



staff guide

UCD Computing Services
Staff Guide
2006

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Introduction

The UCD Network is one of the largest in Ireland catering to the needs of some 25,000 people. New technologies are continually being added to cater for the diversity of IT services required by staff and students alike.

UCD Computing Services aim to deliver best in class technologies to support the University's core mission of education, research and service. This includes the provision of services such as email, high-speed Internet access and file sharing/hosting as standard. Specialist services include eLearning, Administration Systems and Research IT Support.

As technology is constantly developing, this booklet has been designed to act as a useful guide to IT services for staff rather than a detailed manual. All current information is published on our website at:

→ **www.ucd.ie/itservices**



Getting Started

Getting a new account and email address

If you are new to UCD, the first thing you will need is a computer account and email address. This may have already been arranged prior to your arrival. If not, you can contact the Helpdesk at ext: 2700 or go to the online form at:

→ **www.ucd.ie/itservices/accountrequest**

We will create an account and email address within 24 hours.

Once you have these details, please go to the Getting Started pages, which will take you through our comprehensive step-by-step guide for accessing IT services at UCD.

→ **www.ucd.ie/itservices/gettingstarted**

Your computer account will provide you with access to UCD Connect. Through here, you can access a wide range of IT resources, accessible from at home or abroad.

Buying equipment

To make buying equipment easier, UCD have appointed preferred suppliers of PC and laptop equipment. One of the benefits of using these suppliers is that PCs and laptops are delivered ready to work on the University's IT Network. Comprehensive information on the ordering service is available from our web pages. Before deciding on which company to choose please see our general recommendations for computers and operating systems.

→ **www.ucd.ie/itservices/buyingequipment**

Registering your machine on the UCD Network

It is important to register your machine to gain access to the University's Network. This will allow you to browse the Internet, access networked files and applications. Detailed instructions are available via the Getting Started pages as detailed above. Please complete the online form to register your machine which can be found at:

→ **www.ucd.ie/itservices/machinereg**



UCD Connect

UCD Connect provides access to a wide range of University services and information. Accessed via the Internet, UCD Connect is always available whether you're on or off campus.

From the UCD Connect home page, you can view your email inbox, access your own personal files on the network, look at your calendar appointments, provide classes using Blackboard, the University's eLearning environment; look at UCD-related announcements, and enter the UCD main site, the Library and Computing Services sites.

The following are just some of the services that can be accessed through UCD Connect:

Email	Blackboard (eLearning)
Personal Calendar	H: & S: drive access
Shared Calendars	University News & Announcements
UCD Libraries	Administrative Services
Online Groups	Anti-Virus Updates
IT Services	

To access **UCD Connect** go to **www.ucd.ie** and log in via the panel using your computer user name and password.

Comprehensive information on UCD Connect can be found at:

→ **www.ucd.ie/itservices/ucdconnect**

IT Services at UCD

Email and Internet

With one of the largest networks in Ireland, the UCD email system handles over 45 million emails per annum. All staff are provided with a user friendly email address when they receive their computer account. The following information will guide you through the most important email topics – further information is published on our website:

→ www.ucd.ie/itservices/email

Email clients

As a staff member you can access your email through email clients, such as UCD Connect, Pegasus Mail, Microsoft Outlook and Eudora.

Whether you are at work, at home or away the UCD email system allows you to access your emails and view your files.

Email quotas

All users are provided with an email account and receive a set quota for storing emails. This amount varies according to the nature of the email account.

New for 2006 – email quota increases to 500mb If you require an increase in your email quota, please contact the Helpdesk at ext: 2700 or by email at helpdesk@ucd.ie. Each request is assessed on an individual basis.

