



Staff guide to IT services



University of
BRISTOL

Introduction

This booklet has been developed to help provide an overview of the IT facilities available to you and to give pointers to further information. In an institution as diverse as the University of Bristol we can't cover everything but we hope that the information provided here will be useful and will allow you to find out more.


The IT website has more information and links to our services, and our friendly IT Service Desk team can provide advice and support on aspects of computing at the University.

We are continually assessing our services and working with staff and students across the University to make sure we get it right. See the back of this publication for full contact details.

bristol.ac.uk/it-services

This publication includes services not directly managed by IT Services.

- **Web and New Media:** Communications and Marketing - Web and New Media Team. **bristol.ac.uk/web**
- **Blackboard:** Education Support Unit - Technology Enhanced Learning Team. **bristol.ac.uk/esu/e-learning**
- **Lecture Theatre Support:** Learning Facilities Management Team. **bristol.ac.uk/learningfacilities**

 This document is also available as a PDF from:
bristol.ac.uk/it-services/info/staff.html



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Getting started

When you start at the University you will be provided with a username and password to access personal computers, web-based services and tools. Please be aware that you should never give your password to anyone and the University will never ask you to divulge your password.

It is important to have a good understanding of the basic IT tools which are available and of any software you need to perform your job. Training is also available for a range of IT software (see page 15). In addition to this, you may be required to join various mailing lists and be given access to shared folders. Please discuss this with your line manager for clarification.

The University supports a set range of hardware and software, and provides advice and information for individuals to find their own solutions, for example personally-owned mobile devices. Local needs are catered for across the University and we suggest speaking to the IT Service Desk (*contact details on the back page*) for more information if you have particular needs.

Passwords – Single Sign On

What is Single Sign On?

Single Sign On (SSO) is a service which allows you to provide your username and password once to a trusted service and to have your identity securely, consistently and seamlessly provided to many web applications without the need to login again.

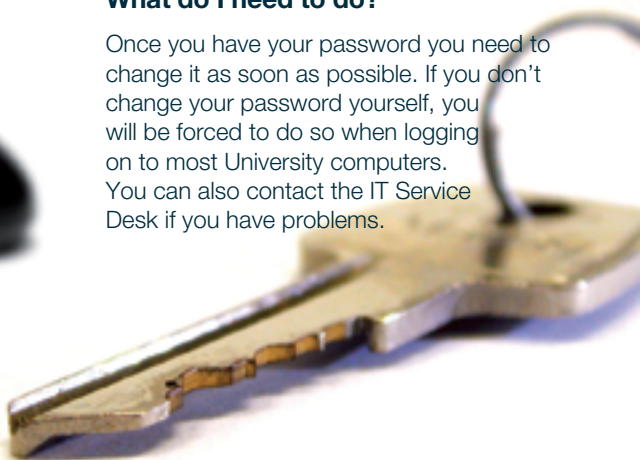
How do I find out my username and password?

You will be given them when you start at the University. If you have not received your password you can generate this yourself using the Password reset function at:

bristol.ac.uk/it-services/reset

What do I need to do?

Once you have your password you need to change it as soon as possible. If you don't change your password yourself, you will be forced to do so when logging on to most University computers. You can also contact the IT Service Desk if you have problems.



 New staff: **bristol.ac.uk/it-services/info/newstaff.html**
Passwords: **bristol.ac.uk/passwords**

Help and support

IT Service Desk

The Service Desk is the first point of contact for all IT enquiries and for notifying IT faults. The IT Service Desk is located in the Computer Centre (*see back page for contact details*).

Help us to help you

There are some sensible steps to take before contacting the Service Desk about an IT problem that will help us resolve your incident sooner.

bristol.ac.uk/it-services/contacts/helpus.html

Service Tags

Existing University of Bristol (UoB) hardware is labelled with a University tag. Please quote your Service Tag reference whenever you raise an incident with the Service Desk.

bristol.ac.uk/it-services/about/projects/service-tags

Status page

You can find updates on issues and planned maintenance of key services on the IT status page.



bristol.ac.uk/it-services/news/status

Zonal IT support

Local IT support is provided on a zonal basis. There are six IT Zones covering geographical areas of the University precinct and beyond.

