

End of year report

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Chapter 1

Organization

Assume we know nothing & take a funnel approach. Start broad i.e. brief history & size of university, how it is distributed, no. of departments, IS structure, your team within IS, your place within the team

I worked in Aberystwyth University IS department. Whole university departments were restructured recently as part of a new strategic plan. Seven new Institutes were established which will house all current departments. There are 17 academic departments and 27 service departments. Aberystwyth University was founded in 1872 and changed its name since then a few times.

I will describe how the IS looks like inside, mainly I will focus on the technical groups, but I will give a short overview of the other groups as well. On Figure 1.1 you can see IS

1.1 ICT Support

1.1.1 Media & Technical Services

The group that I am based in falls under IS -> ICT & Customer Services -> ICT Support and is called 'Media & Technical Services'. It is defined as a group responsible for the software and hardware upgrades and repairs a wide variety of ICT equipment types. It also provides multimedia services and supports ICT equipment within teaching spaces. This means that all computer relevant hardware repairs are done within this group, it includes internal repairs (the equipment owned by university) as well as repairs for external customers (staff, students, members of public). The members of this group also provide technical support for lecturers who are teaching and experience any issues with their teaching equipment.

1.1.2 Systems Support

This group is responsible for all the aspects of PSV workstations, including software licensing, purchasing, management and implementation for Information Services and many departmental products. It makes backups for most of the University's systems and maintains two main server rooms - one in Penglais and one in Gogerddan. It also provides second/third line software support for the help-desk/workshop.

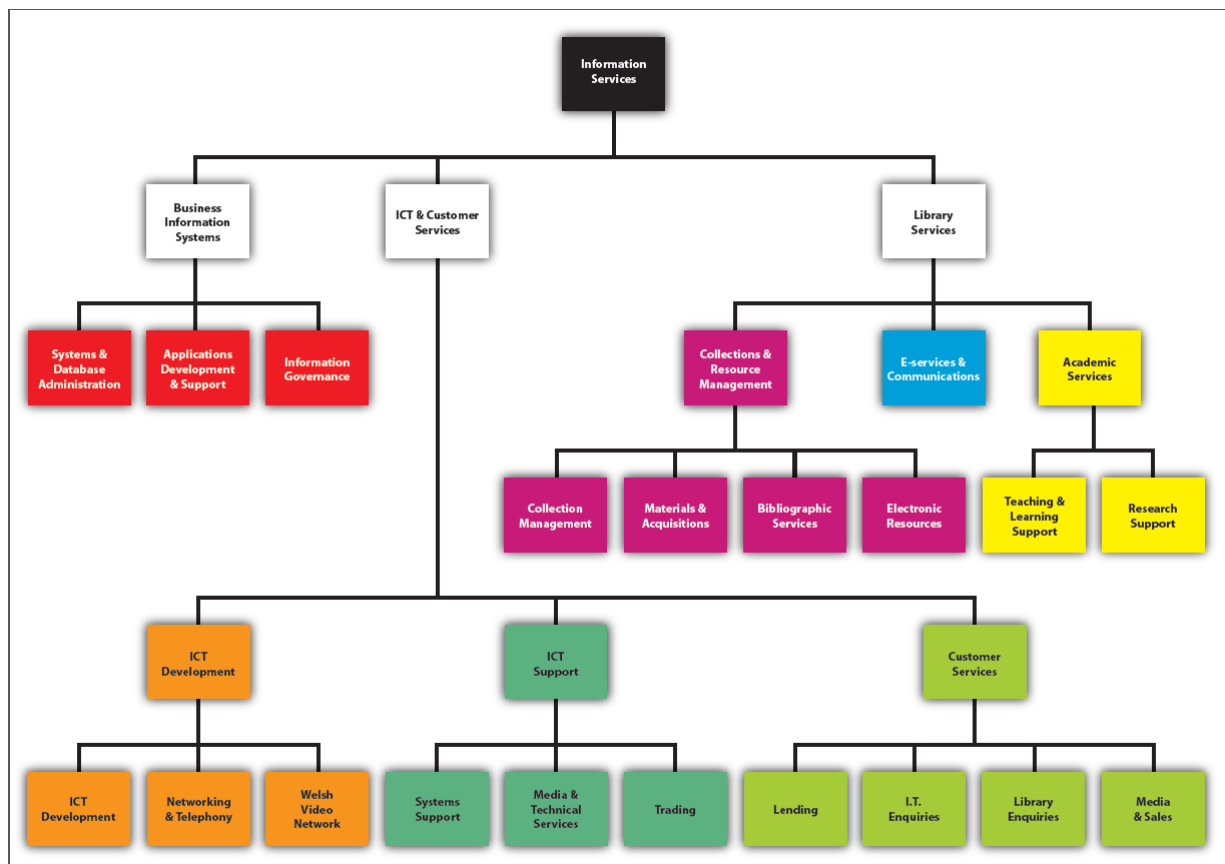


Figure 1.1: IS hierarchy tree

1.1.3 Trading

Offers a wide range of computers, laptops, media equipment and peripherals for sale to University Departments, individuals and external customers. Prices are generally competitive and are often at specially negotiated educational terms and/or with extended warranties for the members of the University,

