

STAFF UPDATE

Exclusively for staff at The University of Manchester

MAKING I.T. BETTER



Major changes to both improve and simplify the service for IT users across the campus are to be introduced from early 2008.

The first project aims to establish a highly effective and efficient IT Service Desk (Helpdesk) providing a single point of contact for IT advice and support combined with expert local support teams. The project is very much a collaboration of central and devolved IT teams with its success dependent on integrating support processes across the University.

Head of IT Services, Paul Harness said: "The main objective is to create a single point of contact with physical service desks in key locations providing essential face-to-face support. With one phone number, one email address and one website providing the primary contact for IT support and advice across the University, highly trained IT professionals will aim to resolve the majority of requests in the first

instance and ensure that specialist support is provided promptly."

Using a combination of intelligent telephone systems, online resources and remote support technologies, the shared service desk will provide comprehensive support for the University's IT systems and information services, whether these are provided at University, faculty, school or divisional level.

Paul added: "The shared service desk function will enable more efficient and effective working practices to be developed, supported by a common computing environment and more effective training programmes. This new model for IT support will also help focus investment into activities such as expanding support for research and eLearning activities."

The shared service desk function will be introduced in phases, starting in early 2008, with completion

scheduled for the start of the 2008/09 academic year. In the first phase, the teams supporting Central Services, Humanities and Life Sciences will lay the foundations. Your local IS support teams will provide more information, support and advice to support you through the introduction of the changes and beyond.

The new model is being implemented as one recommendation of the IT Services Task Force that reported its outcomes in July 2007. The Task Force recommended the initiation of a number of projects, guided by a mission *to create integrated, responsive, customer-focused IT services for the University that support the goals of the 2015 agenda* following review by Vice Presidents and Deans and consultation with Heads of School. The project is being done in partnership with Heads of Faculty led by Simon Oliver (FLS).

INSIDE

2**PEOPLE/NEWS**

Dental appointments

3**NEWS**

Reduce, Re-use, Recycle
Christmas Party

4**AND FINALLY...**

Competition
Training Update

FAMILY PLEA OVER CYCLING TRAGEDY

The family of staff member Ian Gatward who died in October after falling from his bike while cycling to work, have renewed their appeal for information.

Ian from Stockport, a 55-year-old Experimental Officer in Computer Science, died at Manchester Royal Infirmary on Tuesday, 16 October.

A week earlier, just before 11am on Thursday, 11 October, Ian was cycling into work at the University along Booth Street East when he fell from his bike at the junction with Clifford Street. It is believed a car or van was involved but there was no contact between the vehicle and Ian.

On the one-month anniversary of Ian's death, police also issued CCTV images of a woman they are keen to identify and speak to whom it is believed has vital information about the incident.

She was captured on a nearby CCTV camera around the time of the incident.

Police officers and Ian's family are appealing to the woman, or anyone who was driving along Booth Street East at the time of the incident, to come forward so they can piece together what happened.

Anyone with information is asked to call the Area Five Road Policing Unit at West Didsbury Police Station on 0161 856 6173 or 0161 856 6108, or by calling 0161 872 5050 quoting Forcwide Incident Number 776 111007 or Crimestoppers, in confidence, on 0800 555 111.



ONLINE EMPLOYABILITY RESOURCE FOR UNIVERSITY STAFF

Many students attend university with a view that the experience will improve their job prospects. The role of universities within the context of skills development for the workplace is very much a topic for debate within higher education, government and employer circles at the moment.

The University of Manchester is committed to trying to meet the expectations and needs of its students, and the 2015 Strategic Plan now makes it explicit that the University will offer opportunities for students to "develop key employability skills".

In June 2007, a group of 18 academic and academically-related members of staff from across the University proposed the development of a central information resource related to employability that could be used by all staff. The result, an online 'Employability Toolkit', has been launched and is now available on Staffnet:

 www.staffnet.manchester.ac.uk/employabilitytoolkit

The Toolkit addresses:

- What is employability?
- How can we encourage students to develop it?
- How can students/the university assess employability skills?
- How do students demonstrate to potential employers that they have the relevant skills?

The aim is to bring together current information available locally, nationally and internationally. The resource also contains a database of ways in which students can gain employability skills outside their academic studies, e.g. through voluntary work, as well as more obvious links to the HE Academy's subject area information for skills development.

The site will be developed further over the coming months, so please let us know of any further useful sources of information. Contact Andrew Whitmore or Dominic Laing at the MLP Careers & Employability Division: andrew.whitmore@manchester.ac.uk / dominic.laing@manchester.ac.uk / 52828.

NEW LIFE FOR PIONEERING DENTIST

Professor Anthony Blinkhorn OBE has retired from the Manchester Dental School and as Director of the National Fluoride Information Centre (NFIC) for a new life in Australia.

