



ISD staff are pictured with Professor Richard Barnett (Vice-Chancellor). From left: Chris Paul, Bob Lee, the Vice-Chancellor, Paul Parkhill and Bill Campbell

Award for ICT Customer Services staff

Jordanstown ICT staff who support prestigious campus events – Chris Paul, Bob Lee, Paul Parkhill and Bill Campbell (pictured left) were awarded the Team Achievement Award at the Staff Development Awards ceremony held on 22nd November.

This Award recognises teams whose efforts and achievements have made an outstanding contribution to the University and its community. Presenting the award, the Vice-Chancellor stated “This award is to recognise the team for their work supporting prestigious University events, such as graduation, professorial lectures and conferences. It is supported by extracts from several emails recognising and thanking them for their excellent work at such events”. An excerpt from the nomination form stated that “the positive attitude, professional manner and commitment of this team ensures that the media management of these events at Jordanstown is in very safe hands”.

Also acknowledged at the ceremony was Information Services’ staff work in an environment of continuing changes; technological, legal and service-related. By updating and validating current skills, through certification, ISD seeks to set the highest standard of corporate governance and service delivery. This year the department has achieved:

- further ITIL certification
- new certification relating to software asset management
- a “Green Belt” Lean Six Sigma award



Developer Developer Developer 2011 - by the Community, for the Community

DDD is a free one day technical event for software developers. It is a day of learning, discussing, contributing and being part of the software development and related industries in Belfast and Northern Ireland. The event was hosted at the Belfast campus on Saturday 1st October and was a total success with a strong core of developers attending and some great Q & A sessions after each presentation. The Conference Team would like to record their thanks to the University for providing a first-class venue. The facilities were excellent, the support from university staff ensured the smooth running of the day and the technical provision including Wi Fi and data communications support was truly first-class.



The key contacts are: Jacqueline Pollock, DDD
Derek Woods, School of Computing & Intelligent Systems, University of Ulster (see photo).

Find out more about ISD event support at: <http://www.ulster.ac.uk/isd/confsupport>

University of Ulster says - Welcome to the "Library"

The name "Library" is replacing Learning Resource Centre (LRC) in all 4 existing LRCs.

The proposal was considered by the Library, Information and Student Administrative Services Committee (LISASC) and agreed this Autumn.

There has been a positive response to this change throughout the University. In the past we began to use the term LRC in order to reflect the introduction of technologies such as personal computers into the Library space and the increasing emphasis on access to digital e-resources such as e-journals they helped provide.

Now that the role of ICT in support of teaching, learning and research is taken as a given and it pervades the entire physical space and functions of the University, there is an opportunity to re-focus on the service provided within the LRCs which is still best encapsulated by the word "Library".

We already use the term "Library" in many areas including our web pages and twitter account - twitter@uulibrary -and soon you will see use of the term Learning Resource Centre (LRC) disappear as "Library" takes its place.

Search across one million multimedia items, including news items, music archives and images.

The full text or pages images of over 350,000 books from published from 1475 - 1900 including a collection not available elsewhere from the British Library.

More than 3.75 million articles from the major publishers and societies.

JISC eCollections

Recently the Library has taken out a subscription to the newly released JISC eCollections, a high quality range of book, journal and multimedia archives. The collection comprises:

JISC Historic Books: full text of over 350,000 books published from 1475-1900. The collection is made up of Eighteenth Century Collections Online (ECCO), Early English Books Online (EEBO) and Nineteenth Century Books from the British Library.

JISC MediaHub: over 725,000 multimedia items including more than 3,600 hours of film and over 50,000 images from NewsFilm Online, Film & Sound Online and the new Digital Images for Education archive.

JISC Journal Archives: more than 3.7 million journal articles from Oxford University Press, BRILL, Proquest, Royal Society of Chemistry, Institute of Physics, Institute of Civil Engineers. Cambridge University Press and Taylor & Francis will be added soon.

The three databases may be accessed from the Learning Resources tab on the Portal.

File Share Service -

No need to carry your critical data with you anymore

“The Health and Rehabilitation Sciences Research Institute has been trialling the new Fileshare service over the past month. We have defined staff and PhD students within a wide range of research groups, each of which is allocated a named folder to centrally store their project data (currently we store all research documents, spreadsheets, and results files). It is excellent to have sensitive and important research data made available to our project team and know that it is regularly backed up without having to remember to do it yourself. I look forward to seeing this service taken up across the university.”