Email backups

It is important to ensure that you keep copies of important email messages for safe keeping. Backups of this data should be done on a regular basis to protect against the possibility of data loss. Information on how to backup/archive your messages for supported email clients can be found at:

→ www.ucd.ie/itservices/email

Email messages restored

It may be possible under certain circumstances to restore your email messages. It is important to be aware of the restore criteria, which is published at the following location:

→ www.ucd.ie/itservices/email

Email spam filtering – PureMessage

PureMessage is the University's spam control system used to block unsolicited email to staff in UCD. 40% of all emails arriving at UCD are considered spam email. To sign up for this service, simply log on to UCD Connect and select the IT Services tab.

Information on PureMessage can be found at:

→ www.ucd.ie/itservices/desktopsecurity/puremessage

Email mailing lists

If you are corresponding regularly with a large group of people, it may be a good idea to create an electronic distribution list.

To find instructions on this, please go to:

→ www.ucd.ie/itservices/email/maillinglists.html

Internet

An always-on, high speed Internet service is provided to all users at UCD. Staff can access the Internet either from their desk, using a PC in one of the open access laboratories or using a laptop in any one of the 100 wireless locations on campus. Once you are registered on the University's network you can access the Internet, publish information on the Web and run servers.

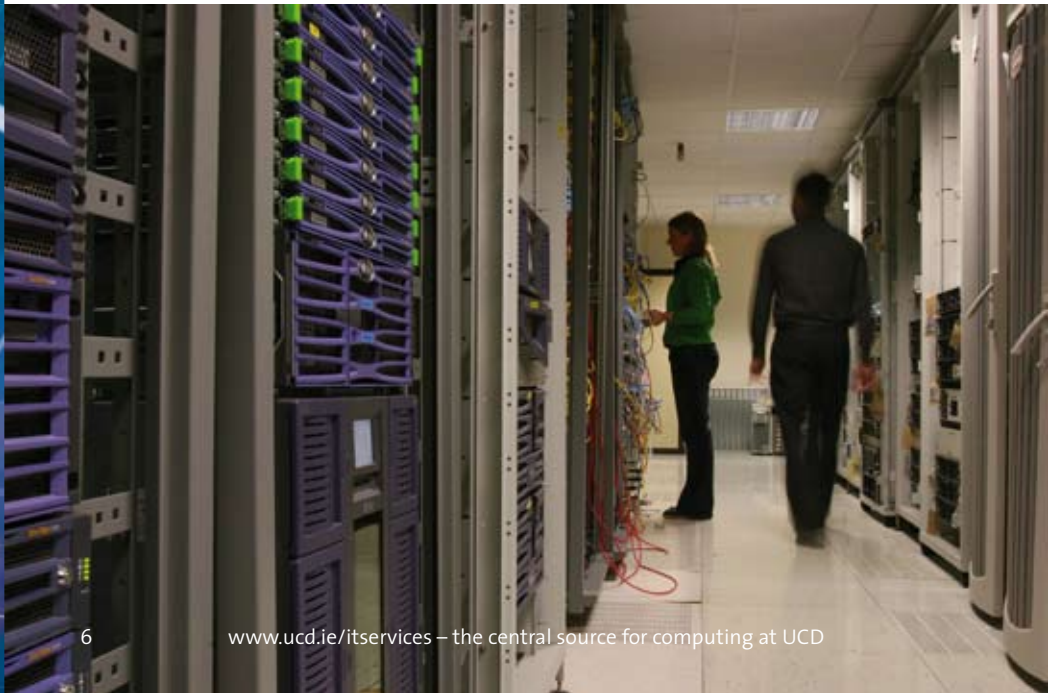
Please contact the Helpdesk at ext: 2700 if additional services are required as advance notice may be needed.

Information on Internet usage at UCD can be found at:

→ www.ucd.ie/itservices/internet

Please be aware of the Policy on acceptable use of the Internet which can be found at:

→ www.ucd.ie/itservices/acceptable.html





Printing

Staff and postgraduates can print to any one of UCD's 600 printers throughout the campus. To find out which one is most convenient, talk to the person with responsibility for printers in your department or call the Helpdesk at ext: 2700. Access to some printers may be restricted. Printers are purchased by each individual School or College.