Teams of IT support staff are based locally in each zone, ready to respond to requests from staff and students in that zone via the IT Service Desk.

bristol.ac.uk/it-services/locations/zones

The IT Services website provides information on IT services provided by the University. However, please check for local information on facilities unique to your location.



bristol.ac.uk/it-services/locations/zones



A full list of services is available via the Service Catalogue:

bristol.ac.uk/it-services/servicecatalogue



Staff skills – IT training

IT skills are a must in most lines of work and having more than a basic knowledge can be a great help. In addition, new systems and software can present challenges where advice, documentation and training can help.

IT Services provides free short hands-on courses, workshops and self-study learning resources. For information on resources for developing IT skills and to book on a course, visit:

bristol.ac.uk/it-services/learning

Mobile Device Clinic

IT Services provides a service called the Mobile Device Clinic for staff at the University.

- Help and assistance in connecting to University services such as Wireless, Email and Calendar
- Training and assistance on how to use the device, and applications that may be helpful for productivity
- Advice on where to go for further assistance if required.



bristol.ac.uk/it-services/mobileclinic

Data security

The University and individuals face constant risks from loss or exposure of business, personal or research data. Everybody in the University is responsible for safeguarding data, so it is vital to understand the issues and know how to protect yourself.

It is important to consider the security of your data to prevent:

- accidental or malicious damage/ modification to data
- theft or accidental disclosure of valuable data
- breaches of confidentiality agreements and privacy laws
- premature release of data, which can void intellectual property claims
- release before data have been checked for accuracy and authenticity
- irretrievable loss of data.
- Personal data means information about a living individual who can be identified from that information which is in, or likely to come into, the data controller's possession. Personal data can include not only items such as home and work address, age, telephone number and schools attended, but also photographs and library lending history.
- Sensitive data consists of information relating to racial or ethnic origin, political opinions, religious or similar beliefs, trade union membership, physical or mental health condition, or sexual life. Personal financial information is not classified as sensitive data under the Act, but should be afforded a similar level of security.

Any of these can cause serious damage to reputation or financial harm and some may represent a breach of the law.

In the Data Protection Act there are definitions of the two main types of data that require special consideration, personal data and sensitive data:

Other valuable or commercially confidential research and business data must also be carefully managed. While it is the loss of personal data which hits the headlines, the loss of certain research data could be equally damaging to the University. We use the term 'private data' to cover personal, sensitive and other sorts of data which should not be disclosed.

Computer regulations

The University of Bristol has policies and regulations to which everyone using the University's computing facilities must adhere.

These are in place to help ensure that your use of IT facilities does not break the law, cause harm to others or damage the reputation of the University.

Links to these regulations are available from the Information Security Policies webpage: bristol.ac.uk/infosec/policies

How can I tell whether data should be regarded as private data?

- For personal and sensitive data, read the definitions under the Data Protection Act **bristol.ac.uk/secretary/dataprotection/glossary.html**
- For other valuable data, refer to the University's Information Security website and in particular **bristol.ac.uk/infosec/uobdata/classifications**
- If in any doubt about how this applies to data in your area, contact your departmental data protection adviser **bristol.ac.uk/secretary/dataprotection/depts/advisers.html**

If you work from home

If you use your own home computer and also need to access private data, contact the IT Service Desk for advice. For example, don't copy private data onto non-University equipment; instead use the remote desktop to access the data and your filestore. That way the data stays on a University fileserver instead of as a copy on your own PC. You should not use your personal email address to conduct University business.

If you have a mobile device

Laptops and smartphones are particularly at risk of being lost or stolen. If you store private data on a mobile device you need to take extra precautions. Modern laptops and smartphones allow whole-device encryption, so that the data is unreadable if you lose the device.

➤ For more information visit:
bristol.ac.uk/infosec

Email

It is easy for emails to be forwarded on, addressed to the wrong person or intercepted. Don't send private data by normal email. A much better alternative is to store it on a filestore set up with access for the right group of people, and then send them a link to the location by email. Another alternative is to strongly encrypt a file before you attach it to the message.

