is the responsibility of the CIO and UCD senior management team. IT Steering Groups and User Committees advise on priorities and facilitate the gathering of requirements across the University.

Increasing Access to IT Services

Increasing Access to IT Services

Towards a digital campus

ITCentres

Our commitment to expanding the level of support services available locally, continued in 2006 with the introduction of a third ITCentre in the Health Sciences building. The model for this facility continues that of the Daedalus and Newman centres, providing support and advice to staff and students alike. Laptop access areas are also included as standard.

Stand Up & Surf

The provision of 40 Internet access points in the open plan area of the Newman Building has generated a high level of activity and increased profile for IT Services. Designed without seating, these PC facilities provide quick access to the Internet, ensuring that staff and students can use these points on the run. The popularity of the Stand Up & Surf facilities has led to a second installation in the University Restaurant.

Laptop Loan Service

Our laptop loan service was introduced in the summer and allows staff and students to borrow laptops for short periods via the ITCentres on Belfield campus. A useful service for staff when moving offices, for students who don't already own a laptop or those simply wanting to test-drive a laptop before purchasing.

Laptop Areas

Already familiar facilities in the ITCentres, in the Agriculture, Engineering and Library buildings, new laptop areas were installed during the year in the Newman Building. Laptop users now have even greater choice and can work comfortably whilst accessing the University's IT network via wired or wireless connections.

Wireless

Increasing access to IT services continued with the expansion of the University's wireless IT service to the Roebuck Hall residences. With in excess of 400 wireless hotspots in public access spaces, the UCD Wireless network is now an integral part of the delivery of IT services.

Accessibility

During 2006, we worked with the UCD Disability Support Service to provide specialist software packages available on selected equipment in our three ITCentres. Designated work stations for wheelchair users are incorporated as standard in the design of all new IT facilities at UCD.

Research IT
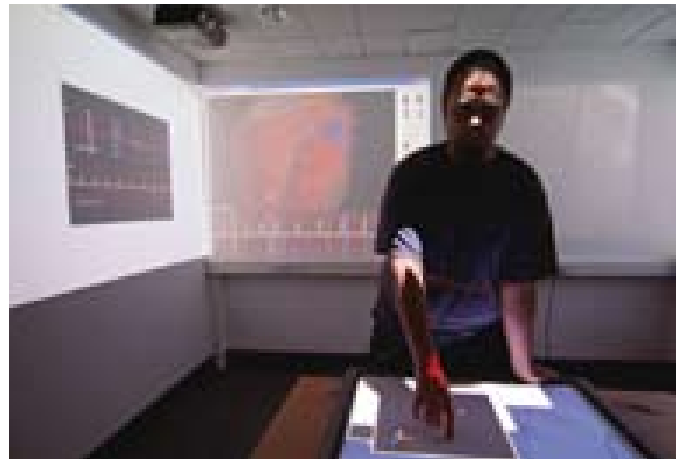
Creating a state of the art IT data centre with visualisation

New Research IT Data Centre

The new Research IT Data Centre is one of the most technologically advanced hosting and data storage facilities available today. Opened in November 2006, this state of the art hosting centre can accommodate the demand from UCD's research community for large scale computing power and data storage.

Its unique features are the efficiency of space utilisation, optimum cooling and power utilisation. In a 160 square-metre room, we can host dedicated high-end research computing together with large storage and backup capacity. The diversity of research areas serviced by the Centre include:

- Mathematics and Computational Modelling of Complex Systems
- Physics and Imaging Science
- Microeconometrics
- Bioinformatics, Computational and Systems Biology
- Chemistry, Pharmacology and Pharmaceutical Sciences

A dedicated, expert support team are on hand to provide specialist technical assistance to the research community who wish to use the facility.

Development of the Centre

The Centre was originally conceived through the work of the Research Computing Committee, established in November 2003 and chaired by Prof David Fegan. Following the adoption of the recommendations of the Committee, a Research IT Steering Group was established by the Vice-President for Research, Prof D Fitzgerald, to commence the implementation of the new services. Chaired by Prof Ciaran Regan, the Steering Group has made considerable progress and is actively engaged supporting major research projects throughout UCD. Funding for the facility was provided by UCD, the HEA and SFI.

Visualisation

During the year, Research IT Support employed a collaborative approach to providing specialised facilities and services to the research community. In the case of visualisation, we worked with research groups in the School of Computer Science and Informatics headed up by Dr Hamish Carr and Dr Aaron Quigley.

This joint project implemented cluster hardware, visualisation software and IBMs Deep Computing Visualisation package resulting in a new visualisation facility. The School of Computer Science provided physical space for the CAVE, projection equipment, collaborative lab equipment and most importantly visualisation expertise and knowledge.