Information on Printing at UCD can be found at:

→ **www.ucd.ie/itservices/printing**

Frequently asked questions on Printing issues can be found at:

→ **www.ucd.ie/itservices/printing/printingfaqs.html**

Information on the student printing system can be found at:

→ **www.ucd.ie/itservices/itucd/printing**

File sharing and storage

All computer users in UCD have 300mb of personal space on the network for storing documents. There are several advantages to saving files on the network, including accessing your documents from any other computer in UCD or externally if you wish via UCD Connect.

When you save files to your home directory, or H: drive, on the network they can only be accessed by you. You also have the option to save documents to a shared directory, or S: drive, where other people with access to that directory can read, modify or delete your files. Information on file sharing and storage can be found at:

→ **www.ucd.ie/itservices/filesharingstorage**



Wireless IT

Making connection to the UCD Network more flexible, **wireless hotspots** allow laptop users to connect to the web over a fast connection without the need to plug in. Over 100 wireless locations are already available on campus with more being installed over the coming year. Full details on this service and making a connection can be found at:

→ www.ucd.ie/itucd/wireless

Backups

It is important that all users ensure they have copies of their data for safe keeping. Backups of this data should be done on a regular basis to protect against the possibility of data loss and before seeking support.

Data can be backed up onto other devices for safe keeping such as CD-RWs, DVD's, USB keys external hard drives etc.

Users can place their data on the network drives (H: drive or S: drive if available). These drives are backed up by Computing Services on a regular basis. Please be aware of the backup policy which can be found at:

→ www.ucd.ie/itservices/backups

Restoring data from network drives

It may be possible under certain circumstances for individuals to get their Data Files restored from the Network drives. It is important for customers to be aware of the restore criteria. Information on restoring data files can be found at:

→ www.ucd.ie/itservices/backups

IT Support

UCD Computing Services has a dedicated support team in place to provide computer users with advice, information and help on technical issues. Assistance is provided through the Computing Services website, Helpdesk, ITCentres and through desk-side visits.

Distributed Support encompasses our new approach to IT support, that is, one service for all: staff, student and visitor. This IT support is provided by the Customer Services Team.

ITCentres

ITCentres are a new concept in the provision of IT support at UCD. Designed to focus on the needs of staff and students, ITCentres incorporate laptop areas to allow users to connect to the University's Network using either wireless or wired access.

Fully trained IT support staff are on hand to provide the following services

- General enquiries
- Desk-side support services
- Laptop Clinics for staff and students
- UCD Connect and email support
- Drop in services for staff and students
- Advisory clinics for staff
- Student computer lab maintenance
- Laptop loanout scheme.



A proactive approach to tracking and analysing calls has resulted in the provision of a one-stop shop for advice on the purchasing of equipment, setting up of new equipment, network registration, provision of computer accounts and other IT services.

ITCentres are available in 3 locations:

- ITCentre, Daedalus Building
- ITCentre, Newman Building
- ITCentre, Health Sciences Building

The rollout of this initiative is ongoing and it is planned that new ITCentres will be commissioned over the course of the next year.

A detailed list of services available in the **ITCentres** together with opening hours can be found at:

→ www.ucd.ie/itservices/itcentres

Deskside Support Visits

From the ITCentres, desk-side support can be provided for staff members whose issues cannot be resolved over the telephone. A desk-side visit in your area can be arranged by contacting the Helpdesk at ext: 2700.

Conditions of Service forms

A Conditions of Service form is required to be signed to ensure that the customer and the member of the Customer Services Team are both fully aware of their specific responsibilities regarding a visit or working on a laptop in one of our ITCentres. This form is provided by a member of the Customer Services Team.

Assessments of IT problems can only be carried out in the customers' presence following the completion of a Conditions of Service Form.



