



University of Otago

INFORMATION TECHNOLOGY SERVICES

This Division has changed in several ways:

- ▶ **The ITS Service Desk and Student IT Services** have moved into AskOtago in the new **Shared Services Division**. AskOtago is the first point of contact for IT enquiries
- ▶ **IT Support Services** – support for desktop computing (including laptops and tablets etc), eConferencing and audio-visual (AV), along with the Media Production Unit, has moved into the new **Shared Services Division**
- ▶ **IT Training** – has joined the **Human Resources Division** and continues to provide online and classroom-based courses for a wide range of computer applications, to suit different skill levels and group sizes (classroom courses)
- ▶ **IT procurement and licensing** – has joined the **Financial Services Division**, in Procurement and Licensing
- ▶ **The Information Technology Services Division** now has these service units:
 - **IT Enterprise Architecture**
 - **IT Projects**
 - **IT Advisory**
 - **IT Assurance and Cyber Security**
 - **Information Systems**
 - **IT Infrastructure**

AskOtago and IT Support Services – in the new Shared Services Division

AskOtago

AskOtago is the first point of contact for IT enquiries and is available from 7am to 11pm seven days a week. Options for help are:

- A self-help online knowledgebase – ask.otago.ac.nz
- In person – AskOtago Central Hub located in the ISB with entrances from The Link and Central Library
- Telephone – 03 479 7000 or 0800 80 80 98
- Email – university@otago.ac.nz
- Text – 866
- Online Chat – ask.otago.ac.nz

IT Support Services

The IT you use and the support you receive will not suddenly change, but IT Support Services staff will be examining systems and processes, and identifying gaps.

IT Support Services encompasses existing support for 'desktop computing' (including laptops and tablets etc), eConferencing and audio-visual for all staff and postgraduate students, along with the Media Production Unit:

- eConferencing staff provide specialist support for audio and videoconferencing University-wide, while consulting on developing eConferencing solutions across the University:
otago.ac.nz/its/services/teaching/otago028797.html
- Audio-visual (AV) design and support services are on all campuses to provide technical support for AV facilities in everything from large lecture theatres to small meeting rooms; develop, configure, commission and install audio visual and room automation technologies; and work with others to design and commission new teaching and meeting spaces:
otago.ac.nz/its/services/teaching/otago023738.html
- Desktop support staff will be in hubs across all campuses to provide advice and guidance; share best practice; and roll-out and upgrade new devices and services. Four hubs will be in Dunedin – south, north, east and central – and one each in Christchurch and Wellington. Support also continues to be available in Invercargill:
otago.ac.nz/its/about/whoarewe/otago030886.html
- The Media Production Unit in Dunedin provides video production services for teaching, research, and marketing:
 - Films the regular interlinking/podcasting/streaming of lectures
 - Records special lectures, conferences and symposia
 - Films in the field
 - Provides format conversion, duplication and copying services
 - Produces video/digital for marketingotago.ac.nz/its/services/teaching/otago028799.html

IT Support Services management staff are in the St David II building, behind the Centre for Innovation in St David Street.

Information Technology Services Division

The Division is divided into specifically focused units rather than staff working across a range of specialist areas.

IT Enterprise Architecture – new service – at 51 Clyde Street

- Creates IT strategy, roadmaps and standards
- Provides strategic advice and recommendations for future investment in IT assets
- Directs and performs the development and maintenance of IT-related architecture and processes

IT Projects – new service – at 51 Clyde Street

- For large-scale IT projects or projects with a large IT component
- Delivers IT projects from planning to completion
- Provides IT project management and business analysis expertise

IT Advisory (account managers) – new service – at 51 Clyde Street

This service has three roles of Manager IT Advisory – the one for health sciences is supported by an Adviser IT because of that portfolio's scale and complexity. The other two manager roles divide the rest of the University between them.

These roles are the:

- Initial point of contact for the broader IT area and an escalation point for resolving issues
- Consistent liaison and conduit of information for customers
- Initial advice and guidance on how IT might be used to solve customers' problems

IT Assurance and Cyber Security – new unit – currently at 51 Clyde Street

This Unit combines the existing information security function with a new IT assurance component, ensuring:

- A service management approach to IT delivery – creating and maintaining policies, processes and procedures
- IT services are fit-for-purpose, reliable and reflect expected levels of quality, can support customers' needs, and support the customer experience
- University IT systems are secure, minimising information security risks and exposure to vulnerability
- IT disaster recovery and business continuity plans are tested and audited

Information Systems – a new unit created from existing units around the University – is in multiple locations including 51 Clyde Street, 444 Great King Street and Darwin House (61 Clyde Street)

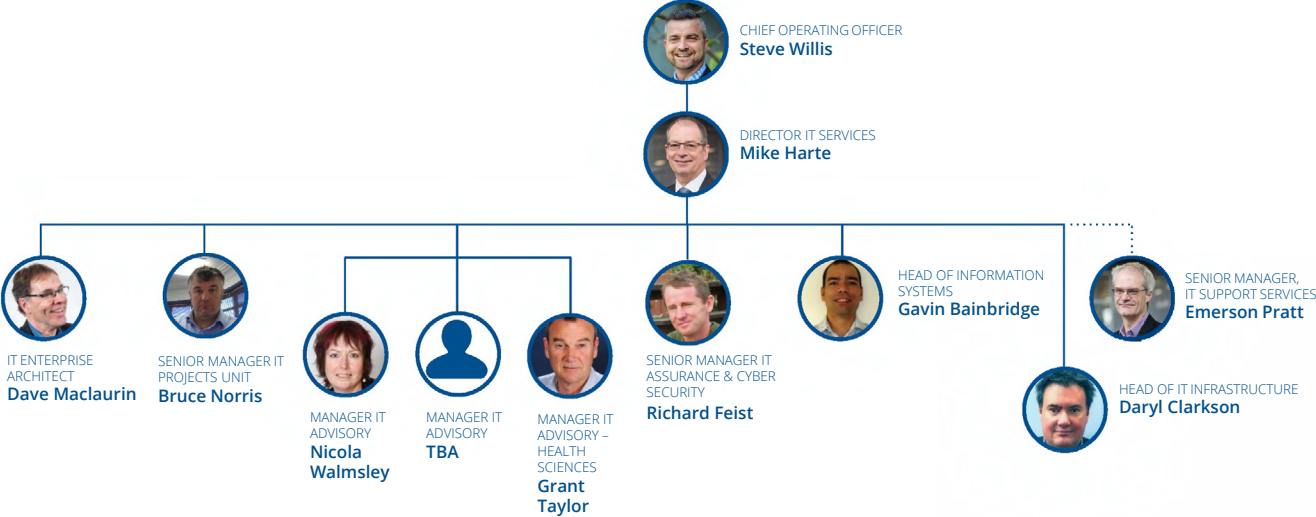
- Development: responsible for the creation of new software applications – from University-wide applications to supporting research projects, groups or divisions. Includes web development
- Applications support: responsible for supporting the day-to-day operations of the University's large portfolio of systems – e.g. payroll system, student management etc – and introducing new features

IT Infrastructure – an existing service unit (minus application development) – 444 Great King Street

- The operation and support of IT infrastructure, including datacentres, networks, servers and databases
- Providing more resource to support research infrastructure – some of these services are shared across all New Zealand universities

See the University phone book for more:
Information Technology Services
otago.ac.nz/contacts/search/index.html?query=Information+Technology+Services

IT Services Division



IT Support Services

