

# MITS HELPDESK NEWSLETTER

## 2ND EDITION

Welcome to the Mona Information Technology Services (MITs) Helpdesk (User Support Services—USS) Newsletter.

This issue focuses on activities of the previous academic year, August 2016-July 2017. As you read, you will see how the Unit has advanced through the various products, services and initiatives offered to the Campus Community. This Edition also features the outstanding projects and initiatives executed by other Units within MITs: Applications and the Instructions Support Systems Unit.

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### CONTACT US

#### Telephone, Online & Walk-in

*Mondays– Fridays 7:00AM–7:00PM*

#### Telephone & Online Chat Only

*Mondays– Fridays 7:00PM–10:00PM*

*Saturdays –9:00AM–5:00PM*

*Sundays 9:00AM–4:30PM*

#### Contact Information:

*Straight-line: (876) 927-2148*

*Digitel-lines: 876) 618-6466, 618-6469, 473-9358*

*Whatsapp: (876) 499-2291*

*Extensions : 2740, 2739, 2992*

*Live Support: <http://support.mona.uwi.edu/>*

*Facebook: <https://www.facebook.com/USSMITs/>*

### MITs HELPDESK RECORDS THOUSANDS OF ICT REQUESTS

The MITs Helpdesk is an IT service desk operating at the MITs department. This unit provides technical support for a variety of Information Communication Technology issues and is committed to serving you **75 hours** weekly and **14.5 hours** on weekends.

The MITs-Helpdesk has a total of five (5) full time members of staff and a total of 28 student assistants.

For the period, the MITs Helpdesk has recorded and responded to a total of **70,721** IT Support services requests.

The numbers reflect the high demand for ICT support services on the Mona Campus as technology continues to be incorporated in teaching, learning, research and administration.



Student Assistant—Krystal Bruce

### HELPDESK ADOPTS NEW SECURITY PROCEDURES

In the presence of continuous security threats to information and information systems, the MITs department continues to improve in ways that will enhance information security. As access to UWI systems is managed through the Helpdesk, a **‘user verification’** process and a system to generate random passwords have been instituted at this level in order to protect users’ accounts.

**1. User Verification Process** requires that users provide proof that they are the legitimate holders of the UWI account being accessed by responding correctly to a number of security questions and or providing a valid UWI ID upon requesting a password reset to access any of The UWI systems. It is celebrated that since the introduction of this new procedure, MITs has recorded zero security breaches through illegitimate requests. It is expected that there will be further improvements to this process.

#### **2. Random Generated Password System**

This is a gradual move away from the use of the default **Date of Birth** for restoring access to accounts. Senior Engineers from the Infrastructure Unit within MITs have improved the required tools operated through the Helpdesk Unit which enable the support staff to generate random passwords for all Users campus wide. It is also expected that this improvement will also reduce the likelihood of security breaches.

### NEW SOFTWARE PRODUCT AVAILABLE



Another **FREE** research tool—QDA Miner used specifically for qualitative analysis has been made available University wide, to the benefit of all four campuses! This license is obtainable on the Mona Campus through the MITs Helpdesk.

QDA Miner is an excellent complement to that of the SPSS Software and is suitable for a variety of disciplines including the social sciences and medicine.

This software is available to all members of staff and students at no additional cost.

Visit the MITs Helpdesk today and request your copy.

### ALTERNATIVE EMAIL UPDATE

The Mona Information Technology Services department is making it easier for staff and students to stay connected through the use of alternative email addresses. **The alternative email address will not replace The UWI email accounts as the only means for official communication.** However, this will be used as a secondary channel to restore access to all UWI accounts where necessary.

To aid in this process, our Senior Engineers from the Applications unit of MITs have devised a system, operated through the Helpdesk, to assist our students to add or make changes to their alternate email addresses on the UWI system. Members of Staff on the other hand can perform this update independently through PeopleSoft. Notwithstanding, the Helpdesk staff is available to guide persons through the process where this has been requested.

An alternative email address is critical to maintaining access to all UWI Systems.

Contact the MITs Helpdesk for assistance.





# MITS HELPDESK

## PROJECTS & INITIATIVES

### MITS-USER SUPPORT SERVICES OUTREACH INITIATIVE



Manager of the MITS Helpdesk along with members of Staff and student assistants from MITS and a CDA representative at the Walker's Place of Safety

The MITS Helpdesk continues to reach out to those most in need. In July 2017, the Unit undertook another initiative. This time, "Walker's Place of Safety" was visited. This location was selected after consultation with the Child Development Agency which identified this entity as one that needed much support. Walker's Place of Safety houses Children up to the age of 12 who have been migrated from their homes due to unstable circumstances.

Proceeds generated from fundraising activities and donations were used to gather food items, toiletries, personal items such as a hair trimmer, bed linen plus other non-perishable items. The gift items were presented to the Head of Walker's Place of Safety, Miss Grace Allen. Social Worker, Mrs Corine Roberts, on behalf of the Ms Allen, extended special thanks to the MITS team for the items provisioned. She also lauded Mrs Roberts for including student assistants on this initiative and for

encouraging them to sacrificially give back, *"as they will be the leaders and decision makers of the future."*



Manager, MITS Helpdesk and Founder of the Outreach Initiative and other members of the team were a source of entertainment as they handed over gifts to the Children.