Help and advice

From UCD Computing Services

T:	Ext: 2700
E:	helpdesk@ucd.ie
W:	www.ucd.ie/itservices
Telephone	<p>Problems/queries can be reported by phoning ext: 2700 between 8:30am and 6:30pm during term and 9:30am – 5:30pm outside of term.</p> <p>Helpdesk:</p> <ul style="list-style-type: none">• Staff will take a note of your issue together with your contact details• Depending on the nature of your call, it may not be possible to resolve the problem immediately. In cases such as this a follow up call or desk-side visit may be necessary.
email	<p>Problems/queries can also be reported by sending an email to: helpdesk@ucd.ie</p> <p>Please provide as much information as possible in your message.</p> <p>This will help us to deal with your issue more quickly. Once your issue has been reviewed, we will contact you as soon as possible.</p>
24 Hours	<p>Comprehensive IT information and advice is available 24 hours a day on our website:</p> <p>→ www.ucd.ie/itservices</p> <p>Requests for help can also be made at any time via helpdesk@ucd.ie</p>
Drop in to see us	During Normal Office Hours
	<p>The Customer Services Team are available in:</p> <ul style="list-style-type: none">• ITCentre, Daedalus Building• ITCentre, Newman Building• ITCentre, Health Sciences Building <p>during normal office hours Monday – Friday, 9:30am – 5:30pm.</p>
	Outside of Office Hours
	<p>During term-time a limited support service is also available out of office hours at:</p> <p>ITCentre Daedalus Building, Belfield Campus</p> <p>Monday – Friday 5:30pm – 9:15pm Saturday 10:00am – 4:45pm</p> <p>Outside of office hours, basic applications support is provided to users. More in-depth software, computer account and PC/Macintosh/printer queries, together with network or server problems, will be addressed during office hours.</p>

Please note: Opening hours are subject to change out of term and Bank Holidays.

Service announcements

Announcements regarding changes to IT Services are posted on our web pages at:

→ www.ucd.ie/itservices/serviceannouncements

Please check these pages regularly to see how changes to services may affect you.

Weekly maintenance window

Every Tuesday evening from 17:00 – 19:00, UCD Computing Services carry out work on the University IT systems and networks. This work includes, but is not limited to, routine maintenance and upgrades to ensure high availability and continuing quality of IT Services thus reducing the occurrence of unplanned service outages.

Advance notice is provided on the specific services which will be unavailable; however there is a risk of users experiencing problems with all IT Services during this period.

For a quick overview of the services at risk during the current week's Maintenance Window go to:

→ www.ucd.ie/itservices/maintenancewindow

Specialised support

Specialised IT support encompasses Research IT Support, Administration Systems, UCD Michael Smurfit School of Business (ILTG) and the Library.

Research IT Support Group

UCD Research IT Support provides a range of services designed to support and facilitate researchers in their use of IT as an enabler for their research activities.

Our range of services, which includes dedicated clusters for researchers, collaborative facilities, research network services, training and consultancy, is developing to reflect the needs of the research community. We welcome suggestions as to how we can extend our services and support and will consider these fully through our consultancy service.

We are guided by the Research IT Support Steering Group, which includes representatives from all of the University's Colleges and was set up by the Vice-President for Research, Professor Des Fitzgerald, in response to the 'Requirements of Information Technology to Support Research Activities' Report.

Information and contact details for the Research IT Support Group can be found at:

→ www.ucd.ie/itservices/researchit

Administration systems

The Management Services Unit (MSU) supports the business systems and processes of the University. MSU are located on 1st floor of the Tierney Building and can be contacted by e-mailing msu@ucd.ie. The major supported applications include:

Applications	Description	Support Contact number	Support Email
Banner	Student Information System	Ext: 1222	business.support@ucd.ie
Gradebook	Online grade entry	Ext: 1222	business.support@ucd.ie
CMIS	Timetabling	Ext: 1222	business.support@ucd.ie
Business Objects	Reporting Tool	Ext: 1222	business.support@ucd.ie
CoreHR	Personnel System	Ext: 2882	
eFinancials	Finance System	Ext: 1484	

Further information and contact details for the Management Services Unit (MSU) can be found at:

→ www.ucd.ie/msu

UCD Michael Smurfit School of Business

UCD Information and Learning Technology Group (ILTG) provide a Technical Services Centre, which offers a number of key support functions to both staff and students at the UCD Michael Smurfit School of Business.

