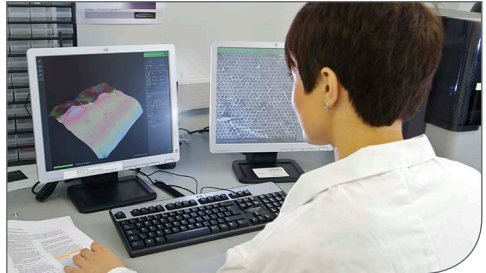


Managers' guide to

# Information Systems Services



**Information Systems Services provides Lancaster University's IT services. We have a range of high quality services to support learning, teaching, research and administrative activities.**

Access IT service information on our website [lancaster.ac.uk/iss](http://lancaster.ac.uk/iss)

Follow us on Twitter [@ISSLancaster](https://twitter.com/ISSLancaster)

Get IT help and support from the ISS Service Desk  
[lancaster.ac.uk/iss/help](http://lancaster.ac.uk/iss/help)

Find out how you can work in partnership with us  
[lancaster.ac.uk/iss/it-partners](http://lancaster.ac.uk/iss/it-partners)

Provide your feedback about IT services to any member of the ISS Leadership Team. Contact details are shown on the back.

# Our Services...



## ...for Staff

Essential IT services for staff include email, printing, office phones, software, file storage, and technology for messaging and meeting online or working from home. We support teaching through the provision of Moodle learning spaces, and presentation and recording technology in teaching spaces.

We work closely with other Professional Services departments to provide key information systems such as Agresso (finance) LUSI (student information), and Core (HR).

[lancaster.ac.uk/iss/staff-services](https://lancaster.ac.uk/iss/staff-services)

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## ...for Students

Essential IT services for students include the ResNet network in student rooms, eduroam wi-fi, Student Portal, iLancaster mobile app and hundreds of software packages available on over 1,100 computers in PC/Learning Labs and departments across campus.

[lancaster.ac.uk/iss/student-services](https://lancaster.ac.uk/iss/student-services)

# Our Services...



## ...for Researchers

In partnership with the Library and Research & Enterprise Services we provide support for initial grant application including data management planning and security advice, provision of high performance computing facilities, scalable data storage and server virtualisation services.

We license research related software applications (eg Matlab), and support the underpinning research information systems (Pure) and tools for viewing, analysing and comparing research data (SciVal).

[lancaster.ac.uk/iss/research-services](http://lancaster.ac.uk/iss/research-services)

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## ...for Visitors

Visitors to the University can get access to the Internet using our Visitor or edu roam wi-fi services, and can download the iLancaster mobile app to get relevant services through the City, Coast and Countryside or Love Lancaster (Open Day) profiles.

[lancaster.ac.uk/iss/visitor-services](http://lancaster.ac.uk/iss/visitor-services)

# ISS Leadership Team



## **Dr Paul Harness, Director**

Overall responsibility for ISS and the University's Digital Lancaster strategy.

✉ p.harness@lancaster.ac.uk ☎ 10187

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## **Chris Dixon, Head of IT Partnering and Innovation**

Responsible for strategic liaison between ISS and Deans, Directors and Heads of Departments. Also oversees the Innovation and Mobile Development teams.

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## **Rachel Figelstone, Head of IT Support**

Responsible for the ISS Service Desk, digital fluency and IT marketing.

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## **Dr Graeme Hughes, Head of Faculty IT**

Responsible for IT service delivery in Faculties and Professional Services, including management of audio visual facilities in teaching spaces and PC/Learning Labs.

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## **Mark Jameson, Head of Technical Infrastructure Group (TIG)**

Responsible for network, telephony, data centres including server estate, high end computing and IT security.

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## **Andrew Meikle, Head of Corporate Information Systems (CIS)**

Responsible for administrative information systems used by Professional Services, and teaching and learning systems including Moodle.

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