Working with Cloud or consumer services

There are many useful services available over the Internet ('from The Cloud') which anyone can sign up for as a consumer – for example, Skype, Doodle or Dropbox. But first consider the sort of data you might store on the service. What would happen if the data were to be disclosed or the service were just to disappear?

The University uses some services, notably Gmail, Google Calendar and Google Drive, to provide key services across the board. We do this by assessing the supplier's security, and agreeing a contract which protects our data. It is likely that we will adopt more corporate Cloud services in time, but we recognise that individual requirements will still continue and develop. See our advice at **bristol.ac.uk/itservices/advice/cloud**

Key links

- For more advice visit:
bristol.ac.uk/infosec
- Reporting lost or stolen data/hardware
bristol.ac.uk/infosec/uobdata/reportloss/

The University of Bristol's interactive information security tutorial is mandatory for all staff.
bristol.ac.uk/infosec/training/

Communication and collaboration tools

Google Apps for education

Gmail

Email at the University is provided by Google.

The advantages of this service include:

- 30GB storage across Gmail and Google Drive
- easy access anywhere via the Gmail interface on the web
- mobile access
- ease of collaboration and communication with colleagues within and outside the University.

Remote access

Setting your Google password

If you wish to connect your mobile devices to University Google services, or you wish to access your account from gmail.com, you will need to first set a Google password. You can do this, and change it at a later date, via bristol.ac.uk/passwords

Can I access email at home?

You can access your email via the web. We recommend using the Google Chrome browser to access Google services online. You can also access your University email via the University portal, MyBristol (see page 12).

Can I access my email account and send emails via my smartphone?

You can set this up for iPhone, Android and other popular devices by following the guides at bristol.ac.uk/it-services/mobile



Mailing lists

Mailing lists can be created using the Sympa service (see *the email website below*). It is highly likely that you will also need to join a mailing list(s) as part of your role and you can manage your mailing list subscriptions via Sympa.

Google Calendar

Our online web-based calendar is provided by Google and allows you to:

- share your schedule and see those of other University staff
- view your calendar on Apple, Android and Microsoft devices
- book meetings with external colleagues.

Google Drive

In addition to our centrally hosted filestore (see page 14) you also have access to the online web-based file storage, collaboration and online editing tool, Google Drive. This allows you to:

- store any file type and have it accessible wherever you have a web browser
- have multiple people edit a document at the same time, in real time
- share any file to any person, anywhere in the world – as long as they have an email address.



For more information visit: bristol.ac.uk/google-apps

Microsoft Office 365

Microsoft Office 365 lets you access Office applications on-line and on many different devices. Office 365 also provides OneDrive for Business, a secure cloud storage service. Storing documents in OneDrive for Business allows you to access a document from different devices.

For more information visit:
bristol.ac.uk/office365

Bristol Online Survey Tool (BOS)

Bristol Online Surveys (BOS) is the University's preferred online survey solution. Designed and built by members of Bristol University's IT Services. IT is an easy-to-use tool that allows you to develop, deploy, and analyse surveys via the Web.

BOS is available throughout the University, usually by requesting access to an existing academic or service-administered account.

For more information about BOS, and to request details of your nearest BOS account, contact the Bristol Online Survey team at bos-support@bristol.ac.uk

BOS: survey.bristol.ac.uk





Telephone

The University has a comprehensive telephone network that serves all areas of the campus.

We operate 19 telephone exchanges and have over 12,000 extensions. A range of services is available including audio conferencing, voicemail and procurement of mobile phones and 3G dongles.

For more information visit:

bristol.ac.uk/telephones

Video conferencing

The University has six centrally-supported video conference facilities that can be booked by contacting **video-conferencing@bristol.ac.uk**

Mobile

You can access the University wireless network, and email and calendar services on smartphones, tablets and other mobile devices.

Extensive instructions on how to set up your devices are provided for the main platforms. We can provide limited support for other devices via AskIT (*see the back page of this booklet*).