The ILTG Technical Service Centre is open from 9:00am to 5:30pm, Monday – Friday and can be contacted by t: 716 8962 or e: iltg@ucd.ie

Information on the ILTG can be found at:

→ <http://iltgserver.ucd.ie/iltg>

Library

The Library Systems Team is responsible for the Library Management System, Off-Campus Access for library electronic resources, staff IT equipment and provides IT support for Library staff.

Information on the Library Systems team can be found at:

→ www.ucd.ie/library/about/branch_libraries/jjl_library/library_itsupport.htm

→ www.ucd.ie/libstaff/Systems (Library staff only)

IT Courses at UCD

Based in the training room in the Computer Centre, courses are delivered by expert tutors and are competitively priced with a low tutor/trainee ratio. The training room is equipped with the latest technology and all courses are taught using Windows XP Professional.

IT courses programme

The purpose of our IT courses programme is to assist staff to reach their IT goals by delivering customer focussed quality IT courses. High quality training courses are offered throughout the year, to staff and post-graduates, on a comprehensive range of computer applications.

Information on IT Courses at UCD can be found at:

→ www.ucd.ie/itservices/courses

Staff IT induction courses

The **Computing Services Induction Course** has been carefully designed to help get you started and to give you an understanding of IT services available here at UCD.

We aim to help you to quickly acquire the necessary information about the University's comprehensive range of IT services, whether you are new to UCD or require an update on these IT services.

Information on subjects covered and course times can be found at:

→ www.ucd.ie/itservices/gettingstarted/staffinduction.html

UCD Connect workshops

These workshops are designed to introduce and provide you with the support you need to get real benefits from UCD Connect. As a core set of functions, the workshops will show you how to use and share calendars; provide information to your students; access e-mail; set-up and manage groups etc. The intention is that the workshops, where possible, will be tailored to suit your needs, so that when the workshop is over you will already have started to use the UCD Connect system.

Information on course schedules can be found at:

→ www.ucd.ie/itservices/courses/courseschedule.html

Applications

Networked software

More than 100 networked applications are available to UCD users. For this access all you need is a user account. Computing Services licence, install and maintain these applications. In some cases introductory courses are offered by Computing Services. If you would like to know more, check our web pages at:

→ www.ucd.ie/itservices/applications

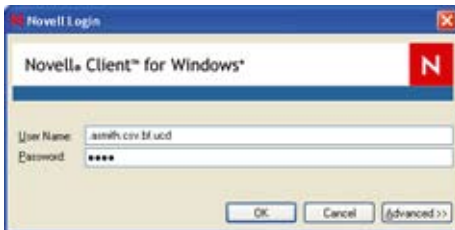
Logging on to the UCD Network

At UCD we use the Novell Client to allow you to log in to the University's network and gain access to networked applications, personal network storage areas (H: Drive) and shared networked files (S: Drive).

To use this system, you will need to install the Novell Client on your PC.

This can be downloaded from the Novell Client channel, under the IT Services tab in UCD Connect or www.ucd.ie/itservices/gettingstarted/novellclient.html

Once installed, you will receive the following Novell Login box when you start up your system.



To log in, simply enter your user name and password.

As soon as the system accepts your details, you will be able to access the full range of IT services for staff.





