University of Worcester

Your IT Service

Our vision is to provide the digital tools to inspire you to innovate and succeed at the University of Worcester. This document outlines our commitment and responsibilities to you and the services you receive from us.

Our commitment

To ensure University IT Services are **available** for use when you need them.	To provide help, advice and **support** for your IT Services.	To **protect** your electronic data, by keeping it safe from unauthorised access.	To continually **innovate** to develop leading technologies for teaching and learning.

How to get in touch

Call us on 01905 85 7500 from 08:30 to 17:00 Monday - Friday
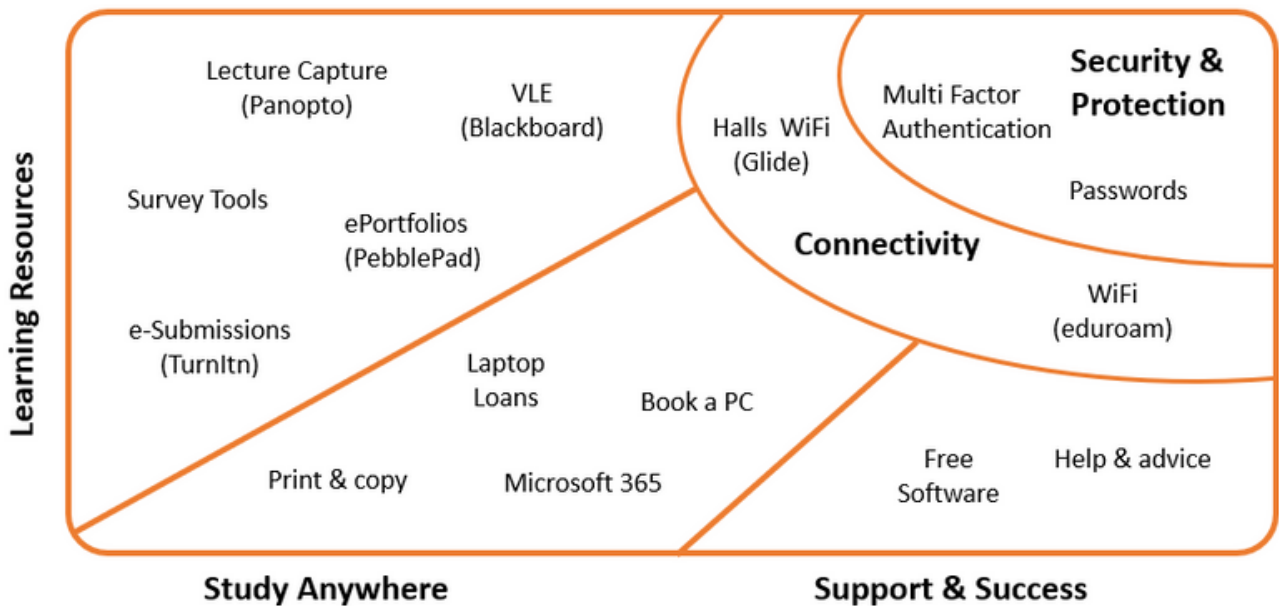
Live chat available on our website

Through our self service portal on our website

In person at the Hive or the Peirson Study & Guidance Centre

Your services

Our responsibilities

- Operate in an environment of mutual respect; the IT Service will always deal with questions and queries in a professional and courteous manner.
- Deal with requests in a consistent and fair manner.
- Communicate honestly and openly with you about the progress of your requests.
- Provide notice of any pre-planned maintenance activities which will affect service availability.

Your responsibilities

- Interact with IT staff fairly and respectfully.
- Provide us with as much information as possible so we can help you as quickly as possible.
- Exercise caution when clicking links or attachments in emails where the sender is unknown to you.
- Follow good information security practices.

Tell us what you think?

- We are always striving to improve our services for you and your feedback (good or bad) is vital in helping us to do this.
- Tell us what you think at: **https://www2.worc.ac.uk/it/feedback**

Learning Resources

Lecture Capture (Panopto)

VLE (Blackboard)

Survey Tools

ePortfolios (PebblePad)

e-Submissions (TurnItn)

Laptop Loans

Book a PC

Print & copy

Microsoft 365

Study Anywhere

Halls WiFi (Glide)

Connectivity

Security & Protection

Multi Factor Authentication

Passwords

WiFi (eduroam)

Free Software

Help & advice

Support & Success

FIND OUT MORE AT WWW.WORC.AC.UK/IT