Professor Blinkhorn, who is taking up the Chair of Population Oral Health at Sydney University, has been a key figure in paediatric dentistry and dental public health since 1976 when he helped pioneer the UK's first outreach teaching programme at the Manchester Dental School. The programme, in which students train alongside qualified dentists and simultaneously increase community dental provision, is now an essential part of dental undergraduate training in the UK.

He was also instrumental in developing a service for children with special needs within the local children's hospitals, which led to him being awarded an OBE in 2005.

He became Director of NFIC, England's only independent information centre for fluorides and fluoridation, three years ago.

Professor Iain Mackie, at the University of Manchester School of Dentistry, said: "Anthony Blinkhorn has been an international leading figure in both paediatric dentistry and dental public health. This is evidenced by him being enticed away from Manchester to Australia but turning down many international Chairs in the process.

"He is unique and irreplaceable and will be sorely missed."

DENTAL APPOINTMENTS

The School of Dentistry has a number of key staff changes.

Professor Mike Dixon has been appointed Director of Research, bringing to the post a recently secured £290,000 Wellcome Trust Research Grant. Dr Julian Satterthwaite has also been appointed to a new post of Director of Continuing Professional Development (CPD) to design and deliver a strategy that aims to meet the needs of the Profession.

Head of School Dr Nick Grey, who was named as the University Teacher of the Year 2007, said: "These changes reflect the progression Manchester is making to enhance the research and teaching and learning profile of the School."

Professor Kevin O'Brien, the School's previous Head, has now assumed the post of Associate Dean for Teaching and Learning in the Faculty of Medical and Human Sciences.

REDUCE, RE-USE, RECYCLE

Staff are being encouraged to use more sustainable waste practices including the promotion of the 3 R's - waste reduction, re-use of materials, and recycling following the appointment of a Waste Co-ordinator.

Simon Atkinson (pictured), based in the Directorate of Estates, recently followed a bin wagon around the campus for a day and says he was amazed at the type and quantity of waste being thrown away.

Simon said: "The audit showed that although the University does do some things well, we are still throwing out a significant amount of waste that could be recycled. What is more worrying is that items such as computer monitors that are classed as hazardous waste are being thrown in the general waste and that could lead to the University being prosecuted."

The audit highlighted the need for better collection facilities both within buildings and around the campus, the need for resources to collect materials, as well as the education of staff and students.

He added: "We should be reducing the amount of waste we produce, or re-using items before considering recycling. This would save the University money, help reduce our carbon footprint, and improve our public image. Landfilling our waste should be the absolute final option."

To address these issues, the Environmental Services Unit in the Estates Directorate is setting up a website to provide guidance on how to dispose of/recycle waste responsibly and this should be up and running within the next few months.

Simon said "There are big challenges for the University. It is estimated that we only recycle



about 20% of our waste. Unfortunately we are some way behind other Universities who have had policies in place for a number of years."

To move things forward, the Unit has drafted a "Waste and Recycling Policy" with a view to it being adopted formally across the University. This would provide clear aims and objectives and show the University's commitment to this issue, one that is reinforced by the recent expansion of Professor Maynard Case's portfolio of responsibilities as Associate Vice-President to include "Sustainability".

According to Simon, people's attitudes to waste vary enormously but he is constantly contacted by people who want to see improvements at the University and are willing to play their part. There are already some good examples that can be found around the University including recycling facilities in the new Arthur Lewis Building and the Alan Turing Building.

Simon Atkinson, can be contacted at simon.atkinson@manchester.ac.uk or on x65963.



NEW BIKE SHELTERS ON CAMPUS

As the public realm works are completed, the new secure bike shelters will become available for cyclists on a first come first served basis. The shelters are located on Bridgeford Street, on Brunswick Street and in the Booth Street West multi-storey car park.

Apply to the Car Park Permit Office for access to be provided via your ID card. The Office will be open to receive applications between 9.45am and 1pm.

Details of locations, access, use, conditions etc are available at:

 www.estates.manchester.ac.uk/FAQ/page8.asp

It is anticipated they will be available for use starting this week, Monday 3 December 2007.

ULTIMATE CHRISTMAS PARTY

If you're quick there's still time to get a ticket to 'The Ultimate Christmas Party 2007' organised by the University's Staff association UMSA on Friday, 14 December from 7pm to 1am.

Following the success of last year's event, the party will be at Moso Moso Bar and Restaurant on Oxford Road. Revellers can enjoy a taste of the Orient with a variety of Thai and Chinese buffet style dishes. The whole restaurant has been booked for the occasion and there will be two DJs to entertain on both floors.

You could make this your team's Christmas party, family and friends are welcome. Cost including food is £7 for UMSA members and £15 for non-members.

For tickets please email alison.din@manchester.ac.uk or call 275 2335 (x52335)

OPEN MEETING

The next Open Meeting will be on Wednesday 12 December from 1-2pm in the Bragg Lecture Theatre in the Martin Harris Centre.