Local software

You may choose to install local applications. Please be aware that you will be responsible for purchasing, installation, support and licence issues. Some may already be covered by a site licence agreement. To check which ones are covered, visit our online information at:

→ www.ucd.ie/itservices/applications

Software available for home usage

As a staff member at UCD, you can also use the following software at home:

- Sophos Anti-Virus
- SPSS
- SAS
- Microsoft Office

Information on how to obtain these is available by contacting the Helpdesk at ext: 2700 or email: helpdesk@ucd.ie

eLearning through Blackboard

Courses are available online through Blackboard, the University's eLearning system. eLearning is a method of teaching online, offering students the chance to participate in virtual classrooms, access college notes and course schedules. As a tutor you can make course materials available through Blackboard. Information on Blackboard can be found at:

→ www.ucd.ie/itservices/elearning

Getting a Blackboard course set up

If you would like a course set up, please complete the online form at:

→ www.ucd.ie/itservices/elearning/blackboard.html

Regular Blackboard training courses are offered on either a one or two day basis. To make a booking, please contact the Blackboard team at ext: 2008

Blackboard accounts for students

Students automatically receive a Blackboard account when they register for a course, which is available on Blackboard.

Accessing Blackboard

You can access Blackboard directly from **UCD Connect** by clicking on the link on the My Courses tab. This will bring you directly into the Blackboard environment without the need for a second login. Alternatively, go to <http://elearning.ucd.ie> and log in as instructed above.



Laptop Services

Laptop areas

Laptop areas where you can access IT Services through wired or wireless connections are available in the Engineering & Materials Science Centre, Library Building – Student area and Agriculture & Food Sciences Centre. Further laptop areas will be installed where space allows.

→ www.ucd.ie/itservices/laptopareas

Laptop loan out scheme

Our new laptop loan out scheme allows you to borrow one of 30 laptops for a short period of time. This service is available to both staff and students through the ITCentres in the Daedalus, Newman and Health Sciences Buildings, Belfield. Simply drop in and present your staff ID card.

→ www.ucd.ie/itservices/itsupport/laptoploan.html



IT Planning – How we work with you

College liaison

The College Liaison process is a vital link between UCD Computing Services and their customers. Regular meetings facilitate more open communication and allow for a better understanding of college and service requirements. It has proved of valuable assistance in the development of more focussed IT services for all, in both the long and short term.

Each College Liaison works closely with your College IT Committee to plan the development of IT services throughout the University.

The College Liaison Service is managed by Seamus Shaw, Chief Service Officer, UCD Computing Services and co-ordinated through nominated Heads of Service and project managers from UCD Computing Services.

The College Liaison roles are as follows:

College	Computing Services College Liaison
Arts & Celtic Studies	Brian Morrissey
Business & Law	Genevieve Dalton
Engineering, Mathematical & Physical Sciences	Ciara Acton
Human Sciences	Brian Morrissey
Life Sciences	Fred Clarke

To check who is on your College IT Committee, please go to:

→ www.ucd.ie/itservices/itplanning



Secure Computing

IT security

At UCD we take every precaution to ensure the security of the University's computing environment, however, if a computer is connected to the network, it may be exposed to malicious activity. All users therefore have a responsibility to carry out routine security procedures.

Full details on securing your laptop/desktop can be found at:

→ www.ucd.ie/itservices/desktopsecurity

Viruses and how to avoid them

It is essential to use a good anti-virus software package on your machine. Loss of information from viruses can result in hours of your valuable work being lost as well as disruption to IT services. UCD provide antivirus software called Sophos, which is free to staff members both at work and at home. This software will help you to protect your machine on a daily basis. Find out how to download Sophos by visiting:

→ www.ucd.ie/itservices/desktopsecurity/antivirus.html

Downloading files from the Internet

Before downloading files or opening email attachments, we would ask you to read and accept the University's Acceptable Use Policy at:

→ www.ucd.ie/itservices/acceptable.html

This governs the terms under which IT services are supplied and your use of them.

We would advise you to use every caution whilst using the Internet and to ensure you back up your files and emails regularly.

Further information on secure computing can be found at:

→ www.ucd.ie/itservices/desktopsecurity



UCD Computer Centre,
Belfield,
Dublin 4
Tel: + 353 1 716 2360
www.ucd.ie/itservices