Graduate Student Induction 2018

- Department IT facilities (e.g. Fileserver, Printing, Copying)
- IT procedures in Materials (e.g. Getting help)
- Online literature searches (e.g. Web of Knowledge & SOLO)

Dr Paul J Warren – Senior IT Officer
Department IT facilities

• Research Group Computers
• Network Infrastructure
• Department Computer Room (TL)
• Materials Modelling Laboratory (MML)
• Department Library
• Meeting Rooms and Lecture Theatres
• IT support area
• Digital Printroom
• Photocopiers and Printers
• Department Website
Research Group Computers

- Research groups provide their own computing facilities.
- Variable provision depending on type of work and funding!
  - individual or shared, desktops or laptops, Windows or Mac
  - mono or colour printers, scanners, cameras etc.
  - equipment control computers etc.
- Group leaders are responsible for paying for group computers.
- Users are responsible for looking after group computers.
  (Configuration/Data/Backup/Security etc.)

- Talk to IT staff if your group computing facilities are limiting!
Network Infrastructure

Network connectivity is essential for email, web, filesharing, printing, backup etc…

- Department network – (local IT staff)
  - Mostly 1Gbit to desks, still some 100Mbit
  - 1Gbit between all department buildings
  - 1Gbit firewall (registered devices only)
- University network (IT Services staff)
  - 40Gbit university backbone
  - [http://www.it.ox.ac.uk/status/](http://www.it.ox.ac.uk/status/)
  - university firewall
- Joint Academic Network (JANET)
  - 40Gbit link to the world
Department Computer Room

• The Teaching Laboratory in Holder Building has a computer room open during working hours.
• Priority is given for teaching undergraduates but postgraduates can use it if there are free workstations, which there usually are!
• 13 workstations connecting to department fileserver
• Colour photocopier/printer, Mono printer, scanner
• (also 7 optical microscopes and 6 laptops)

New fileserver uses SSO authentication.
Materials Modelling Laboratory

- The department operates several Linux clusters as part of the Materials Modelling Laboratory
  - http://mml.materials.ox.ac.uk/

- University computational resources are available too via the Advanced Research Computing facility
  - http://www.arc.ox.ac.uk
Department Library

• On-line catalogues, on-line resources
  – [http://www.materials.ox.ac.uk/library](http://www.materials.ox.ac.uk/library)
  – Two desktops with SSO login
    save files to your own directory space
    print to followme photocopiers.

• Please use computers for library purposes, not just email etc.

• Wireless signal for personal devices

• Self-service book loan system
Meeting Rooms and Lecture Theatres

(HRLT / BRLT / IEBLR8, HRMR / BRCR / ETBCR / PRMR / RRCR / RRMR / BBMR)

• Lecture theatres and meeting rooms all have permanent audio visual facilities (computers, projectors visualizer etc)

• Room bookings should be made via Reception 73777 but bookings can be checked online at http://internal.materials.ox.ac.uk/roombookings

• Portable equipment which can also be borrowed
  – Laptop plus webcam (from IT support)
  – Portable data projectors (from IT support or PSG’s PA at Begbroke)

• Video conference facilities – fixed locations
  – Skype – Meeting rooms (HRMR / BRCR / ETBCR / RRMR / RRMR)
  – Tandberg video conference equipment – BR lecture theatre
IT Support area

Engineering Technology Building Room 10.14
Helpdesk open weekdays 8.30am to 5.30pm
Email: itsupport@materials.ox.ac.uk
Phone: (2)73667 (Chris Akinola)

– IT Helpdesk – hardware and software and general guidance
– Photography - mugshots, publicity, research support
– Projects – publications/handbooks, posters, business cards
– Meetings support – audio visual, poster-boards, signs
Digital Printroom

Open-access printroom for use by all members of Department when group printing facilities are insufficient.

Printing requires authentication using departmental credentials. Printroom door is open 9-5pm but after-hours swipecard access available upon request to IT staff.

