

Key information for the 23-24 academic year

Prepared by your Faculty Relationship Managers, IT Services

Introduction and contents

Ahead of the new academic year, your FRMs have pulled together some information to support you and any new students and staff joining us this year.

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Information for new students

Information for new students

ITS have created some useful [induction slides](#) for **Queen Mary students** which contains the key information new students will need.

These slides contain information about:

- **General welcome including a video which is shared with students in their ITS welcome email**
- **Username and Passwords**
- **The Queen Mary App**
- **Email**
- **Office 365**
- **Wi-Fi**
- **AppsAnywhere**
- **LinkedIn Learning**
- **Using PCs on campus**
- **Printing, copying and scanning**
- **How to contact IT for support**



Information for new students cont.

The **New Students pages** contain information about IT support and direct students to relevant links on the ITS pages. These include:

- **Before students arrive** – visit page [here](#).
- **When students arrive** – visit page [here](#).
- **IT support on campus** – visit page [here](#).



Information for new students cont.

More detailed information to that provided on the slides and new student pages can be found on the links listed below if students have specific questions / require more information related to specific services:

- **Welcome information for new students** including virtual learning environment, Office 365, email, Wi-Fi, Printing and copying and AppsAnywhere on [this page](#).
- All **services available to students** and supporting information about these on [this page](#).
- How to **print and printing charges** on [this page](#).
- The **Queen Mary App** on [this page](#).
- **Setting up email** and getting the most out of **Office 365** on [this page](#).
- **Free and discounted software** available for students and staff on [this page](#).



Information for new staff

Information for new staff

We are also aware that a lot of new staff join us in September. In preparation for this, please find below some useful information for new staff.

- ITS have created some useful **induction slides for new staff**. This includes useful information such as:
 - Whose who
 - How to request support
 - ITS escalation process
 - Best places to find information related to services such as email, QMPlus and Wi-Fi
 - How to view service status
 - Device policy guidance



Information for new staff cont.

Specific webpages which are particularly useful for new staff include:

- **All services** available to staff on [this page](#).
- **Setting up and using email** on [this page](#).
- How to **create and reset passwords** on [this page](#).
- How to **request devices and software** on [this page](#).
- How to **access Wi-Fi** on [this page](#).
- **Printing** on [this page](#).
- **AppsAnywhere** on [this page](#).
- **QMPlus** on [this page](#).
- **Free and discounted software** available for students and staff on [this page](#).



Information for visitors

Information for visitors

If you have casual visitors or visiting lecturers this year, [this page](#) provides useful information about the services available to visitors. It also includes information about hosting conferences and events at Queen Mary.

The services which are summarised on this page includes:

