

NUIT Support for Online Exams May and August 2020

Service	Normal Hours (UK BST)	Exam Period (UK BST)
IT Service Desk	NUIT 8 am - 5 pm Monday to Friday NorMAN Out of Hours Service – all other times	Unchanged.
Blackboard	NUIT 9 am - 5 pm Monday to Friday	Normal support plus: - On-call support 5pm to 10 pm Monday to Friday
TurnItIn	Students – calls go to IT Service Desk Academics – calls go to LTDS 8am to 6pm Monday to Friday	LTDS will provide support for students during normal hours if issues cannot be resolved by IT Service Desk
Canvas	Support is direct from Canvas via IT Service Desk (including OOH). Canvas support operates 24 hours a day, 7 days a week	No change
NUIT infrastructure and applications support	NUIT 9 am – 5 pm Monday to Friday	Normal support plus: - <u>Monday - Friday</u> On-call 7 am – 9 am On-call 5 pm to 10 pm <u>Saturday</u> On-call 7 am to 10 pm <u>Sunday</u> On-call 7 am to 3 pm
Library Systems		On-call support Monday – Saturday 7 am to 10 pm Sunday 7 am to 3 pm

All issues must be logged with the IT Service Desk who will triage the issue and involve the support teams as required.

Students will generally be using their own (or on-loan) equipment and internet connection. The IT Service Desk will offer help and advice to students who have issues with their own (or loan) equipment, but they may not be able to resolve them if issues are local to the student.

Definitions

Normal support – NUIT has colleagues working “as usual” during those time periods to respond to any incidents raised via the IT Service Desk (including the OOH service). “As usual” in this context means “working in the office” (where necessary and safe to do so) and “working from home” (where necessary or possible).

On-call – Colleagues will be available to respond to major system failures only. They will not respond to single user issues etc.