Research IT

Research groups from across the University can work with the School of Computer Science and Informatics to produce complex 3-D displays of their data thus progressing their research.

This type of collaboration also allows the visualisation researchers to gain significant experience in their field, whilst allowing them to gain insights into the requirements for the visualisation systems of tomorrow.

Training Courses

Over the past year the Research IT Support Service has begun to offer researchers training opportunities within UCD. These included technical courses such as HPC and MPI courses offered in partnership with ICHEC, security courses aimed specifically at the UCD researcher and induction courses for Post Graduate students. A course specifically for Ad-Astra students proved a great success with a take-up of over 65%.

The 60 m² Research IT Data Centre's unique features are the efficiency of space utilisation, optimum cooling and power utilisation:
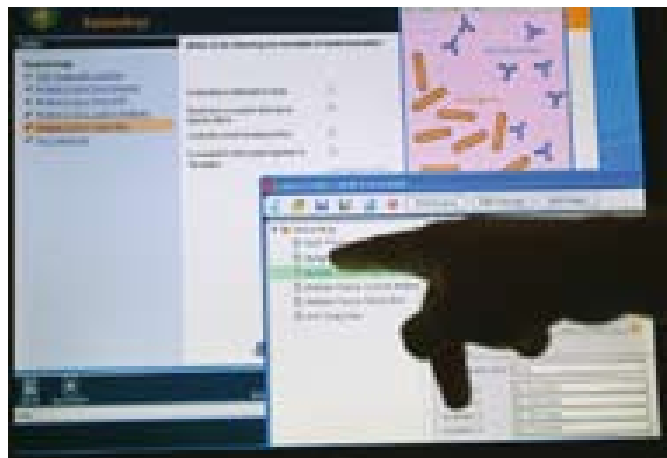
- Physical Rack Space of 28 x 42U

- Generator providing 800kw

- Dry (Free) Cooling of 160kw

- External Chillers with 2 units of 200kw

- Air Conditioning with 4 units of 78kw

- UPS with 4 units of 80kw

HEA

Higher Education Authority
An tÚdarás um Ard-Oideachas

sfi
science foundation ireland
fondúireacht eolaíochta éireann

NDP
NATIONAL DEVELOPMENT PLAN

Teaching & Learning IT

2,445 courses on Blackboard (up from 1,600 in 2005)

eLearning

The increasing popularity of Blackboard, the University's eLearning system is measured by the increase in the numbers of courses now available on the system. In September 2006, over 2,445 courses were provided – an increase of 53% on 2005.

Large Group Teaching

Our commitment to expanding the level of support in Teaching & Learning led us in 2006 to pilot Moodle, an open source learning management system designed to enhance learning through social interaction. Working with Prof Michael Monaghan and Dr Richard Arnett, College of Life Sciences, UCD IT Services assisted the schools to achieve their project goals through the provision and installation of the Moodle system.

The project involved modules in both the Schools of Biology and Geography. In each module 300-400 students were encouraged to use small group enquiry-based learning approaches rather than attending traditional, presentation style lectures. This blended learning method meant that students were exposed to classical educational techniques such as lectures, practicals and tutorials as well as more progressive methodologies such as eLearning and problem-based learning.

Professor Thomas Hayden, from the School of Biology used Moodle to deliver a module on our current understanding of the evolutionary process by solving the question of the taxonomic status of trout in Ireland. Students were expected to obtain hands-on experience of some of the tools of the evolutionary biologist and how they are used to test various hypotheses. Questions are generated along the way, which are then answered by using the appropriate tools or research. These activities stimulate active learning, encouraging students to actively seek the information they need.

Media Services

During 2006, the UCD Audio Visual Centre continued to support and facilitate the application of media technology to support and enhance, teaching, learning and research in the university. The following were the main services delivered:

- Educational technology and media courses
- Multimedia services
- Photographic services
- Video services

Teaching & Learning IT

Educational Technology and media courses

A number of papers were delivered at a variety of elearning conferences and seminars organised on the use of educational technology in teaching and learning.

A range of courses were delivered to staff on areas such as photographic, multimedia and video. These courses can be credited towards the Graduate Diploma in University Teaching & Learning, offered by UCD School of Education and Lifelong Learning.

Multimedia Services

Services provided in 2006 included layout and design for printed media, conference posters and new websites for the School of Biology and Environmental Science and CreBeo along with advice to other schools and services on how best to maintain their websites.

Photographic

A range of digital imaging services were provided to a variety of schools including the School of Art History & Cultural Policy, School of History & Archives, School of Classics and the School of Irish, Celtic Studies, Irish Folklore & Linguistics.

Video Services

A set of DVDs were produced on prenatal and postnatal histories on Obstetrics for the School of Medicine and Medical Science. Video case studies were also produced for undergraduate and postgraduate teaching programmes for several schools including School of Physiotherapy & Performance Science, School of Agriculture etc.

