

Computer Facilities and Services for Staff

Monash has an extensive range of information technology (IT) facilities and services which have been developed in accordance with the **IT Strategic Plan**. The Plan describes a vision for the application and usage of IT, to ensure that University-wide IT initiatives are directly aligned to the overall mission, strategies and operational needs of the university.

The IT Strategic Plan is available at:
www.monash.edu.au/about/itsp/

Your Faculty or organisational unit works with the Information Technology Services (ITS) Division to provide computer accounts, computers, software, training, support, and network and server infrastructure. The list of services that ITS provides the University and Faculties may be found in the Services Catalogue at www.its.monash.edu.au/management/catalogue.pdf

IT support staff in your Faculty or work unit are responsible for the computer in your office, providing help and training, working on Faculty-owned student computing labs and Faculty, School or Departmental web sites. Initial requests for IT assistance should be directed to your local IT support person. If necessary, they will escalate problems to ITS.

Your Computer Account

To get your account:

1. Contact your local IT support staff who will check your computer account status on the University staff database and provide you with details and information. If you do not have local IT support staff, fill out the "Request for computer access" form at www.its.monash.edu.au/staff/forms/ and return it to the nearest campus ITS Service Desk.
2. Access to Unix systems and modems is available on completion of the "Request for computer access" form at www.its.monash.edu.au/staff/forms/

my.monash Portal

Your my.monash portal brings together all of the web-based resources you will need in your role at Monash, including email, IT training, teaching facilities, and other useful links. Visit your portal at <http://my.monash.edu>.

IT Use Policy

All computer use by staff and other authorised users with Monash University is governed by the **Information Technology Use Policy – Staff & other authorised users**. All staff are expected to read this Policy which aims to protect the interests of the University without inhibiting the use of the IT environment. The Policy is available at www.adm.monash.edu.au/unisec/pol/itec16.html

Security

IT security concerns the confidentiality, availability and integrity of IT systems connected through the Monash University network. It is imperative that all passwords be kept secure and confidential. For more IT security information see: www.its.monash.edu.au/security/

IT Help Contacts

Initial requests for IT assistance should be directed to your Faculty, School or Departmental IT support staff.

For local IT help, contact

If you do not have local IT support, please phone the ITS Service Desk on your campus.

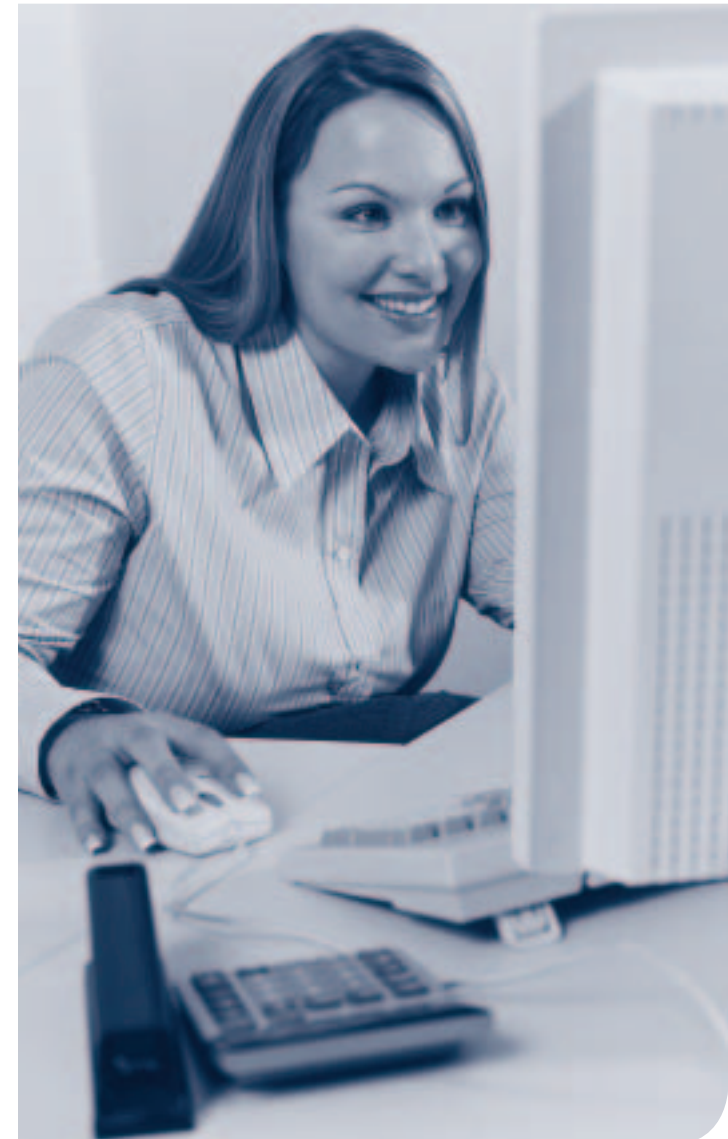
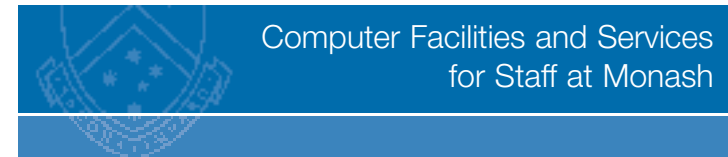
ITS Service Desk phone extensions

External calls – precede extensions with "990" (eg. 990 47777)

- Berwick 47777
- Caulfield 32777
- Clayton 51777
- Gippsland 26777
- Peninsula 44777

Service Status

- Website www.its.monash.edu.au
- Service Interruption Telephone Hotline: 27000



SERVICES MAP

Computer Resources for Staff
www.its.monash.edu.au/staff/

IT work environment

Desktop computing

- Software
- Computers and equipment

Mobile computing

- Wireless network
- PDAs

Web and Internet

- Internet access
- Web publishing

Communication tools

- Email and newsgroups
- Electronic calendaring

Off campus access to Monash

- Remote access setup
- Traveller's guide to IT
- IT security at home

IT security

- Computer accounts
- Passwords
- Virus information

IT training

- SAP/Callista training
- Online IT training
- Instructor-led courses

IT help

- ITS Service Desk
- IAS Service Desk (SAP/Callista)

Teaching support

- WebCT
- InterLearn
- Lecture theatre support

Telephone services

- Telephones
- Voicemail

Specialist computing

- High performance computing
- Research Master

Network services

- Fixed data network
- Wireless network

Audio visual services

- Video conferencing facilities

University systems

- Monash University Timetabling System (MUTTS)
- SAP
- Callista

Policies and Plans

IT policies

- IT Use Policy – Staff & Other Authorised Users
- IT Security policy
- Other IT policies

Projects and Plans

- IT Strategic Plan
- IT projects