IT Service Catalogue

The IT Service Catalogue describes all of the services offered by IT Services for Trinity College, University of Dublin. This brochure provides an overview of our services and to see view the full details for each service please see the IT Service Catalogue on our website: https://www.tcd.ie/itservices/general/service-catalogue.php

What is the IT Service Catalogue?

IT Services uses the professional discipline of IT Service Management as a way to ensure we have a customer-focused approach to delivering information technology for staff and students at Trinity. Having a Service Catalogue provides IT Services with a framework to structure IT-related activities and to define services that are of value to you in your work and study, thus allowing you to do business without worrying about underlying technology or IT infrastructure.

The IT Service Catalogue provides information about our services, including:

- description of each service
- information on how to access each service
- help and advice details for each service

IT services are arranged into 10 areas and this brochure contains an overview of the areas these services are broken into in our catalogue.
# Training & Development

Our IT training is delivered in a variety of ways, from traditional classroom training to online self study to 1-2-1 deskside coaching to help you use MS Office software for thesis production, presentations or data processing. The Student Administration System (SITS), online survey tool and many more software applications. We also help orientate new staff and students to find out more about IT in Trinity.

## My IT Services

We provide a number of services that are personalised to our staff and students. Popular services include your own IT Account username and password, tools to manage your password, access to the Internet for your computer and mobile devices and places to securely store your data files.

## Collaboration & Communications

We offer a variety of communication and collaboration services for Trinity, including:

- Student Email Service – MyZone
- Staff Email Service – Office365
- Office365 Pro Plus for all
- Email Mailing Lists
- Telephone Services

## Teaching & Learning

We provide the technology behind the virtual learning environment, provide and maintain PCs and Apple MACs in IT Services Computer Rooms and Audio Visual equipment, such as data projectors and microphones, in central College Lecture Theatres and Seminar Rooms. We also have podcasting and video conferencing services, as well as film and audio production facilities, including a video enabled classroom.

## Help & Support

Help and support services for staff and students include the IT Service Desk which can be contacted via phone, email, online or personal visit, TCDconnect Clinics which help students connect their personal computers and mobile devices to the College Network, our website which can be searched for FAQs, where you can see the daily news, updates and alerts from IT Services and find out more about the IT Services User and Support Groups which represent your views and feedback to IT Services.
Research IT
We provide support for Infrastructure services such as compute, storage, hosting and visualisation services to staff and student researchers. Our dedicated research IT support team provide expert points of contact for all research computing including code development, lecturing and training as well as bespoke consultancy and development.

Desktop & Software Services
IT Services provide support for around 5000 computers connected to the College Network running Windows and Apple operating systems. We also manage software portfolios for teaching & learning and provide software licence management for a wide variety of software used across Trinity. We also help to manage the software and hardware suppliers to the College.

Business Services
Our business services provide the IT management for the systems needed to keep Trinity working effectively, from major systems in areas such as HR, Student Administration, Timetabling, Estates and Facilities to Alumni and Sports. We provide data management, warehousing, validation, report writing and data analytics services

Technical Services
Technical services are those we need to ensure we have an underlying infrastructure on which to run IT Services for Trinity and these include managing
- Data Centres
- Wired and WiFi Network services
- Authentication services
- Server and storage hosting

IT Security & Governance
IT Security and Governance ensures our services are protected against IT security threats, that we maintain a disaster recovery and business continuity plan and comply with legal requirements around data handling.

If you need more information on the services described in this brochure do visit our website or contact the IT Service Desk
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