For all the available support options, go to **bristol.ac.uk/it-services/mobile**



bristol.ac.uk/it-services/mobileclinic

Web and new media

Owning and managing University websites

If you need to update an existing website, you should contact the website administrator. They will be able to add you to the list of site publishers. If you aren't sure who the site administrator is, contact the Web team in the Public Relations Office. Training is available for all web publishers: **bristol.ac.uk/style-guides/web/training**

If you want to create a new website, you will need to complete a website proposal form. This will help the Web team understand why the website is needed and how it fits into the University's web presence. If your proposal is successful, you can move on to the next step: **bristol.ac.uk/style-guides/web/management/**

If you want to restructure and rewrite your content without interfering with your live website, you can request a development site that is completely separate from your live website. Contact the Web team, supplying the following information:

- the name and web address of the website you are replacing;
- the name of the site administrator, ie the person who will manage the website;
- if applicable, which faculty, school or department the website belongs to.

Archiving a website

Please let us know if an entire website or group of web pages needs to be removed from the web or whether they just need to be flagged as no longer being updated. Any websites or web pages that are removed need to have their URLs redirected to a new location.



Web team contacts

bristol.ac.uk/style-guides/web/contacts/

Telephone: **0117 331 8154**

Email: **web-editor@bristol.ac.uk**



For more information visit: **bristol.ac.uk/style-guides/web/**

Using social media

Blogs, microblogs and other social media tools offer greater flexibility in terms of content, tone and timeliness, compared with more formal websites and newsletters. They are a less formal and more discursive way to communicate between project or service teams and users or stakeholders.

If you are thinking of using any of these social media services, please contact the Web team in the Public Relations Office. We will be able to give you advice on finding the right social media tools and spaces for your audience, and will be able to give you advice on how to get started.

Blogs

A blog is an online diary with comments and opinions on any subject, and can include links to other websites. Most new blog pages are automatically stamped with the date and time of their creation, which reinforces the perception of blogs as journals.

At the moment there is no supported blog service.

Wikis

A wiki is a website that allows the easy creation and editing of web pages via a web browser. Wikis are a good tool for collaborative project work.

For more information, see bristol.ac.uk/itservices/applications/wikis

You can also see who is using wikis on the Confluence wiki dashboard wikis.bristol.ac.uk

Social media guidelines

Specific guidance can be found on our 'Making use of social media' page: bristol.ac.uk/style-guides/web/how/social/

Who's using social media?

Links to official University pages on Twitter, YouTube, etc can be found on our social media page bristol.ac.uk/connect



 Web team contacts:
bristol.ac.uk/style-guides/web/contacts/
 Telephone 0117 331 8154

MyBristol

MyBristol is the University web portal and provides a gateway for staff to University tools and information. It supplies personalised information and you have the ability to customise the content.

What will you find in MyBristol?

The portal provides access to a wide range of services and links to information, with new content added regularly. Some examples of the tools and information you'll find in the portal are:

- Email
- Calendar
- Google Drive
- Microsoft Office 365 online
- Business tools
- Timetables
- Contact Directory
- 'Quicklinks' to key information
- News and announcements
- Remote Desktop

You can access MyBristol from anywhere in the world and you only need to remember one web address. After you have signed in, there is no need to subsequently re-enter usernames and passwords.

You can customise your portal to show the information that is most relevant or interesting to you. Simply delete channels, or drag and drop to move the most useful ones to the top of the page. You can also add your own links in the Quicklinks channel.

Can I use the portal to communicate with staff and students?

The portal provides the opportunity to post announcements to specific groups of both staff and students across the University. It is a central gateway for students to access key services, links and announcements.

If you are providing services to staff and students (particularly involving a web-based application using Single Sign On), a channel in the portal is also the way to provide easy access.

For more information please contact the IT Services Desk (*see back cover for details*).

Mobile access to information

MyBristol also provides a mobile version which you can access by visiting the website on a browser on your smartphone. You can simply add a link to your homescreen for quick access.



bristol.ac.uk/mybristol



Access

The University offers a range of routes to online information for staff and visitors.

Wireless



The eduroam wireless service provides convenient access to University resources and the internet, using your laptop or mobile device.

How do I start using wireless?

The first time you want to connect, pick **Bristol-WiFi-Setup** from the list of available wireless networks. Then go to **wireless.bristol.ac.uk/staffconnect** and follow the instructions provided to configure your computer to connect to eduroam.

Where is wireless available?