The presentation will be given by Associate Vice-President for Equality and Diversity Aneez Esmail who will speak about what the University is doing in relation to Equality and Diversity, why it is important and the challenges for the future. There will be the opportunity to ask questions at the end.

All are welcome to attend.

STUDENT WINS £1,000 AT CAREERS EVENT

Nikolay Piriankov, a 1st year International Business, Finance and Economics student, won £1,000 to spend on IT equipment in a competition which formed part of the 'What's IT All About' careers event held at The University of Manchester.

'What's IT All About' involved 10 of the world's top IT employers, including Microsoft, IBM, LogicaCMG, Accenture and BT. The "IT Factor" competition enabled students to compete in front of a "Dragon's Den-style" panel to see who had the best idea for promoting the study of computing-based subjects. Nikolay's winning proposal demonstrated how Web 2.0 technologies could be used to help inform and inspire young people into IT.

CLASSIFIED ADS

Readers looking for the classified advertisements can now find them on the University's staff intranet 'StaffNet' at:

 www.staffnet.manchester.ac.uk/news/ads

Advertisements can also be submitted here. Ads for staff and students remain free of charge in some categories and there is a small charge for all external advertisers – the cost remains unchanged from last year. Full details are available on the site.

The decision to move them was taken as a result of moving more news and information for staff online where ads can be more readily updated and are easier to read with a better layout.

CONTACT US

For news, stories
uninews@manchester.ac.uk 0161 275 2112 (x52112)

For online ads and distribution enquiries
uniads@manchester.ac.uk 0161 275 2113 (x52113)

or via www.staffnet.manchester.ac.uk/news/ads



When you have finished with
this magazine please recycle it.

TRAINING UPDATE

Courses available at Staff Training and Development Unit

Book online at: www.manchester.ac.uk/training

For more information: email courses-stdu@manchester.ac.uk or telephone 52525

December 2007

Safety on Work Placements – HS69

9.30am-12.30pm
12 December 2007

Risk Assessment Workshop for Non Lab Based Staff – HS68

9.30am-12.30pm
13 December 2007

HEI Seminar: How JRUL's Information Services and Resources Support the University – BF50

12.30-13.45pm
14 December 2007

Managing Conflict – BF51

9.30am-12.30pm
18 December 2007

Productive Partnerships Between Managers and PAs – BF47

9.30am-4pm
19 December 2007

January 2008

University of Manchester Secretaries Workshop – BF48

9.30am-4pm
4 January 2008 (day 1) and 9 January 2008 (day 2; must be available for both dates)

Training in Equality and Diversity Issues (TEDI) – MS9

9.30am-1pm
9 January 2008

PDR Reviewer Training – Academic Related and Support Staff – AP8

9.30am-1pm
16 January 2008

Health & Safety Management Systems – HS19

10am-4pm
16 January 2008

Customer Service for Front Line Staff – BF6

10am-4pm
17 January 2008

Effective Recruitment and Selection – MS5

9.30am-4.30pm
17-18 January 2008

Improve Your Memory – P25

9.30am-1pm
22 January 2008

Principles of Risk Assessment – HS15

9.30am-12.30pm
22 January 2008

Speed Reading – P26

9.30am-1pm
23 January 2008

Academic Speaking and Presenting for Non-Native Speakers – TL44

10am-1pm
23 January 2008

PDR Reviewer Training - Academic Staff – AP5

1.30pm-5pm
24 January 2008

Assertiveness for Women – P2W

10am-4pm
29 January 2008
(follow-up session 19 February 2008)

Speedwriting – BF41

9.30am-4pm
30 January 2008

Training in Equality and Diversity Issues (TEDI) – MS9

9.30am-1pm
31 January 2008

Courses available from IT Services Division

View courses and Book online at:

www.manchester.ac.uk/itservices/trainingcourses

For more information: email itscourses@manchester.ac.uk or telephone 56102

December 2007

Introduction to Microsoft Visual basic.net

10am - 4pm
6 December 2007

Outlook Calendar

10am – 12noon
6 December 2007

Introduction to Unix

10am - 4pm
10 December 2007

Getting More from Microsoft PowerPoint 2003

10am – 12noon
10 December 2007

Using Forms in Microsoft Access 2003

10am – 12noon
11 December 2007

Getting Started with Excel 2003

2pm - 4pm
13 December 2007

CAMPUS CLOSE-UP

KRO

Welcome to the family



Can you guess what this month's image is?
Send your entries to uniads@manchester.ac.uk before 17 January. The winner will get a free meal and drink at Kro Bar.

The July winner was Alan Whitehouse, Building Attendant, Martin Harris (Music & Drama) building who correctly identified the Vimto bottle at Sackville Street. The November winner was Charlotte Jones, Romani Project, School of Languages, Linguistics and Cultures who identified the Samuel Alexander building fire exit.