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
- 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