



# ICT Service Statement

Long Vacation & *Michaelmas* Term 2020 – COVID19 planning

The following information will be reviewed periodically as Government advice changes. Therefore, any of the following may be revised at short notice.

## Helpdesk Service – Virtual **ONLY**

The ICT team will continue to be operating a virtual helpdesk. The helpdesk team can be contacted via:

- Email: [ict.desk@some.ox.ac.uk](mailto:ict.desk@some.ox.ac.uk)
- Phone: 018765 270597

Support will be given via email, phone, Teams meetings or TeamViewer remote desktop sharing sessions.

While we will endeavour to respond quickly to all support requests, where possible keeping to our one working day response, some issues may have an extended response time of three to five working days (working days are Monday to Friday, excluding college closure and Bank holidays).

## Booking an online support session

From late September onwards the ICT team will be operating an online booking service allowing any member of the College to book a virtual support slot. Details to be published online soon.

## Helpdesk Service –Maitland 1A

We will not be operating out of Maitland 1A during this period; this office will be closed to visitors **at all times**.

## Main IT Office – Maitland 28

We will not be operating a service out of Maitland 28 during this period; this office will be closed to visitors **at all times**.

There will be a strict ‘no cold calls’ approach, with **no exceptions**.

## Audio Visual - College Events

The AV Technical services manager will continue to operate and support online webinar events.

Please discuss and book via

- Email: [av.desk@some.ox.ac.uk](mailto:av.desk@some.ox.ac.uk)
- Phone: 01865 270657

## Audio Visual - meet and greet

No meet and greet bookings will be available; those arranging meetings will be asked to attempt to operate equipment first and only call for support in the event of a problem. Support will be given over the phone most instances.

## Face-to-Face meetings in other offices

Due to the need to protect members of the ICT team who may be onsite to resolve some physical issues we will need to keep such visits to an absolute minimum. There will be a strict 'no cold calls' approach, with **no exceptions**, meaning that any such visits will be planned in advance and such bookings may have a wait of three to five working days before a member of the team can attend.

All on-site activities will be strictly controlled and planned.

Where f2f meetings are unavoidable, both parties should wear masks and [2m] distance should be maintained whilst talking and troubleshooting. If the user needs to type something again (e.g. a password), care should be taken to maintain the 2m distance ['2m dance'] and a quick keyboard clean may again be necessary. ICT staff may be wearing gloves in addition to a mask.

Parts of the workstation which may be touched (keyboard, mouse etc) and the top of the desk to be wiped with antibacterial wipes.

## College Office desktops – hardware maintenance and replacement

Due to the need to protect members of the ICT team who may be onsite to resolve some physical issues we will need to keep such visits to an absolute minimum. There will be a strict 'no cold calls' approach, with **no exceptions**, meaning that any such visits will be planned in advance and such bookings may have a wait of three to five working days before a member of the team can attend.

Where possible the office in question should be vacant of any occupant. This work may be done out of normal office hours on a planned day.

## Staff or Student – hardware loan or maintenance

A secure drop-off point will be provided for any equipment that needs to be looked at by a member of the ICT team if all other avenues of support fail. Any such equipment may require a 72 hour quarantine before it can be handled by the ICT staff, and on return a similar period of time must expire where the equipment is secured in quarantine.

## College Computer Rooms

It is not possible at this time to safely offer shared computer facilities. Therefore, the following college computer rooms/facilities will remain closed:

- The Palmer Room (Park)
- The Banister Room (Wolfson)

The computers and printers in the following public places will also remain offline/unavailable

- Library – all computers & printers
- Margery Fry House Study Room – computer and printer
- House 3 / Post Room – computer and printer
- CHB Graduate Study Room - printer

## Printing and copying

Following the success of Trinity term utilising online teaching and document sharing technologies, such as Microsoft Office 365 and Microsoft Teams, it is hoped that staff and students can continue

to use digital media and file shared for most tasks reducing the risk of transmission/contamination of the virus from printers and paper.

It is not possible at this time to safely offer shared printing facilities. Staff and students who require printing facilities which are unavoidable will be able to print to a designated printer held behind the counter in the Lodge. Please include a header sheet with your name and details on it, staff, or student. The Lodge team will then deliver the document at their earliest opportunity to the relevant post room, and it may then be collected following the same procedures as collecting your normal post in College.

Chris Bamber  
ICT Systems Manager  
August 2020