Dr John Winder, Reader in Rehabilitation Sciences

Information Services has created a File Share Service to protect the University and its employees from the embarrassing and often painful situation of losing critical data. ISD has created an environment that provides Information Assurance for those creating, editing and storing business critical information. The service is based on a Storage Area Network (SAN) and enables staff to access material from their University desktop, their home device or remotely, provided Internet access is available, without the requirement to have their University device turned on. Remote access will require connection using the approved Secure Remote Access Service (SRAS) already supported by Information Services' Service Desk. Contact the Service Desk (66777, servicedesk@ulster.ac.uk) for more information.



ICTCS Graphic Design Team

The ICTCS Graphic Design Team continue to produce a high volume of promotional, presentational and support materials for Academic and Support staff across the University. Over the last year, 347 jobs have been completed.

These jobs include:

- 218 promotional pieces, such as event stands, booklets, guides and other promotional literature
- 72 academic support jobs, including images to supplement course materials
- 55 presentation pieces, such as conference presentations

The adjacent poster was created to promote the University's dance showcase event in February 2011.

In addition to in-house designs and creation of support materials to aid teaching and learning, ICTCS graphic design staff are regularly asked to create designs for some of the University's most high-profile and flagship events.

The world Boccia Games recently took place on the Jordanstown campus and the ICTCS graphic design team were responsible for creating the World Boccia Games logos, along with medal designs and images for feature stands which were used to promote the games and the University nationally and internationally. The ICTCS graphic design team offer free design services and support to university staff, so for further information and to request design work contact the Service Desk on ext. 66777 or email servicedesk@ulster.ac.uk



Coleraine LRC wrapping up for the winter

Work is almost completed on the installation of improved heat insulation throughout the Coleraine Library. We apologise to our loyal users for the recent disruption that this work has caused. When the work is completed, we will look forward to a library that will be

a more comfortable place to study. Students will hopefully find Reading Rooms 1 and 2 (the main library study and shelving areas) warmer than before. And the installation of hi-spec insulation will also result in a much more eco-friendly library.



Information Security and Storage and Effective Document Management

ISD staff along with colleagues from Staff Development and PACSS team has developed a module which will become available in the near future that aims to develop a culture of professionalism among Business Support Staff. The professional handling and management of information is central to the achievement of University goals.

The module has been created specifically for Business Support staff who wish to enhance their understanding in this area and ensure professional practices are being applied.

This module aims to:

- Assist staff in understanding University information assurance practices and policies
- Equip staff with knowledge, skills and measures for protecting university information and working with information safely online
- Equip staff with knowledge, skills and measures appropriate for effectively managing email application/correspondence

Mabel Young	Planning and lead developer
Craig Shilliday	Content adviser
Clare Madden	Guidance on Staff Development module structure
Teaching staff responsible for module delivery	Miss Margaret Breslin , (LHS) from the Professionalism in Administrative, Clerical and Secretarial Support (PACSS) Team; Mrs Clare Madden , Staff Development; Mr Ted Leath , ISD

Managed Staff Desktop

Main features:

- Windows 7
- Office 2010
- Corporate applications e.g. Integra, Impromptu
- Antivirus protection
- Secure Filestore Shares



Janice Moore, Finance and Information Services Directorate, one of the initial group of staff to use the new Managed Staff Desktop.

Information Services is introducing a new Managed Staff Desktop service. This is based on Windows 7 and includes a suite of applications (including MS Office 2010), access to University business applications (where appropriate), enhanced security and upgraded network fileshare capability (which supports collaborative working).

This new service is being rolled out initially to central administrative departments and plans for its introduction across the wider University are in place. Further information is available at:

<http://www.ulster.ac.uk/isd/msd>

MARKETING *Mentor*

Online Service

A new database subscription has been set up by the Library to access the Marketing Mentor Online Service. This will be of potential use to students completing marketing and advertising modules at all levels. The service contains thousands of pages of updated, integrated and searchable content on every aspect of marketing. The new service is being trialled in the coming year with feedback gathered on its usefulness at the renewal stage in 2012. On-campus access is automatic while off-campus access is available using a username/password which is obtainable from any member of library staff.