- Wi-Fi
- Printing
- Computing access
- Accounts

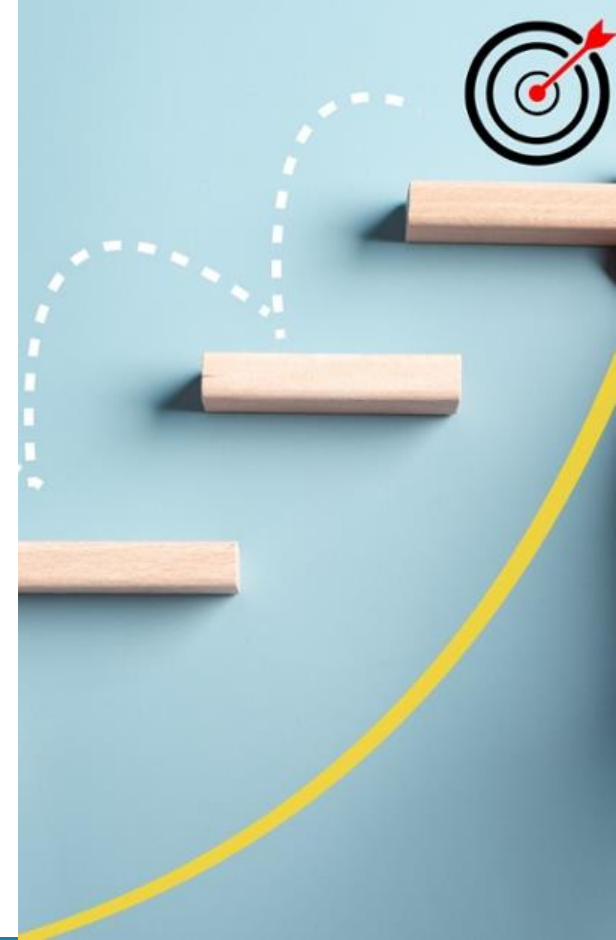


Key updates from this summer

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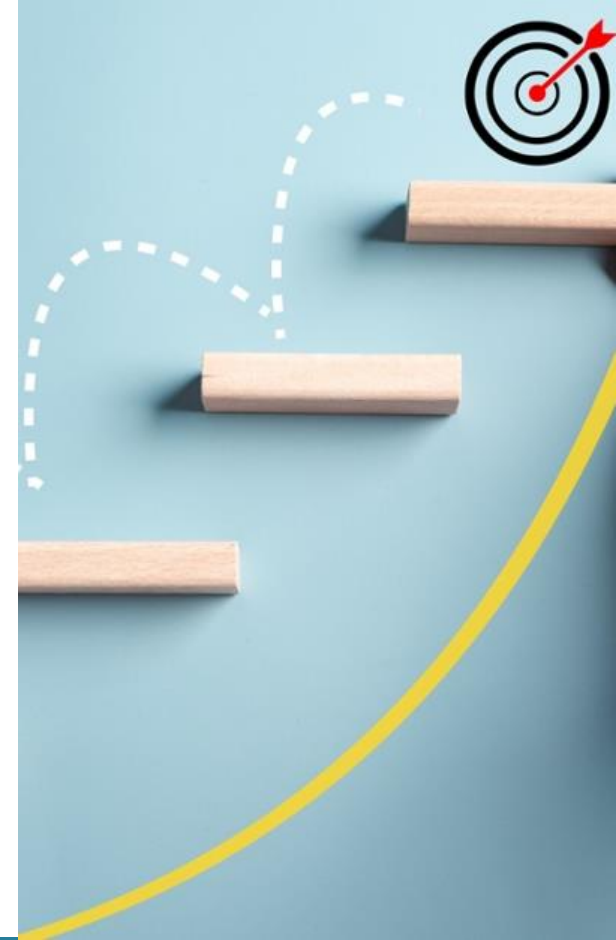
ITS have been working hard over the summer months to make improvements to service to improve experience for our staff and students. Please find some key updates from summer 2023 below.

- **AV improvements** have taken place across 17 teaching spaces over the summer months, with 40 rooms being in scope for the 23-24 academic year.
- Updates have been made to **PC Labs** across the estate with over 500 new devices being provided.
- **QMPlus has been upgraded** releasing some great new features. Further information on the new available features can be found [here](#).
- The **new e-recruitment system** was soft launched on 31 August, with the full roll out for all happening soon. Further information can be found [here](#).
- The **new QM-Visitor Wi-Fi** has been rolled out across all sites, with the QM-Events and QM-Guest Wi-Fi now withdrawn from service. More information on QM-Visitor can be found [here](#).



Key updates from this summer cont.

- Improvements have been made to streamline the **device policy for staff**, with Option C now being available for all staff without the need for business case approval. Further information can be found [here](#).
- **Postgraduate Researchers** can now request devices through a new process. Further information can be found [in the ITS service catalogue here](#).
- **The managed service rollout project (mRDS)** has continued to provide researchers with the flexibility and freedom they require to carry out their daily activities whilst ensuring compliance and alignment with security best practice. More information can be found [on the mRDS project pages here](#)
- **Improvements have been made to Ivanti** to increase the accuracy of location information attached to tickets – allowing engineers to be deployed more swiftly and to increase data analysis on understanding issues in our estate.
- A new policy for **Dropbox** use by exception will be released shortly. Further information can be found [here](#).



Key updates from this summer cont.

- ITS have continued to support **new ways of working** for staff across the estate in collaboration with Estates and Facilities **NWOW project** and the **device refresh project** which has provided new devices to those with devices over 5 years old.
- **LinkedIn Learning** has been integration with QMPlus, meaning learners can access LinkedIn Learning straight from QMPlus without having to go through additional authentication. This has also provided access to students in China. Information about LinkedIn Learning can be found [here](#).
- A new **Learning Management System** will be launched on 16 October. This new system has much greater functionality to benefit our staff and PGR students. Fuerrher information can be found [here](#).



General information

Useful general information

- FRMs will be sending out reports once a month about things going on in ITS which may/will impact you. Reports can be found [here](#), but will also be emailed each month.
- We really appreciate your feedback - you can feedback on any ITS process by emailing its-feedback@qmul.ac.uk
- The ITS Escalations process but more information about this can be found [here](#).
- We offer many ways of providing help and different means to request a service. Please find the routes to contact us [here](#).
- I hope you are aware of the [ITS Service Status page](#) but provide a link here – this is the best place to find out about service status changes during the year.
- For any escalations during this time please contact its-frms@qmul.ac.uk.