- 2 basic computers (for printing/scanning)
- 1 A4 flatbed scanner (documents and film negatives)
- 1 A4 document scanner (doublesided, autofeed, 30 ppm)
- 1 mono laserprinter (doublesided 30ppm)
- 1 colour laserprinter (capable of A3 and doublesided 15ppm)

Room due to decommissioned – most people print to photocopiers.
Photocopiers and Printers

See list of devices at [http://print.materials.ox.ac.uk/ipp](http://print.materials.ox.ac.uk/ipp)

Each building has a departmental multifunction copier
- Install the “followme” print queue to use any photocopier
- copy/print/scan&email, mono/colour, A4/A3
- University Card contactless authentication
- print jobs are only released after authentication
- consumables are available from stores
- report problems to Reception staff

Research groups operate their own printers
- consumables for standard printers are available from stores, alternatively consumables are managed locally within groups
- report problems to local experts or departmental IT staff
Department Website

There is lots of department information available on our website [http://www.materials.ox.ac.uk](http://www.materials.ox.ac.uk)

- People contact details
- Teaching information
- Research information
- Internal
- IT

Report any errors or send any suggestions to webmaster@materials
IT Procedures

• Getting Support
• Communicating via Email
• Connecting to the Network
• Computer usage
• Making the most of your computer
• Department services
• IT Training
Getting IT Support - Department

itsupport@materials.ox.ac.uk

- Dr Paul J Warren - Senior IT Officer
  - paul.warren@materials; 73727; ETB Room 10.12

- Robert Saunders - IT support / Servers / Desktops
  - robert.saunders@materials; 73930; ETB Room 10.15

- Chris Akinola - IT support / General / Audio Visuals
  - chris.akinola@materials; 73667; ETB Room 10.14
Getting IT Support – IT Services

• IT Services
  – [http://www.it.ox.ac.uk](http://www.it.ox.ac.uk)
  – [http://help.it.ox.ac.uk](http://help.it.ox.ac.uk)
  – 7-19 Banbury Road (nearby)
  – Advisory, Registration, Help, Training etc.
  – Meeting rooms with computer suites available for booking

• IT Service Desk
  – Online requests [http://help.it.ox.ac.uk/help/request](http://help.it.ox.ac.uk/help/request)
  – Email requests help@it.ox.ac.uk
  – Phone 24/7 support line 01865 6 12345
  – Appointments from 9:00 to 16:00
Communicating via Email

• Nexus email and calendars are provided by IT services
  – firstname.lastname@materials.ox.ac.uk (also @college)
  – Outlook web access https://outlook.office365.com
  – Local email client e.g. Outlook, Thunderbird+DavMail, MacMail
  – Some mailbox settings on https://register.it.ox.ac.uk/self/nexus
  – Lots of guidance at http://help.it.ox.ac.uk/nexus365/index

• Mailing lists operated by itsupport@materials
  – Everyone should receive notices@materials.ox.ac.uk
  – Also postgrads@materials.ox.ac.uk, postgrads-1st@materials.ox.ac.uk

• Using email http://help.it.ox.ac.uk/email/netiquette/index
  – Write messages clearly, concisely.
  – Most junk should just be deleted. If you are unsure IT staff can advise.
    e.g. phishing, viruses, hoax viruses, viagra, chainmail, etc.
  – Consider adding your phone contact details to your signature
Connecting to the Network

• Wireless network is provided in most **general access areas** of the department. Eduroam and OWL are provided by university IT Services and can be accessed by any member of the university **without registration** by using your remote access account. [http://help.it.ox.ac.uk/network/wireless/index](http://help.it.ox.ac.uk/network/wireless/index)

• Wired network ethernet is available in all rooms but computers **must be registered** with IT staff who check systems before adding them to the network
  – Need up-to-date anti-virus software
  – Need fully patched operating system

• Network problem?
  – check [http://www.it.ox.ac.uk/status](http://www.it.ox.ac.uk/status) for university-wide problem
  – email itsupport@materials or phone 73667 / 73930 / 73727
Computer Registration

• Pre-registration security checks for personal devices
  – Install Sophos [https://register.ox.ac.uk/software](https://register.ox.ac.uk/software) and perform full scan.
  – Install all operating system updates
    • Microsoft updates [http://update.microsoft.com](http://update.microsoft.com) for Windows
    • Apple Software Updates [http://support.apple.com/kb/HT1338](http://support.apple.com/kb/HT1338) for MacOS
    • Software package updates for Linux
  – Install updates for any additional software packages such as Java, Acrobat Reader, Adobe Flashplayer (ActiveX for Internet Explorer and Plugin for Firefox), AppleSoftwareUpdates, Firefox, Chrome etc.