A digital satellite television broadcast service continues to be provided for the delivery of the Certificate in Safety & Health at work in conjunction with the School of Public Health and Population Sciences. This course is broadcast to a variety of sites throughout the country.

eLearning research and development project

In conjunction with the School of Medicine and Medical Science, a new elearning course on Emphysema was developed and piloted by Dr Peter Holloway (Pathology).

This course was created with user friendly elearning templates developed using Flash Companion software. These templates enable staff with no programming skills to develop and maintain media-rich, interactive online learning materials including quizzes and communication tools.

Software & Site Licences

Some important additions to the UCD software catalogue were made during 2006:

EndNote, the leading application for organising references and bibliographies, was made available for the first time on both the University's network and as a download from UCD Connect.

Responding to the increasing needs of Colleges, Schools and Institutions to manage web content, **DreamWeaver** was also made available on the IT network for the first time during 2006. Its introduction was complimented with the provision of IT training from the Customer Services Team.

## Working with suppliers to provide better services and reduce costs

Microsoft software, normally an expensive purchase for many students, is now available at greatly reduced costs. This great new deal with Microsoft allows students to purchase software online and for the first time, either via a download or by having a media pack delivered direct to their homes.

Adobe educational discount programme

UCD is a subscriber to the Adobe contractual licensing programme (CLP) which provides UCD members with reduced licence and media costs for Adobe products. This is a cost efficient way of licensing popular applications such as Illustrator, Indesign, Creative Suite, ColdFusion etc.

Many staff in UCD have used this programme to licence Adobe software through Micromail, our Adobe resellers. Staff deal directly with Micromail who ship the products directly.

Web Services
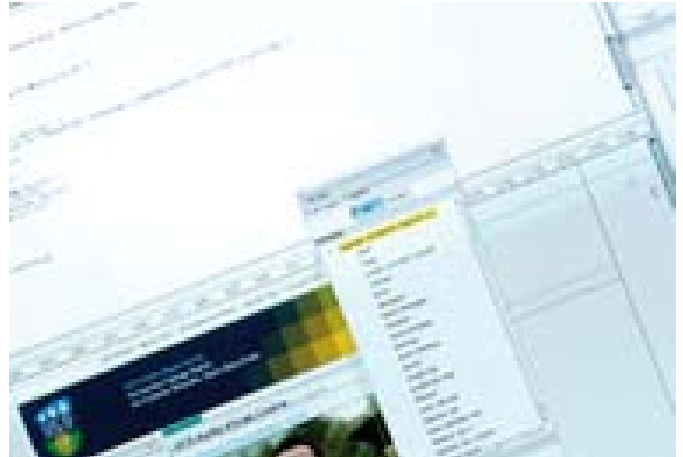
60% increase in users of UCD Connect in 2006

UCD Connect

Additional services delivered through Connect

A key objective for UCD Connect in 2006 was the improvement in the quality of information and provision of services aimed at particular aspects of University activities. The new IT Services, Administrative Services and Student Life tabs were three important additions to the UCD Connect environment.

IT Services Tab

To make access to IT Services even easier, the new IT Services tab was introduced during the summer. Through the IT Services tab, it became possible to:

- Change passwords
- Obtain the latest IT news and services announcements
- Access online requests
- Download software of EndNote, Sophos Anti-virus, PureMessage and Novell client software

Administrative Services Tab

The Administrative Services tab provides a significant focal point for access to applications, services and information relating to the administration of the University.

Student Life Tab

The Student Life Tab gives students the opportunity to contribute and manage information directly related to student life on campus. Over time, the tab will expand from providing information on entertainment, sports, student services, advisors and the Students Union to providing careers and appointments information and a classified channel.

Significant increases in Staff and Student email capacity

Email storage space was increased more than threefold this year. Students now have access to 200mb of storage (up from 50mb) and staff can now access 500mb of storage (up from 150mb). The number of staff now using the *PureMessage* spam control service rose to 2,500.

