



# ITS New Staff Induction 2014



**Welcome to...**

# **Information Technology Services (ITS)**



# Service Catalogue

## The Dashboard provides information on:

- A-Z of all Services available to you via ITS
- Frequently Asked Questions – How do I...?  
*Explains all the services in full.*
- The status of our services  
*Are they currently available, impacted or unavailable?*
- Recent announcements from ITS

<https://spa2013uat.massey.ac.nz/sites/ITSC/Pages/dashboard.aspx>

# ITS Service Level Agreement

**“Outlines our commitment to you.”**

Defines the levels of service provided by  
Information Technology Services to Massey  
University staff in support of their core  
technology requirements.

<https://one.massey.ac.nz/sites/ITSCAuth/layouts/15/WopiFrame2.aspx?sourcedoc=/sites/ITSCAuth/CoreServices/Core%20Services%20SLA.doc&action=default>

# What We Do



## Brief outline of some of the services we provide

- Network Access including wireless
- ITS Service Desk
- Telecommunications systems including:  
*Telephones, Lync Phone, Voicemail & Conference Calls*
- Audiovisual
- General Teaching Spaces
- Remote Access Services





# What We Do (Cont'd)



**Video  
Conference &  
Access Grid  
Room**



**Video Linked  
Teaching**



**Student Computer  
Laboratories**

**More information about the services provided  
by ITS is available on our web site:**

<http://www.massey.ac.nz/its/>

# The Service Desk



**Help and support for all IT services is available via the ITS Service Desk. They will be able to help you over the phone or will pass your request to someone who can.**



**Phone:**

**extn: 82111**

**Web:**

**<http://AskIT.massey.ac.nz>**

**Email:**

**[Help.Desk@massey.ac.nz](mailto:Help.Desk@massey.ac.nz)**

**ITS Service Desk operates from 7:45 to 5pm  
Monday to Friday – Excluding Public Holidays**

# Out of Hours Support



**Outside of the normal business hours support is provided for critical services only on a best effort basis.**

**Full details covering what core University systems are covered and who to contact are available at:**

[http://www.massey.ac.nz/massey/staffroom/national-shared-services/information-technology-services/help/help-desk-contact-details/out-of-hours-support/out-of-hours-support\\_home.cfm](http://www.massey.ac.nz/massey/staffroom/national-shared-services/information-technology-services/help/help-desk-contact-details/out-of-hours-support/out-of-hours-support_home.cfm)



# ITS Forms

**Allows you to download forms, Complete, Scan & Send  
for all IT requirements**



<http://www.massey.ac.nz/massey/staffroom/national-shared-services/information-technology-services/help/its-forms-full-page.cfm>

# ITS Training



**ITS training is provided to all Massey staff and post-graduate students (with a staff-like network user code, e.g. jbloggs) with free information technology training workshops, online learning and resources.**

**Under-graduate students and post-graduate students without a staff-like network user code should contact their campus Library Information Commons.**

**The website outlines:**


Home > Staffroom > Shared Services > Information Technology Services > Training

## Training


- Training
- What's On
- Courses & Modules
- Online Learning
- Meet the Team
- Enquiry
- Registration
- Feedback

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What's On




Courses & Modules




Online Learning




Meet the Team



Enquiry



Registration



Feedback

[http://www.massey.ac.nz/massey/staffroom/national-shared-services/information-technology-services/training/training\\_home.cfm](http://www.massey.ac.nz/massey/staffroom/national-shared-services/information-technology-services/training/training_home.cfm)

# Computer Labs & Teaching Rooms

**The General and Specialist Computer Labs are provided for teaching and learning purposes. Students have access to Mac and Windows computers, and a range of services including: software, printing, free web mail, free internet access and student home (network) drives for document storage.**

**Open from 8am – 10pm daily – with hours usually extended during pressure periods.**

**All Lab information can be located here:**

[http://www.massey.ac.nz/massey/staffroom/national-shared-services/information-technology-services/labsteaching-rooms/computer-labsteaching-rooms\\_home.cfm](http://www.massey.ac.nz/massey/staffroom/national-shared-services/information-technology-services/labsteaching-rooms/computer-labsteaching-rooms_home.cfm)

**Staff and Students can check lab locations and real-time availability here:**

<http://labavailability.massey.ac.nz/Campus.mvc/Albany/>

**Albany Lab locations & computer specifications with information on how to book are located here:**

[http://www.massey.ac.nz/massey/staffroom/national-shared-services/information-technology-services/labsteaching-rooms/albany/albany\\_home.cfm](http://www.massey.ac.nz/massey/staffroom/national-shared-services/information-technology-services/labsteaching-rooms/albany/albany_home.cfm)



# Wireless Network



**Students have access  
to the Wireless Network**

**To get connected see:**

<http://www.massey.ac.nz/?w88530755k>

**Students can visit the Information  
Desk in the Library to get help with  
the Wireless Network**



# New Users Network Password & Security

**You will have been supplied with a username and a default password to access the Massey network.**

**It is very important that you change the default password to avoid someone else accessing your email and files.**



*Top Secret*

**To change your password go to the ITS home page:  
<http://www.massey.ac.nz/its/>  
Select the 'Change Password' link.**

# Policies & Procedures

## Information Technology Services

- **Active Directory Domain Policy**
- **Data Network Policy**
- **Domain Name Registration Policy**
- **Hardware and Software Policy**
- **Internet Use and Digital Communications**
- **Peer to Peer Policy**
- **Telecommunications Policy**
- **Use and Access to Information Technology Systems Policy**
- **User Code and Password Policy**

[http://www.massey.ac.nz/massey/staffroom/policy-guide/information-technology-services/information-technology-services\\_home.cfm](http://www.massey.ac.nz/massey/staffroom/policy-guide/information-technology-services/information-technology-services_home.cfm)



**Questions?**



**Questions**



**Answers**