1.2 ICT Development

Designs and implements systems and services for IS, other University departments, and external bodies. Also develops, implements, trains and supports IS users on bespoke software and ensures existing systems are efficient and cost effective. This includes Network and Telephone service design promoting standardization and centralization and managing improvements and information security incidents.

1.3 Customer Services

Provides Lending, ICT enquiries, Media & Sales and Library Enquiry services for staff, students and visitors. Monitors the responsiveness and effectiveness of front-line services, ensures services best meet users' needs and promotes awareness of IS enquiry and front-line services. It also manages services and staffing for Freshers' Weekends and students' induction programmes.

I will give more details on I.T Enquiries group, where other IYs are based, since I work a few hours a week in this group as well as working for the Media and Technical services.

1.3.1 I.T Enquiries

The first point of contact for face-to-face and online IT enquiries for all Information Services users. Troubleshoots any problems users experience with accessing or using Information Services services and resolves them or refers them as appropriate. Also supports the Public printing service, facilitates access to Information Services services, and such as email accounts, Aber cards, computing network, and printing and represents our users within IS e.g. presenting user feedback at meetings or user testing new services.

There are also two other main groups called "Business Information Systems" responsible for development and support of the systems and processes required to maintain Admissions, Student Records, Finance, HR, Payroll and other associated business functions of the University.

1.4 BIS and LS

There are also two other main groups called "Business Information Systems" and "Library Services". BIS are responsible for development and support of the systems and processes required to maintain Admissions, Student Records, Finance, HR, Payroll and other associated business functions of the University. LS looks after all education materials: books, journals, articles as well as after education's software systems like blackboard.

Chapter 2

Technical environment

Pretend we know nothing! We need to get a feel for what people/ applications/ hardware you support, your work environment , standard machine spec. I know some of you use Sunrise, reg, astra so if you don't describe these you'll lose marks. There will be others I have forgotten!

2.1 Interzone

Interzone is a web based application that is used to manage records of network equipment in Aberystwyth University. On the main page you can see blank boxes in which you enter the information and search for record that contains specified information in it. You can search by IP address, MAC address, Owner's login, computer name etc. On the figure 2.1 below you can see main Interzone page.

Figure 2.1: Main Interzone Page

On figure 2.2 you can see Interzone record for my computer.

It contains various information about the owner, owners department, telephone number (if there is one), VLAN, IP and MAC addresses, you can also see who

[Search/Edit](#)
[New machine](#)
[History](#)
[Visualisations](#)
[Reports](#)
[Statistics](#)
[Wish List](#)
[Change Control](#)
[Logout](#)

Enter a search term into one of the text boxes. You can choose different search types by selecting from the radio buttons at the side.

Owner	Edgar Ivanov (edi1@aber.ac.uk)	Edit
Owner's department	infoserv	Edit extra names
Room number	Workshop	Delete
Building	Llandinam	Enable Roaming
Phone number	1772	Enable Intermittent
Address Range	IS Staff (Llandinam)	Enable NetBoot
VLAN	Information Services - staff Llandinam (120)	Block DHCP
Suspected OS	Microsoft Windows Vista	Ping machine
Downstream from	Unknown	Send WakeonLAN packet
Last pinged	2013-03-07 16:53:02 (last tried 2013-03-17 16:53:09)	Check DHCP log
24 hour external traffic	107.1MB	Check DHCP log by MAC
Last DHCP lease	2013-03-19 08:32:49	Check Radius log
IP address	144.124.20.86	Check Radius log by user
Subnet Mask	255.255.252.0	Bulk clone
Default gateway	144.124.23.254	View history
Machine name	ws0385.aber.ac.uk	
Machine type	PAU domain member	
Ethercard type	Intel Corporation	
MAC address	0019d1599563	
Serial number		
Last modified on	2012-10-03 13:10:58 by edi1	
Record created on	2012-10-03 13:10:58 by edi1	
Notes		
User-submitted notes		

Page generated for edi1 on 144.124.20.86.

Figure 2.2: Machine record

created this record and when it was last modified.

Chapter 3

What I did

Describe your 'routine' weekly duties. Spend a bit more time on areas where you have responsibility or have put in effort e.g. summer builds, FAQs, summer course registrations, any exploratory projects or mini-projects you may have been given to name a few

Chapter 4

Critical evaluation