Web Services

## Growth in use of UCD Connect over 2006
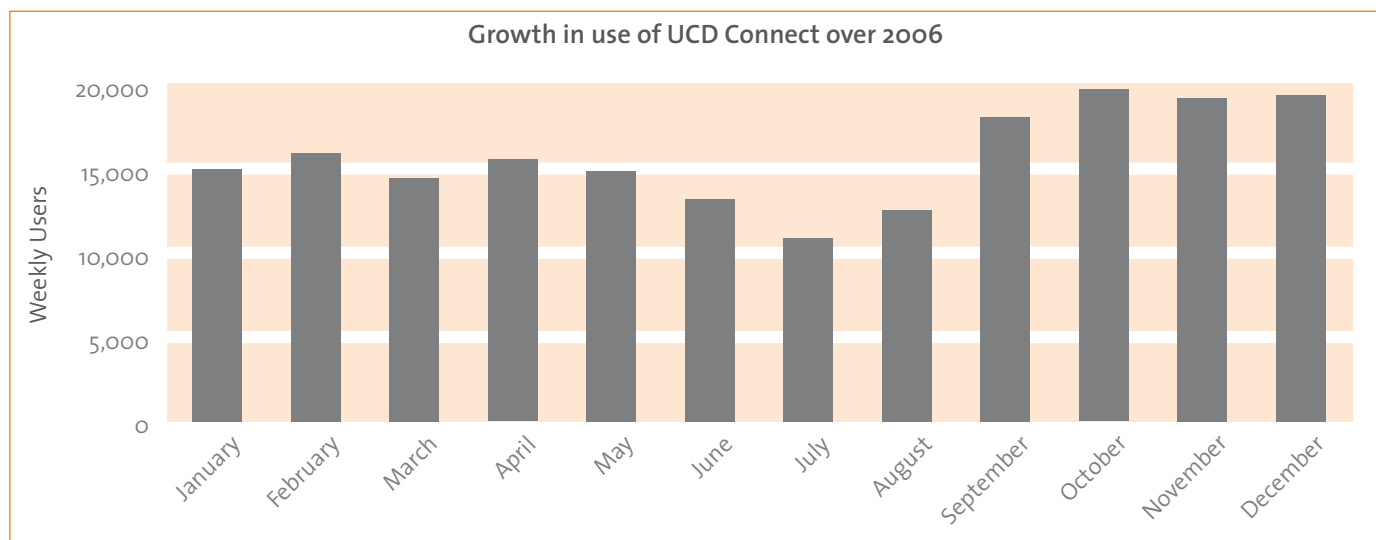
UCD Connect reaches 20,000 users in September 2006

- The average daily usage of UCD Connect increased by over 60% in October 2006 (6,837) compared with the same period in October 2005 (4,244).

- October's highest level of daily logins of 8,841 was surpassed by a login figure of 9,120 in early November 2006.

- Usage of UCD Connect grew by 33% over 2006 from 15,000 users in January to 20,000 users in September.

UCD's website is now busier than ever

UCD's website is now one of the busiest websites of its kind in the country. The website currently handles, on average, in excess of 1.2 million visits per month. The number of individual website pages visited per month is an impressive average of greater than 8 million "page impressions". These statistics compare favourably with some of the most popular websites in the country. While the majority of these visits are from an Irish base, it is clear that the website is an increasingly important point of access for our international audience with increasing numbers of visitors from Japan, India, China and Malaysia.

UCD's page impressions compare favourably with some of the most popular news websites in the country.

Page Impressions for Top Irish Websites
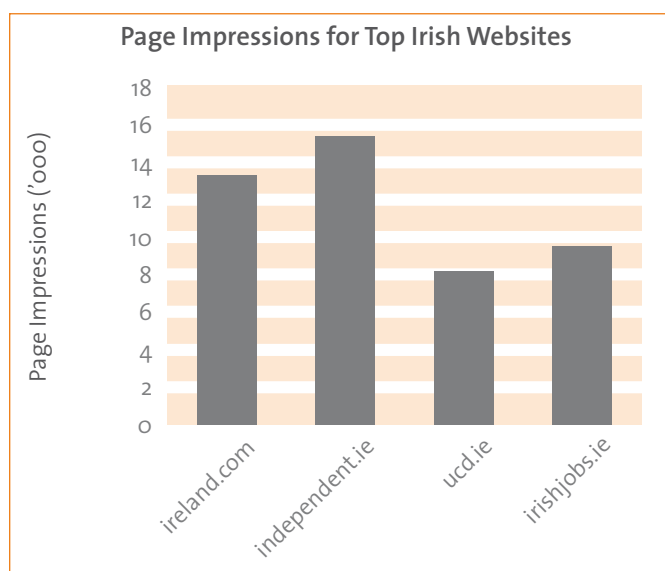
Management Services

Migrating to a web environment

2006 brought significant progress in the migration of the University's major applications to web versions. Applications such as reporting, student and financial management systems are now available directly over the web. Our Apple Mac user community also welcomed support for these applications during the year for the first time.
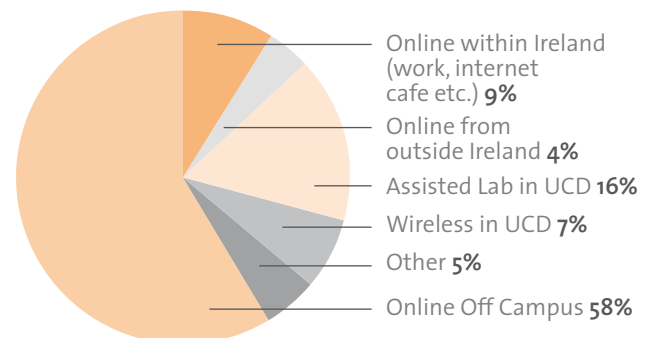
Financial & HR Management

The University's financial management and HR systems were both upgraded during 2006. These upgrades provide the foundation for the next generation of online services. A pilot for a new eRecruitment service, allowing applicants to apply online for jobs at UCD, was also undertaken during the year.