There are hundreds of wireless hotspots in various locations all around the University. See the website for a list and map of locations. Once your computer is set up for eduroam, you can also connect to it when visiting any other University that is part of the worldwide eduroam community.

How do I use wireless in future?

Your computer will automatically connect you to eduroam when you're at a wireless location.

Can I connect elsewhere?

Once set up for eduroam at Bristol, your computer will also automatically connect you at any of the other institutions in the eduroam federation worldwide.

Having problems?

Visit **wireless.bristol.ac.uk/help** to get help and support.



For more information on the wireless service visit: **wireless.bristol.ac.uk**

For more information on remote access visit: **bristol.ac.uk/offsite**

Offsite

Staff Remote Desktop

The Staff Remote Desktop allows you to access a University desktop from any computer with an internet connection. You will have a full desktop, with Microsoft Office and other common software, which works in exactly the same way as if you were sitting at a computer on campus. Files stored in your MyFiles space are automatically available.

To access the Remote Desktop see **bristol.ac.uk/staffdesktop**

University of Bristol Virtual Private Network (VPN)

With the VPN you can set up a 'tunnel' to access University network resources from your home computer off-site. It's used to access some filestores and other services.

However, the VPN should not be relied upon for essential work if you are going to be connecting from a new location. This is because some Internet Service Providers block the VPN, so if you haven't tested it, don't rely on it!

Instructions to set up the UoB VPN:
bris.ac.uk/it-services/advice/homeusers/uobonly/uobvpn/

Off-site Proxy

The Off-site Proxy provides an easy way to access a large number of electronic library resources when you are working away from the University. You will need to perform a short, one-off, set-up operation on your computer. Full instructions are available from: **bris.ac.uk/it-services/advice/homeusers/webcache/auth/**

File storage

Filestore

All staff have space on a network drive, the O: drive, also known as MyFiles. This is intended as your 'home folder' where you can save your work in progress. Academic staff currently have at least 100GB of space and professional services staff at least 50GB.

This is the easiest place to store your files because it is easily accessible. You should be able to access the drive on your office computer, a computer in a teaching lab or computer room, and via the remote desktop.

This networked filestore is regularly backed up so your data will always be safe. Don't store files on your desktop PC, as these aren't backed up and so you could lose them if your PC develops a fault.

What if I need more space?

Some departments provide extra working filestore for staff. In addition, the University has invested £2 million in research data storage with the BluePeta facility (see page 19). Research Principal Investigators can apply for terabytes of space.

See www.acrc.bris.ac.uk/acrc/storage.htm

How do I access the filestore from the wireless network?

For instructions visit: bristol.ac.uk/it-services/applications/filestore/byod/



Can I access my files from a home computer?

If your files are stored in MyFiles you can connect to the Remote Desktop to access your files. If you want direct access from your homecomputer to a departmental filestore or MyFiles you'll need to set up the UoB VPN (*see page 13*).

How do I share files with other people?

To circulate a file to a group of people, you can use Google Drive (*see page 7*). For long-term sharing internally, there are shared folders already set up for different groups and departments. Please ask in your department what's relevant for your role.

For more information visit:

bristol.ac.uk/it-services/applications/filestore



Software

All staff are provided with access to a range of software.

Software installed on University computers

Each University computer has a set of software which is included with the 'University standard build' (which is for the Microsoft Windows operating system).

This standard build will apply to every University PC and to all 'desktops', whether delivered on a PC, via a thin client or via the remote desktop. The remote desktop will also contain a large number of other common applications, some of which may be subject to access restrictions because of licensing limitations.

Software for personally owned computers

Several packages provided by the University are available on staff personal computers. Some software packages are restricted to departments or on the basis of employment status or usage.

How do I get Microsoft Office at home?

Staff can install up to 5 free copies of Microsoft Office on personally owned computers.

For details visit:

bristol.ac.uk/office365

How do I get anti-virus software?

If you have a home computer running Windows it is essential that you have anti-virus software to protect it. Microsoft Security Essentials (MSE) is a free anti-virus package from Microsoft. We recommend MSE for all staff and student personally-owned computers running Windows 7.

What other software is available?

