UNIVERSITY *of* WORCESTER

Your IT Service

Our vision is to provide the digital tools to inspire you to innovate and succeed at Worcester, this charter 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 857500 from 08:30 to 21:00 - lines open 7 days a week
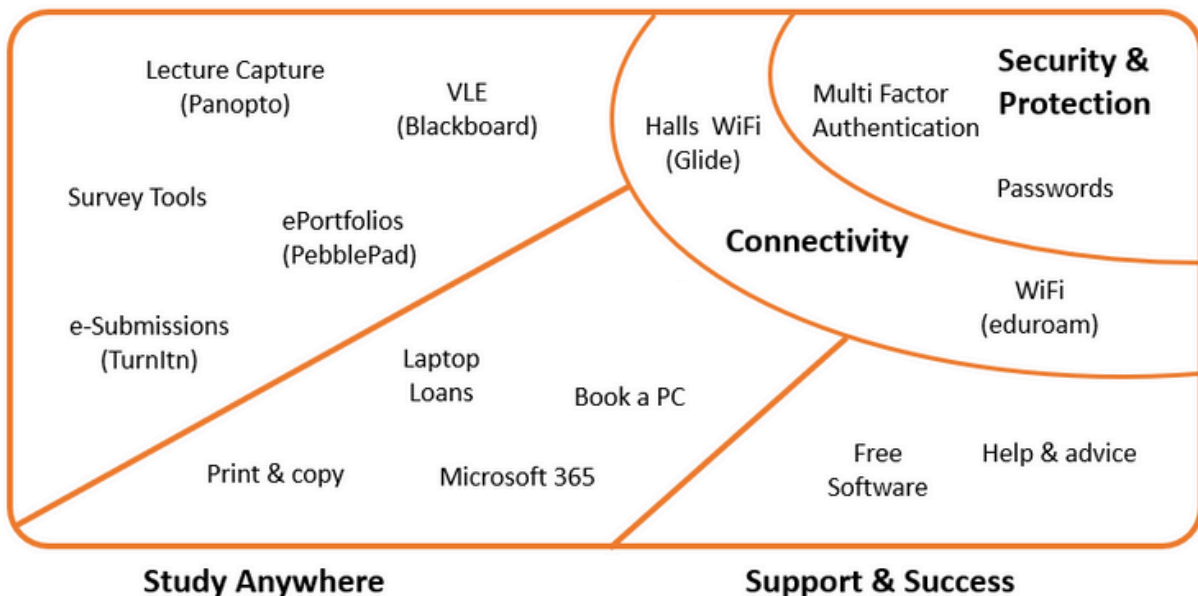
Live chat available on our website

Through our self service portal on our website

In person at the Peirson Study & Guidance Centre

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

- Treat IT staff in a courteous and professional manner.
- Provide us with as much information as possible so we can help you as quickly as possible.

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**

Your services

Learning Resources

Lecture Capture (Panopto)

VLE (Blackboard)

Halls WiFi (Glide)

Security & Protection

Multi Factor Authentication

Passwords

Survey Tools

ePortfolios (PebblePad)

Connectivity

e-Submissions (TurnItn)

Laptop Loans

Book a PC

WiFi (eduroam)

Print & copy

Microsoft 365

Free Software

Help & advice

Study Anywhere

Support & Success

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