The new online staff payslip system went live in August 2006. Fully integrated with the University's HR system, UCD staff can now view or print their payslips online via a standard web browser. Current payslips are viewable as well as historical payslip information.

Support for Research Systems

IT Services worked closely with the Office for Funded Research Support Services and UCD Research on the creation of a new Funded Research System. The system tracks all funded research proposals and contracts, making it easier for collaboration on projects and administration. We also supported UCD Research in the delivery of the new Research Profiles application, which provides an online record of research outputs and space for the creation of staff CVs.

58% of Students Enrolled Off-Campus in 2006

Online within Ireland (work, internet cafe etc.) **9%**

Online from outside Ireland **4%**

Assisted Lab in UCD **16%**

Wireless in UCD **7%**
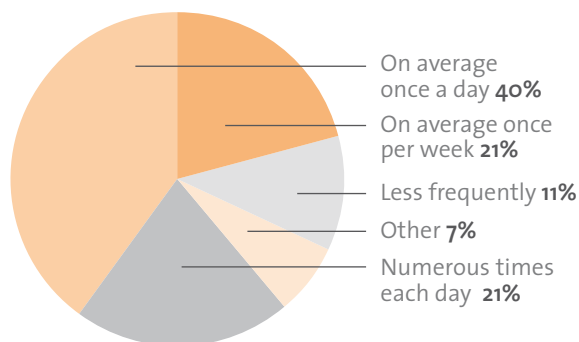
Other **5%**

Online Off Campus **58%**

Modularisation and Online Enrolment

Support for modularisation continued to be a major objective throughout the year. The Online Enrolment application was re-designed to enable students to enrol on their modules, pay fees and book accommodation online.

Significant changes in the assessment processes in UCD were supported by the introduction of electronic marks entry in Gradebook, new assessment reports and technology enabled Examination Boards.

Management Services

Over 60% of users reported frequent use of the Business Objects XI to meet their information needs

- On average once a day **40%**
- On average once per week **21%**
- Less frequently **11%**
- Other **7%**
- Numerous times each day **21%**

Information Management

The provision of information to enable the University to operate more efficiently is a primary purpose of our information systems. During 2006, significant improvements to the delivery of information were made with the introduction of Business Objects XI. This application delivers critical University information online. Staff can now look up information such as module class lists and financial reports from their desks. Using Business Objects, the type of information delivered is more relevant, accessible and interactive.

Greater access – Administrative Services Tab

Through the introduction of the Administrative Services tab in UCD Connect, staff can now access the University's major systems, applications and forms on or off campus. This important development forms part of our strategy to deliver all business systems and services in an integrated way through UCD Connect.

Information Security

The protection of UCD's most valuable information resources is a key focus of activity for IT Services. Under the guidance of the University's Information Security Officer, the past year has seen a number of important developments including:

- The formation of a representative working group on Security to conduct an assessment of UCD's security needs and establish a focus for activities that protect resources and users

- The development of web based security resources for computer users in UCD

- Provision of customised courses to facilitate researchers in the assessment and protection of systems and information

- The development of a managed network security service available to the research community

- Adoption of a core security framework to provide the basis for future security related developments at UCD www.ucd.ie/itservices/desktopsecurity

