
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!

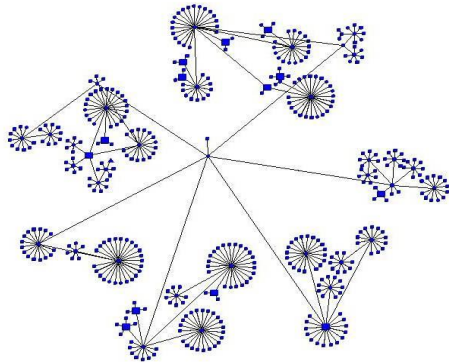


Network Infrastructure



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/>
 - 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>



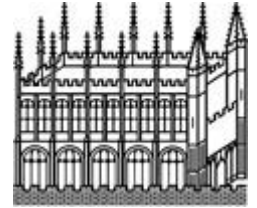
Department Library

- On-line catalogues, on-line resources

- <http://www.materials.ox.ac.uk/library>

- Two desktops with SSO login
save files to your own directory space
print to followme photocopiers.

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OXFORD LIBRARIES
INFORMATION PLATFORM



- 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 / BRRCR / ETBCR / PRMR / RRRCR / 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 / BRRCR / 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>

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



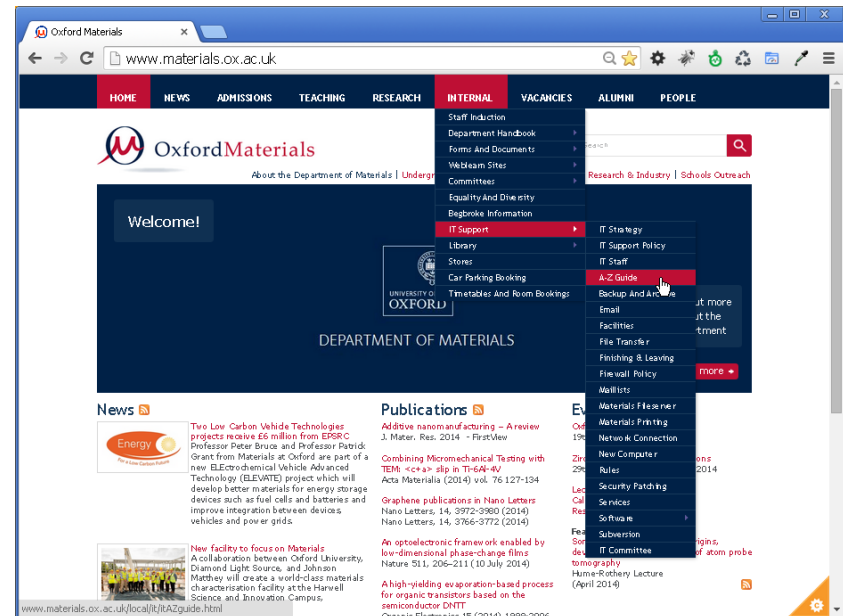
Research groups operate their own printers

- 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>

- [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://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>
- 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>
- 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> 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> and perform full scan.
 - Install all operating system updates
 - Microsoft updates <http://update.microsoft.com> for Windows
 - Apple Software Updates <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. iwbiJ1969cheltenhamM
- **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>
- Software licenses distinguish between department-owned and personal-owned computers.
- General software is available from the [IT Services on-line shop](#)
 - 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>
- 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://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://courses.it.ox.ac.uk/>
 - <http://portfolio.it.ox.ac.uk/>
 - <https://help.it.ox.ac.uk/courses/lynda/index>
- Look to your future...
 - what additional skills will your 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](#)

WEB OF SCIENCE™

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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>



IT
at the **University of Oxford**
<http://WelcometoIT.ox.ac.uk>

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