The service may be accessed from

<http://library.ulster.ac.uk/electronic/check/eiscard.php?eisno=656>

Revised 'Teaching & Research Support' Booklet

A revised version of the Library Guide, Supporting Teaching and Research

<http://library.ulster.ac.uk/research/researchersguide.pdf> has recently been produced. This guide aims to introduce new academic staff and postgraduate researchers to the full range of Library services and resources available to them. Printed copies may be collected from the Information Points in each of the Libraries.



ISD Service Desk Developments

ICT Customer Services has developed the supporting information and working practices of the ISD Service Desk. With the aim of increasing Service Desk efficiency, information has been updated on our web site, staff training is underway and processes underpinning the services we provide are being reviewed and documented, where necessary.

The first stage of Information Services' Service Catalogue has been delivered. Service catalogue entries that relate to the services delivered by ISD via the Service Desk are identified and described within the catalogue and include links to important information relating to the services, such as how to access them and how much they cost. Entries are set out in two sections; Service by Category, and Service A-Z, which also includes a range of keywords. Thus 'Mobile Communications' appears under 'Telecommunications' in Service by Category, under 'M' in the Service A-Z, and is also referenced under 'iPhone' in the 'I' section. The second stage of Service Catalogue development will see it delivered as an online catalogue in the format of interactive pdf. That is, it will offer users the opportunity to browse in the same manner they browse any paper catalogue, such as getting to entries by turning pages, or via a table of contents. Look out for this in the New Year.

The latest version of the catalogue can be found at

<http://www.ulster.ac.uk/isd/catalogue>



Need to study in peace? Or work as a group?

Whatever you need, our Libraries have flexible options to suit you.

We know students are under pressure and want to get the best value out of their campus Library. We are making some changes, so it is timely to outline the different study space options in each library.

Remember - if no student PCs are available in the Library, there are IT laboratories on every campus available to students and staff.

Ask at the Information Desks or go to <http://www.ulster.ac.uk/isd/citl-facilities>

Jordanstown

- Upper floor- Silent PC room with 12 student PCs – no need to book, just come in and work quietly.
- Lower floor - main study area designated as Quiet Zone. This area has 200 spaces and is Wi-Fi enabled so it is a good place to use your laptop.
- Lower floor - multiple study rooms. Can be booked for group work at Information Point though some groups find them useful places to work together quietly and that's fine with us.

Belfast

- Several study areas near the main book shelves designated as Quiet Zones and some are Wi-Fi enabled for laptop use.
- Study rooms available for group work or individual silent study – bookable at the Information Desk.

Magee

- On top floor, one side of the student PC area designated as Quiet Zone.
- PC classroom MM221 is also a quiet place to work on a PC when not being used for teaching.
- One study room on the top floor is also reserved for silent study.
- Currently increasing the number of study rooms available for group work to meet increasing demand – just book at the Information Point.

Coleraine

- Two Quiet Zones available. First is study area that connects the two reading rooms. It is set aside for silent study - no need to book just come in and study in peace.
- Other area is the IT Suite. Available for silent student PC work when it is not booked for a teaching class.
- Group study rooms are always popular so book well ahead at the Issue Desk.

Built Environment Library Quiz

The winner of the First Year Built Environment Library Quiz was Meghan McCormack, who is a first year Planning and Property student.

Meghan is from Armagh and she is seen here receiving her prize cheque from the sponsor Diana Fitzsimons from Turley Associates, along with Mick Carragher, who organized the Built Environment Library Induction and the Quiz which Meghan won. Thanks to Mick for organising this event for the 350 students and congratulations to Meghan.



Blackboard Learn and Module Reading Lists

Following the migration to Blackboard Learn, a new facility has been put in place to link directly to the current module reading list (produced through the library system, TalisList) from within the course area. Providing access to the TalisList version of the list helps students to readily access learning resources especially electronic information (e-books; e-journals and scanned material). Note that this link will only function efficiently when the Library has received and processed a current copy of the list and is associated with the appropriate CRN. It is now more critical than ever that all new and revised reading lists are forwarded promptly by academic staff to their subject librarian for processing.