IT Technical Architecture
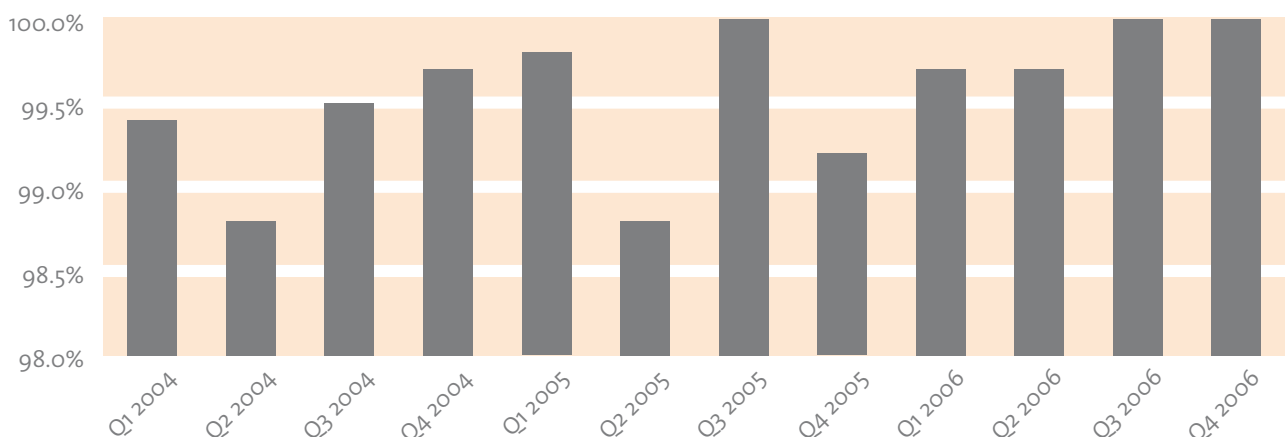
IT Architecture improves performance

The implementation of the IT Architecture plan has now reached its mid stage and has proven highly successful in improving performance and in supporting the growing IT requirements of UCD. In June 2006 we completed a review of the project to date and an assessment of the priorities for the final two years.

During 2006 a programme to isolate building networks and complete the virtual networks on the Belfield campus was completed. The impact was a substantial improvement in network availability with reduced downtime, and the achievement of targets set under the architecture programme.

The new data centre in Daedalus was completed in 2006, providing both hosting capacity for Research and a disaster recovery facility for our core services. A project to procure a high-end storage solution to facilitate personal web storage, group storage and research project storage was undertaken. This is a key priority for investment over the next two years.

Developments in eLearning, UCD Connect and Business Systems infrastructure were completed, with high availability platforms now in place for these critical applications. This provides the basis for 24/7 service and gives us the ability to deliver off campus access to all major applications.

Quarterly Network Availability 2004 to 2006

Quarter	Availability
Q1 2004	99.4%
Q2 2004	98.8%
Q3 2004	99.5%
Q4 2004	99.7%
Q1 2005	99.8%
Q2 2005	98.8%
Q3 2005	100.0%
Q4 2005	99.2%
Q1 2006	99.7%
Q2 2006	99.7%
Q3 2006	100.0%
Q4 2006	100.0%

IT Technical Architecture

Key Services meet availability targets

20% reduction in service breaches in 2006 versus 2005

30% reduction in total service downtime in 2006 versus 2005

Zero downtime for Internet services

Service levels met for all quarters for network, email and eLearning

IT Performance 2006

Comparison of Performance 2004-2006

	2006 service breaches	2006 total mins downtime	2005 service breaches	2005 total mins downtime	2004 service breaches	2004 total mins downtime
Network	6	256	7	1075	9	1203
UCD Connect	5	362	4	332	7	255
Staff Email	2	173	2	208	3	403
Student Email	0	0	1	420	1	30
Internet	0	0	1	40	3	320
Remote Sites	12	1928	7	1104	8	520
eLearning	1	99	5	674	0	0
Administrative Systems	1	360	5	521	3	278
	27	**3178**	**34**	**4519**	**43**	**3339**

Substantial improvements have been achieved across the majority of services

Network downtime reduced from **1203** mins in 2004 to **256** mins in 2006

Email downtime reduced from **403** mins in 2004 to **173** mins in 2006

The number of outages in any given year is down from **43** in 2004 to **27** in 2006

IT Performance 2006

Performance Measures

Under the Architecture Programme we have implemented performance measures on all core services and now have a three-year record of service history commencing in 2004. The purpose of these measures was to ensure the capital investment resulted in specific service improvements and that ongoing investment was targeted to the areas of greatest need.

Services are measured on a weekly basis against a target of 99.5% availability and breaches of this service level are compiled over the course of the year. Total downtime for each service is also measured. The table opposite sets out the service history over the three-year period.

A key area targeted for improvement is network service to our remote sites – implementation of the new Metropolitan Area Network in conjunction with HEAnet should have a significant impact on service.

