Somerville College

ICT Service Statement

Michaelmas Term 2021

The following information will be reviewed periodically as Government advice changes. Therefore, any of the following may be revised at short notice. Please check the ICT Website for updates and guidance:

https://it.some.ox.ac.uk/

Helpdesk Service – Virtual

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
- Phone: 01865 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).

Helpdesk Service – In-Person

Support should not expect to be provided in-person at the point of first contact with the ICT/AV team, please report any issues as above by phone or email.

If there is a need for ICT/AV support to be provided in-person, this will be assessed by a member of the ICT/AV team, following college guidance and ICT/AV risk assessments, and if felt necessary then they will discuss any a suitable location and any social distancing and mask requirements as preferred by both parties.

Booking an online support session

We will continue to offer an online ICT/AV self-service support session, allowing any member of the College to book a virtual support slot.

https://it.some.ox.ac.uk/virtual-ict-helpdesk-appointments/

Helpdesk Service –Maitland 1A

We will not be operating a walk-in service in Maitland 1A during this period. However, there may be times when the room is used for pre-arranged in-person meetings.

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

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
- Phone: 01865 270657

Audio Visual - meet and greet

If there is a need for ICT/AV support to be provided in-person, this will be assessed by a member of the ICT/AV team, following college guidance and ICT/AV risk assessments, and if felt necessary then they will discuss any a suitable location and any social distancing and mask requirements as preferred by both parties.

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.

If there is a need for ICT/AV support to be provided in-person, this will be assessed by a member of the ICT/AV team, following college guidance and ICT/AV risk assessments, and if felt necessary then they will discuss any a suitable location and any social distancing and mask requirements as preferred by both parties.

Parts of the workstation which may be touched (keyboard, mouse etc) and the top of the desk to be wiped with antibacterial wipes, before and after a visit as per covid hygiene best practice.

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.

If there is a need for ICT/AV support to be provided in-person, this will be assessed by a member of the ICT/AV team, following college guidance and ICT/AV risk assessments, and if felt necessary then they will discuss any a suitable location and any social distancing and mask requirements as preferred by both parties.

Staff or Student – hardware loan or maintenance

A secure drop-off point will continue to be run in the College to provide 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 period of quarantine before it can be handled by the ICT staff.

College Computer Rooms/Shared Laptops

Risk factors remain in place on the sharing of computers and given the proliferation of individual laptops and smart devices we will continue to be cautious and encourage all members of the college to use their own devices and to avoid the sharing of computers and laptops.

Unventilated spaces are of particular concern. Therefore, the following college computer rooms/facilities will remain closed/without shared desktops:

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

The library will be operating a small number of public computers, these will have keyboards and mice that can be wiped down between users. You are encouraged to wipe the keyboard and mouse before you use it and after you logoff.

The library printer will be in full service this term, please see the notices in the Library Loggia for any usage and hygiene guidance.

The academic printer normally in the p/h room will continue to reside in the Mary Somerville Room, please see the notices in the MSR for any usage and hygiene guidance.

Printing and copying

Following the success of 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 sharing for most tasks reducing the risk of transmission/contamination of the virus.

It should also be noted that a reduction in printing would be beneficial for the college's sustainability and zero carbon goals as discussed at the Colleges Sustainability Working Group.

Chris Bamber
ICT Systems Manager
September 2021