There is a wide variety of specialist software to help staff working in particular departments. Your department will let you know if this is the case. This software may also be available via the remote desktop. There is also a range of free or low-cost software that may assist you in your work. More information can be found on bristol.ac.uk/software

Corporate systems

There are a number of systems in use for the effective management of Finance, HR, Research and Student processes.

A full list of applications is available from IT Services' Service Catalogue: bristol.ac.uk/it-services/servicecatalogue

Your computer

A standard University computer is called a *Managed System*. Most University computers are now Managed Systems. You can find out details about how your computer works at the University by visiting: bristol.ac.uk/it-services/advice/managedsystems/

Hardware

Purchasing hardware at work

IT Services provides support to staff in their purchase of IT equipment paid for either by the University or from research grants.

If the recommended equipment is not suitable for your needs, you should contact the IT Service Desk to request advice from IT Services staff in identifying other solutions and where necessary outline the implications for individuals and departments of using bespoke solutions.

bristol.ac.uk/it-services/advice/hardware/purchasing

Support for personal hardware

IT Services does not provide support for personal hardware. Please note that support for personally owned smartphones and tablets is available via the Mobile Device Clinic (see page 4).

Staff do qualify for a discount from Dell for the purchase of consumer products.

For hardware advice go to bristol.ac.uk/it-services/advice/hardware/purchasing

Teaching and learning

Blackboard

Blackboard is the centrally supported online learning environment.

Blackboard provides a range of tools for communication, collaboration, and assessment, as well as offering an online area for resources such as course notes, presentations and reading lists.

All staff have a small personal storage space in Blackboard (My Content). Staff can also use Blackboard Community Spaces for social societies or group activities – simply send your community space request to the Blackboard service desk: bristol.ac.uk/esu/e-learning/support/tools/blackboard

How do I login?

You can access Blackboard through the University portal, MyBristol (see page 12) or at the web page below. Simply enter your University username and password to log in.

Mobile access

All students and staff have access to Blackboard Mobile TM Learn, which makes a range of Blackboard information, tools and activities more easily accessible on mobile devices.

To access Blackboard go to:
ole.bristol.ac.uk

For information on training opportunities:
bristol.ac.uk/esu/e-learning/support/workshops

Support is provided by Education
Support Unit: bb-help@bristol.ac.uk

Electronic library resources

The University of Bristol purchases and subscribes to thousands of electronic journals, electronic books, and research databases. Because of the terms of licence agreements, use of these resources is protected from the public internet, though access is made available to University of Bristol staff.

Subject Librarians

Subject Librarians, working closely with academic colleagues, plan and develop library resources, collections and services, and provide library and information skills training, to meet the needs of staff and students of the University.

Subject resources and support, including contact details for Subject Librarians, can be found at:

bristol.ac.uk/library/support/subjects

For more general information and advice about electronic library resources go to:
bristol.ac.uk/library/resources/eresources

Lecture Theatre Support

Learning Facilities Management (LFM) manage all standard (non-specialist) teaching rooms across the University and provide audio-visual support to all University rooms. **Urgent IT/AV facilities support: 0117 9288 288 (internal 88288, 8.30am–5.30pm).**

bristol.ac.uk/learningfacilities

Research

High Performance Computing (HPC)

BlueCrystal is the University's High Performance Computing (HPC) machine. We have two systems, BlueCrystal Phase 2 and BlueCrystal Phase 3. All HPC users are registered on both systems.

The new Phase 3 system is five times faster in pure peak speed than the older Phase 2 system and therefore represents a giant step up in processing power for the University. It is also a more heterogeneous design than its predecessors, comprising:

- 223 base blades each with 16 x 2.6Hz SandyBridge cores, 64GB RAM and a 1TB SATA disk
- an additional 100 base blades that can host dual GPGPUs. At present we have 76 NVIDIA K20 in 38 nodes
- 18 large memory nodes, each with 256GB RAM. These can be configured as stand-alone systems or combined using ScaleMP software to provide a virtual SMP system with up to 4TB RAM.

Why use BlueCrystal?

If you are finding that it takes several days or longer to run a job on your desktop, then BlueCrystal can help you, by enabling you to run on many processors at once, either running many serial jobs or one large parallel job. We can advise you on how to maximise use of BlueCrystal to facilitate your research.