Network Availability 2006

4-Week Periods (2006)

Staff Email Availability 2006

4-Week Periods (2006)
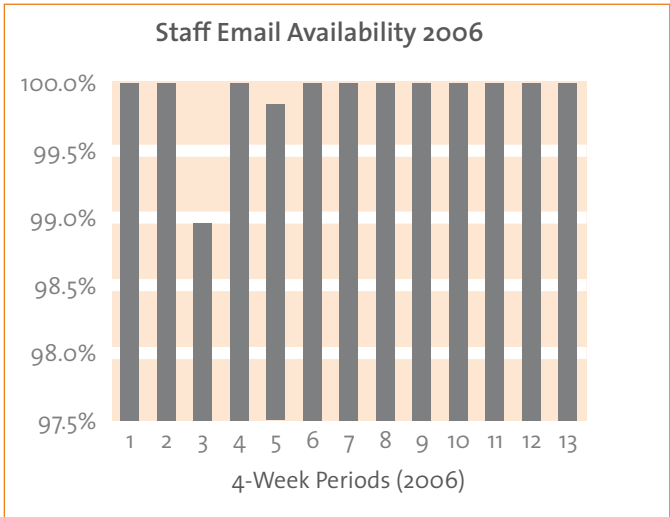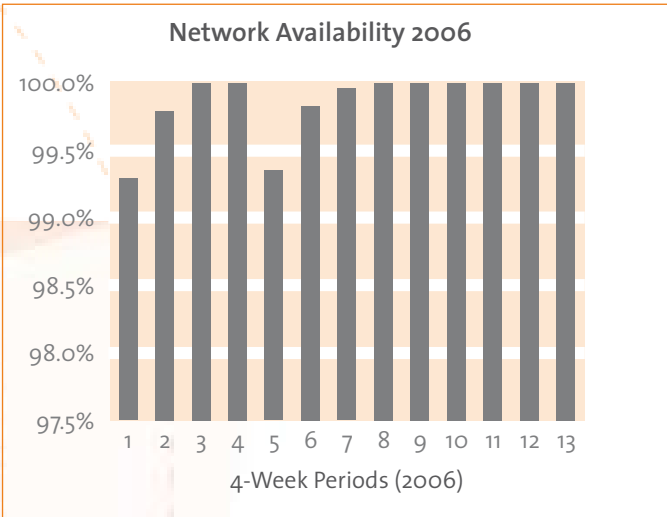
Customer Service Developments

47,383 customer queries dealt with in 2006

Start of Term

New Accounts for 1st Year Students

Incoming undergraduate 1st year students at UCD used their CAO number as their login ID for the first time in 2006. This new system allows us to create accounts automatically at the time of the CAO offers in August, greatly simplifying the process for students. Confirmation of these details were incorporated into the student pack issued by the Registrar's Office.

Student Induction courses

For the sixth consecutive year, IT Services has provided free IT Induction Courses to 1st year undergraduate students during registration week. Courses are designed to help students to quickly acquire the necessary knowledge about IT services. This year a record 3,469 students attended courses, representing 95% of new entrants.

Free Disk Keys for Staff

This year, staff were provided with a free 256mb disk key at the start of term. Disk keys were provided to staff as part of our drive to increase mobility and flexibility in working with IT on and off campus.

Staff IT Guide

Our new staff IT guide provides information on all the IT services you can access at UCD. Its handy A5 format allows you to quickly check the service required and provides details on accessing further information. Copies of the new guides were delivered to staff at the start of term.

Computer upgrades

369 new computers have been installed during the last academic year with a further 320 new computers scheduled for upgrade during the coming academic year.

All the new Dell PCs installed in selected computer labs in 2006 have the facility to burn DVDs.

The **central support hours** were extended in September 2006 in line with the University's changing IT needs. The hours were changed to: Monday-Friday, 8.30am to 6.30pm.
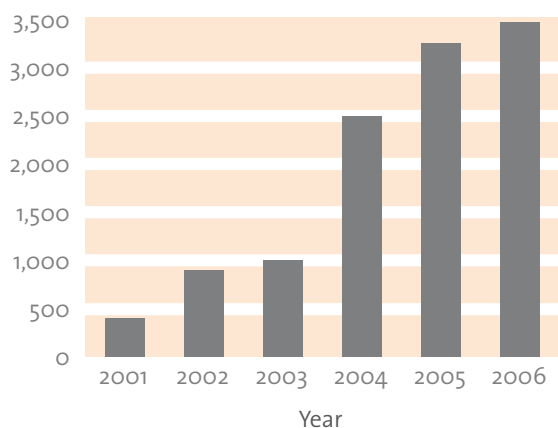
Skype

Skype, the free software that allows Internet users to make calls to anywhere in the world was made available in UCD during September 2006. Even though the calls are free, they are of good quality. This service is available to desktop and laptop users at UCD as well as in the Stand Up & Surf areas in the Newman Building.
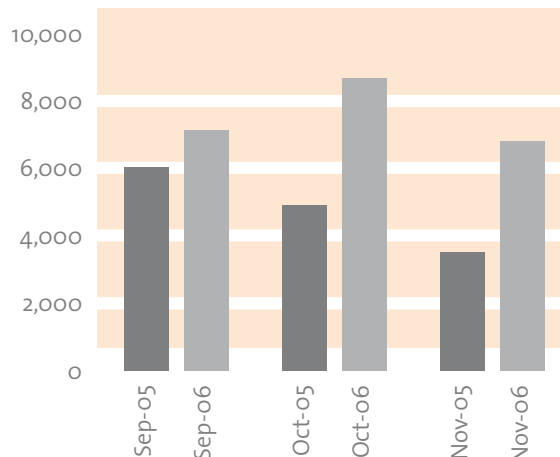
Customer Service Developments

Computer Induction Courses Attendance

Commerce students attended ILTG-delivered induction courses.

