

## IT Support for Returning to Campus

### Background

With the COVID-19 restrictions being lifted we look forward to colleagues returning to campus over the coming weeks and want to ensure that it is a smooth transition back into offices. We expect this to be a significant increase in demand IT support as this takes place and we prepare for the start of a new academic year.

### How you can help us

We would like returning staff not to have to worry about their IT. To help with that aim we need to coordinate with a member of the leadership team in each School or PS Directorate/Division, to make the return as painless as possible.

We know that:

- Many colleagues left in a rush in March 2020 taking keyboards, mice and monitors.
- Some staff left the University last summer and there is still IT equipment on their desks.
- Over the coming months, some staff may be moving to hybrid working patterns meaning their desktop PC is no longer a suitable device to work from.
- Since last March we have undergone a network transformation programme which means there's a risk that some of the network sockets in your offices may not work.

We would like to work with schools and departments when making plans for returning staff, re-configuring offices to allow for social distancing or hot-desking and making sure everyone has the IT equipment they need run as smoothly as possible.

To ensure we can deal with your requirements, we will need at least 2 weeks' notice, more if there are significant requirements. We may also need you to be a little flexible about when you return, as if everyone wishes to return at the same time we will not have sufficient resources to cope.

### How we will help you

- We have produced a checklist to help you consider what your IT requirements might be when returning to the office: [itservices.manchester.ac.uk/returning](https://itservices.manchester.ac.uk/returning)
- We will assign someone to act as a liaison with each school and department to ensure the requests are put in correctly and consistently for the equipment you need, network sockets to be re-enabled if necessary, and unwanted equipment removed,
- We will set up pop-up support hubs in both north and south campus for walk-up IT support,
- We will employ extra staff on the IT Support Centre to answer your calls.

Help can be requested through your Service Relationship Manager:

[itservices.manchester.ac.uk/aboutus/organisation/srm](https://itservices.manchester.ac.uk/aboutus/organisation/srm)