How to apply

All users need to complete the application form acrc.bris.ac.uk/loginarea/apply.cgi giving a brief summary (not more than 500 words) of the research they wish to undertake, what the impact of the research will be,

why they need to use the HPC facilities, how many hours of computing time they anticipate they will need and over what period of time. If you have difficulty in applying, contact the Academic Research Facilitator in the ACRC who will arrange for your application to be processed.

The machine currently operates under a fair share policy and no charge is made for general access. However if you have a large request for resources, please contact the High Performance Computing team to discuss possible charging models.


Support available

BlueCrystal user guide: www.acrc.bris.ac.uk/acrc/pdf/bc-user-guide.pdf

If you cannot resolve a problem, you wish to install new software or you need help, you can email hpc-help@bristol.ac.uk. Full details are available on the support page. We run a programme of HPC workshops. Details are available below.

Training: www.acrc.bris.ac.uk/acrc/training.htm

Support: www.acrc.bris.ac.uk/acrc/support.htm

 There are links here for all three systems and to their respective user guides: acrc.bris.ac.uk/acrc/hpc.htm

Research Data Storage Facility

The University Research Data Storage Facility (RDSF) provides an integrated resilient petascale facility, available to researchers from all disciplines, with the capacity to expand as demand increases.

The data storage is a mix of:

- volatile storage on disk – a single copy held on a redundant array of independent disks (RAID) 6 device in one geographical location.
- mirrored storage (where data which has to be available at all times and also cannot easily be replaced) – held on RAID 6 devices in two geographically separated places (the High Performance Computing (HPC) machine rooms in Merchant Venturers Building (MVB) and Physics)
- a number of resilient storage options, ranging from traditional backup to off-site tape storage or off-site disk mirroring of data, are currently being explored.

Costs

Whilst there are charges for using the Facility, 5TB of disk storage per Data Steward is provided free of charge. Requests above 5TB of disk storage per Data Steward will be charged based on the requirement and how many copies of the data are required to be held on disk. Current pricing is available on the Advanced Computing Research Centre website: acrc.bris.ac.uk/acrc/storage.htm

If you anticipate needing more than 5TB of disk storage, a request for funding should be included in your grant applications.

How to apply

The Principal Investigator will need to complete the Application Form to be a Data Steward acrc.bris.ac.uk/storagearea/apply.cgi and then the project application form acrc.bris.ac.uk/storage-area/apply-project.cgi, detailing the amount of storage required and giving a brief description of why you need to use the storage facility, why the data should be stored and for how long. Each applicant will be given the notional cost of the storage that they are applying for.

If you have a Data Management Plan (DMP), it would be helpful to submit it with your application. For help and advice with data management planning see the section on the [data.bris](http://data.bris.ac.uk) Research Data Service.

Information and help

The policy, terms of use and FAQs are all available on acrc.bris.ac.uk/acrc/storage_application.htm

Once you are using the facility, if you cannot resolve a problem or you need help, you can email hpc-help@bristol.ac.uk

If you should have difficulty in applying, then contact the Academic Research Facilitator in the ACRC, who will assist you in completing the application form.

data.bris – Research Data Service

The data.bris Research Data Service is a Library-led collaboration with IT Services and Research and Enterprise Development (RED).

What is research data?

Research data is digital information which has been created as a direct result of undertaking research. It excludes administrative and teaching materials. Research data comes in an endless variety of formats, including the following: Word documents, PDFs, spreadsheets, scanned lab books, online surveys, digital recordings, databases and computer software.

What is research data management?

Research data management often involves:

- at the start of a project, creating a data management plan (DMP) which is submitted along with a research funding application
- during a project, storing research data safely and securely, and sharing it with authorised research collaborators
- at the end of a project, sorting data, documenting it and making a selection available to the public for a given number of years.

Why manage research data?

Properly managing research data increases its value, improves research visibility and increases research citation rates. Also, recent policy changes made by research funders and academic publishers mean that research data management and sharing is often required as a condition of funding.

How can the data.bris Research Data Service help?