(Bar chart showing attendance by year: 2001 ≈ 450, 2002 ≈ 950, 2003 ≈ 1,050, 2004 ≈ 2,500, 2005 ≈ 3,250, 2006 ≈ 3,500. Y-axis labelled 0 to 3,500. X-axis labelled Year.)

Number of Customer Queries Handled 2005 v 2006

(Bar chart comparing: Sep-05 ≈ 6,100, Sep-06 ≈ 7,200, Oct-05 ≈ 4,900, Oct-06 ≈ 8,700, Nov-05 ≈ 3,600, Nov-06 ≈ 6,800. Y-axis labelled 0 to 10,000.)

Laptop carts

The College of Engineering, Mathematical and Physical Sciences is one of just two groups in UCD involved in IT Services' mobile laptop cart project. The pilot began in September 2005 and also included the College of Arts and Celtic Studies. 2006 saw the continuation of this important project to expand the level of IT services available within the classroom.

The cart holds 25 high-spec laptops, has wireless capabilities and the facility to recharge the machines when not in use. It can can be transported to lecture theatres, labs and classrooms as required.

IT Services – At a Glance

The UCD network is one of the largest in Ireland. The Customer Services Team provide dedicated support for both hardware and software to the University's 4,500 staff and 21,000 students. Our priority is to provide a high level of support through a team of dedicated technical personnel. The following is an overview of services available at UCD. Detailed information on each service is available on our website:

Teaching & Learning

- Blackboard
- Applications
- Educational Technology
- Professional Development Courses

www.ucd.ie/itservices/teachingandlearningit

Research IT

- Research IT Support Compute Clusters
- Collaborative Facilities
- Research Network Services
- Training Services
- Consultancy Services

www.ucd.ie/itservices/researchit

Web Services

- UCD Connect
- email
- Web Publishing

www.ucd.ie/itservices/webservices

Management Services

- Students & Alumni Services
- Curriculum & Timetabling Services
- Research Management Services
- Information Management Services
- Financial Systems
- HR Systems

www.ucd.ie/itservices/managementservices

Media Services

- Design for Print
- Educational Technology
- Educational Technology Courses
- Interactive Content Development
- Photographic Services
- Television Broadcast
- Video Production

www.ucd.ie/itservices/mediaservices

IT Support

- Buying Equipment
- Desktop Security
- UCD Connect
- Internet & Network
- Email
- Printing
- File Sharing & Storage
- eLearning
- Wireless IT
- Training/courses
- Applications
- Service Announcements

www.ucd.ie/itservices/itsupport

Contact Us

Our main reception is in UCD Computer Centre on the Belfield Campus.

Address

UCD IT Services
UCD Computer Centre
University College Dublin
Belfield, Dublin 4, Ireland

Phone: +353 1 716 2360
Fax: +353 1 283 7077

Main Reception

Phone: +353 1 716 2360
Fax: +353 1 283 7077
Email: itcommunicate@ucd.ie
Web: www.ucd.ie/itservices

CIO's Office

Daedalus Building
Belfield
Dublin 4

Phone: +353 1 716 2002

Support

Our central helpdesk number is **+353 1 716 2700**
Support web pages at **www.ucd.ie/itservices/itsupport**

Additional Locations on Campus include:
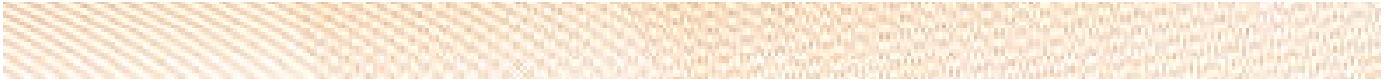
Tierney Building
Management Services

Library Building
Media Services

ITCentres
Daedalus Building
Newman Building
Health Sciences Centre

Full contact details for UCD IT Services are available online at: **www.ucd.ie/itservices**

UCD IT Services is committed to supporting the University's core mission of education, research and service. UCD IT Services assists staff and students to reach their goals by delivering customer focused, quality IT products, support and services. UCD IT Services has an ongoing commitment to provide information using a wide variety of media – all published information can additionally be found at:

www.ucd.ie/itservices

UCD Computer Centre
University College Dublin
Belfield, Dublin 4, Ireland

Phone: +353 1 716 2360
Fax: +353 1 283 7077