• Registration tasks for IT staff
  – Network registration (DHCP,DNS)
  – Check system configuration /security (see above)
  – Help set/reset departmental account password
  – Help setup access to departmental fileserver (ssh/netstorage/netshare)
  – Help setup access to departmental printers (iprint client)
  – Help register for and install TSM backup software
  – Help setup wireless access to Eduroam with Remote Access account
  – Offer general advice on software and hardware
Computer Usage

• Security is your responsibility
  – Never allow open access - always set a password and lock screensaver
  – Never share a password, change passwords regularly
  – Set passwords to be difficult to guess e.g. iwbiJ1969cheltenhaM

• Antivirus software is essential
  – IT support staff manage the department’s anti-virus protection (Sophos)
  – Contact itsupport@materials if you think you have a virus or malware

• Backup and archive is essential
  – Formalise your weekly backup procedure (also archive regularly)
  – Register for IT Services’s weekly backup service HFS / TSM

• Rules and regulations
  – You have already agreed to the University Rules
  – Department does not allow P2P file sharing e.g. iPlayer, BitTorrent.
  – University monitors and investigates illegal filesharing – “Cease&Desist”
Making the most of your computer

- Read the Departmental advice about software [http://www.materials.ox.ac.uk/it/itsoftware.html](http://www.materials.ox.ac.uk/it/itsoftware.html)
- Software licenses distinguish between department-owned and personal-owned computers.
- General software is available from the [IT Services on-line shop](http://www.materials.ox.ac.uk/it/itsoftware.html)
  - see both pricelist and site licensing information (SLS)
  - purchase orders avoid paying VAT and help keeping records
  - pay for ALL software licenses (including downloaded shareware etc.)
- Some site-licensed scientific software available from IT staff
  - Mathematica – mathematical programming
  - Matlab – data analysis and graphing
  - Origin - graphing and data analysis
  - Other specialist software e.g. ABAQUS, IDL, COMSOL, LabVIEW etc.
Departmental Online Services

• Departmental Account
  • Username same as university but password different
  • Reset password via [http://pwm.materials.ox.ac.uk/pwm](http://pwm.materials.ox.ac.uk/pwm)

• File storage (secure, backed up, accessible)
  • TL computers now use SSO to authenticate to new fileserver
  • File access via windows sharing only from Dept wired network
  • More user guidance to follow later this month…

• Printing – all departmental network printers
  • [http://www.materials.ox.ac.uk/local/it/materials-printing.html](http://www.materials.ox.ac.uk/local/it/materials-printing.html)
  • [http://print.materials.ox.ac.uk/ipp](http://print.materials.ox.ac.uk/ipp) for automatic driver installation
Departmental Photocopiers

Each building has a multifunction photocopier
- copy/print/scan&email, mono/colour, A4/A3
- university card contactless authentication
- print jobs are only released after authentication
  - understand copyright permissions before copying!
  - print mono by default – colour costs more!
  - print/copy double-sided – duplex saves trees!
  - avoid printing where possible – no printing saves most trees!

Visit http://print.materials.ox.ac.uk/ipp and first install iPrint client then install “followme” printer which will send your printout to whichever photocopier you authenticate at.

Track your usage and budget via https://print.materials.ox.ac.uk:9192/app
Information Security

• Visit https://infosec.ox.ac.uk
  – University information security policy
  – Advice and guidance - “I want to…”
    • Secure my mobile devices
    • Use cloud services safely

• Online awareness training course
  – Compulsory for staff, recommended for students
  – http://www.it.ox.ac.uk/infosec/module/
IT Training

• IT Services run an extensive range of training courses which are often FREE to all members of department
  – Byte-sized 1hr lunchtime sessions
  – 1/2 day and full day courses
  – [http://www.it.ox.ac.uk/do/training-and-facilities](http://www.it.ox.ac.uk/do/training-and-facilities)
  – [http://courses.it.ox.ac.uk/](http://courses.it.ox.ac.uk/)
  – [http://portfolio.it.ox.ac.uk/](http://portfolio.it.ox.ac.uk/)
  – [https://help.it.ox.ac.uk/courses/lynda/index](https://help.it.ox.ac.uk/courses/lynda/index)

• Look to your future…
  – what additional skills will you employer want?
  – where else will you get free IT training?
Literature Searching

• How to find on-line resources
  – http://www.materials.ox.ac.uk/library
  – http://ox.libguides.com/materials

• Searching using Web of Knowledge
  – http://wok.mimas.ac.uk

• Reading journals on-line
  – access from Oxford or via VPN or via Shibboleth
  – http://oxlip-plus.bodleian.ox.ac.uk

• Bibliographic software for managing references
  – Endnote, Refworks, Mendelay or Zotero

Demonstration time!
The End

Send all IT queries to

itsupport@materials.ox.ac.uk

Note that this presentation assumes you have already seen the IT Services student induction presentation at

https://www.it.ox.ac.uk/its3/induction