The Research Data Service provides advice, training and one-to-one planning sessions to anyone engaged in research data management across the University. The management of research data often has implications in several areas, for example: FOI and data protection, data security, storage, ethical planning and IPR. The Research Data Service team works with many other parts of the University in order to harmonise all these concerns and provide a central point of advice: **data.bris.ac.uk/research**.

Each lead researcher in the University is entitled to 5TB of secure data storage (see *the section on the Research Data Storage Facility for more information*). The data.bris Research Data Repository **data.bris.ac.uk/data** also allows researchers to publish their data and make it available in the long term through a unique and citable digital object identifier (DOI).



If you'd like to know more email:

data-bris@bristol.ac.uk or visit **data.bris.ac.uk/research**

Research IT

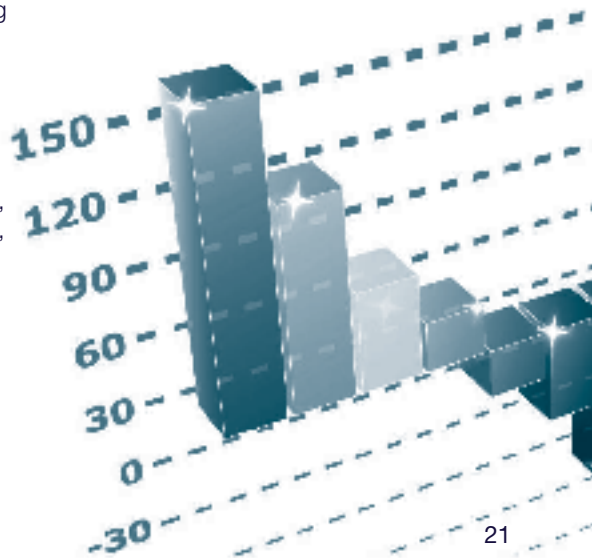
Research IT provides guidance and support for University of Bristol researchers who need specialist IT for their research. The service is led and directed by the Research IT Executive (RITE).

We are always happy to discuss new ideas with individual academics, research groups, departments, schools, and faculties. Recent examples of partnerships on research projects include:

- Map your Bristol – a mobile ‘app’ and online mapping tool that allows people to explore and co-create Bristol’s history, heritage and culture through the eyes of local communities.
- Visualising China – a collaboration with Historical Studies at the University, giving users the opportunity to explore and interact with more than 8,000 digitised photographs of China taken between 1850 and 1950.
- A low-cost survey tool (Bristol Online Surveys – see page 8) to support data capture, feedback and analysis.
- Hardware, networks and data - help with purchasing standard and specialist computers and hardware, connecting research equipment to networks and computers, storing research data, custom networks.
- Communications - how to co-ordinate and communicate your research using specialist websites, social media, collaboration tools, sharing and publishing systems.

How can we help?

- Proposal support - help with the IT aspects of research proposals such as: writing technical proposals and data management plans, finding the right IT specialists and technologies, confirming IT costs.
- Software and programming - help with software or programming to support your research, including: specialist software purchasing and licenses, installation and setup, software training, programming support and consultancy, software development projects.



Find out more at:
bristol.ac.uk/rit



IT Service Desk

Web self-service:

servicedesk.bristol.ac.uk/tas/public

Email: **service-desk@bristol.ac.uk**

Phone: **0117 92 87870** (internal 87870),
weekdays, 8am–5.15pm

Counter service: weekdays, 9am–5pm

Computer Centre
5 Tyndall Avenue
Bristol
BS8 1UD
UK

*(See page 3 & 4 for details on help
and support)*

Sources of IT information:

IT website news:

bristol.ac.uk/it-services/news

IT status page:

bristol.ac.uk/it-services/news/status

Service Catalogue:

bristol.ac.uk/it-services/servicecatalogue

IT bulletin:

bristol.ac.uk/it-services/it-bulletin

Facebook: **facebook.com/uob.it**

Twitter: **twitter.com/BristolUniIT**

Educational Support Unit:

bristol.ac.uk/esu/

Learning Facilities Management:

bristol.ac.uk/learningfacilities/

This publication was produced in February 2015 and the contents were correct at the time of printing. However, things change so please refer to the website for current information.

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