

INFORMATION SERVICES

ICT Customer Services

Information Services Faculty Contacts – An Overview

What is a faculty contact?

A faculty contact is a member of Information Services' professional staff who has the added responsibility of acting as our representative for a particular faculty. All contacts are located within the ICT Customer Services Division, the unit with a focus on high quality customer services with respect to learning and teaching, research and administrative functions to staff and students within the University.

What are their duties?

In addition to their normal day-to-day responsibilities, they will be the faculty's initial point of contact with Information Services on all substantial matters relating to media, teaching spaces and ICT Services, including video-conferencing.

What is the relationship between the ISD contact and faculty technicians?

If your enquiry relates to IT support that sits outside the remit of central IT services, we will liaise directly with the relevant faculty technician(s). In addition, we encourage our technical colleagues to get in touch with us if they need any help, advice or wish to advise us of any forthcoming faculty work, e.g. open days and events they may be organising and/or supporting.

What if you have comments about some aspect of our service?

Information Services positively promotes the wish to work closely with all colleagues in order to resolve any concerns about our services. Should a member of staff feel that a query has not been dealt with appropriately, we encourage colleagues to address major concerns to the appropriate IT colleague who will take responsibility for handling your query and addressing it with the appropriate IT Division. Through this approach, Information Services would wish to resolve any service related concerns promptly and efficiently.

Will the faculty contact provide information on services and developments of interest to the faculty?

General information on services will continue to be provided through our web service and Service Catalogue, details can be found at <http://www.ulster.ac.uk/isd/services>

Along with this resource, your named colleague will be responsible for seeking information on your behalf on relevant issues that may arise or be brought to their attention. In addition, you may wish to consider inviting them along to periodic Faculty Executive meetings to give an overview of ISD projects, forthcoming deployments and any scheduled work affecting staff and students in your area.

What will the ISD contact expect from the faculty?

Information Services is committed to effective communication and to the provision of centralised facilities and services as required by the faculties. To achieve these goals, and therefore, to be effective in forward planning it is essential that ISD have early access to faculty information on your strategic developments where our services will be required. Typically, it is essential that we be made fully aware of course developments, requirements for significant use of resources (especially if central capital investment is likely), and of faculty investment in technologies and services comparable to those in which we also have a vested interest.

Who are our faculty contacts?

Arts, Humanities and Social Sciences	Nicola Kirkpatrick	ne.kirkpatrick@ulster.ac.uk
Life and Health Sciences	Finbar O'Hagan	f.ohagan@ulster.ac.uk
Computing, Engineering and the Built Environment	Finbar O'Hagan	f.ohagan@ulster.ac.uk
Ulster University Business School	Craig Shilliday	c.shilliday@ulster.ac.uk

Issue 4 (20.02.17)