### PROFESSIONAL DEVELOPMENT WORKSHOP 2017

Scores of professionals assembled at the Main Library's Multifunctional Room at the Mona Campus for the 3rd Annual Professional Development Workshop hosted through the MITS Helpdesk in June 2017. This involved student assistants interning at the various units in MITS as well as special invitees who are frontline and query management agents from departments such as Human Resource Management Division, University Health Centre, Main Library, and the Maintenance Services unit. The topics explored were: *'Ethics in the Work Place'*, presented by Senior IT Officer at MITS, Ms Allison Dundas-Campbell; *'Improving Business Communication for Young Professionals'* was done by Projects Associate at National Commission on Science and Technology, Miss Shauya-Gaye Pantan. Finally, *'Incident and Customer Service Management'* was delivered by Procurement and Contracts Manager at Nutrition Products Limited, Mr Douglas Stewart. Both Miss Pantan and Mr Stewart are past student interns of the Helpdesk.

Prior to the Workshop, founder Mrs Janice Brown-Roberts and Coordinator Mrs Jody-kay Jackson-Bradley along with ISS-Multimedia Supervisor, Miss Zonya Pryce and student assistant from the MITS Helpdesk Mr De-Angelo Bullock, formed a team for a radio interview on News Talk 93 FM with co-host Professor Clinton Hutton and Mr Herbie Miller. The team shared about the purpose and benefits of the Workshop to MITS, UWI Students and the University.

The initiative is being applauded by many especially since it came at a time where employers have took to the media complaints about the requisite social skills lacking in University graduates.

The MITS Helpdesk has already started to institute plans which will include more young professionals campus wide as a response to the needs of employers globally.



Attendees listening attentively to the second Presenter at the PIKE Workshop

### MITS HELPDESK PAST INTERN SUCCESS STORY



Meet Ms Tenesha Myrie, Attorney-at-law and Lecturer in the Faculty of Law at the University of the West Indies, Mona Campus. Ms Myrie worked at the MITS Helpdesk during 2004 and 2005 while she pursued her education at the University. She has counted her experience at MITS as being valuable throughout her professional career and even to her personal development. She has shared three key things she learned throughout her experience at MITS.

1. ***"The importance of listening and effective communication"***: Ms Myrie explained that *"It is only by keen listening that you are able to understand the needs of clients who contact MITS."* She effectively drew a parallel to her Career as Lawyer where she mentioned *"listening keenly to clients' instructions and to the needs of the various vulnerable populations that she works with is vital to making appropriate representations and delivering required results."*
2. Also ***"Knowing how to effectively communicate with various groups in different settings"***: In Ms Myrie's explanation, she asserted that *"the communication skills developed at MITS have proved valuable in her communication with clients and peers at different levels and fields such as "in the legal profession, with students and colleagues in the teaching profession, with senior persons working at the highest level of policymaking in government and international organizations, and with members of vulnerable populations."*
3. Finally, Ms Myrie attested to ***"the value of respect, humility, and integrity in building good relationships"***: She believes *"these values go a long way in helping to build good and lasting relationships."*

Subsequent to Ms Myrie's move from MITS, she has been made numerous educational and professional advancements and contributions locally, regionally and internationally and at various levels in society. To name a few of her educational accomplishments, Ms Myrie holds a Master of Public Policy from the University of Oxford, a Legal Education Certificate from the Norman Manley Law School, a Bachelor of Laws from The UWI with First Class Honours. She is also the recipient of various scholarships including the prestigious Chevening Scholarship among others. In her professional experience, as attorney of law, Ms Myrie has practiced commercial, corporate, property and international human rights law. She has also done work in human rights and policy in the UK, USA and across the Caribbean region.



## OTHER MITS PROJECTS & INITIATIVES

### LUNCH HOUR TRAINING INITIATIVE

As newer technologies are incorporated in teaching, learning, research and administration, the MITS Helpdesk continues to offer Lunch Hour training to members of staff for persons to be able to easily adopt to changes implemented and to be skillful in operating the various ICT tools utilized at the University. This is an opportunity to remain relevant especially in the dynamic environment in which we function. Contact the MITS Helpdesk at [uss.softwarerequest@uwimona.edu.jm](mailto:uss.softwarerequest@uwimona.edu.jm) so you can benefit from this needed initiative.

### MIT SCHOLARSHIP FUND

A new batch of six (6) students from surrounding communities were the beneficiaries of the MITS Scholarship Fund for the year 2017. The MITS Scholarship Fund is an outreach activity which has existed for 12 years having been founded in 2005 as the brainchild of former MITS Staff, Ms Jennifer Lovelace. The moment Ms Lovelace shared her vision with other colleagues at MITS, persons were excited to join in and contribute to such a noble endeavour. The fund membership has since grown to about 25 members and involves members of staff from the different Units in MITS. The goal of this initiative is to uplift our community by awarding bright, well-mannered and enthusiastic students in schools around the UWI area who may be facing financial challenges. The award is currently valued at \$30,000, which can be used for books, uniforms, school and exams fees.

The 2017 Recipients were:

- \* Jody-Ann Lewis from Mona High School
- \* Monique Brittanica Bennett from Papine High School
- \* Johnathan Hutchinson from Ardenne High School
- \* Delroy Moore from Mona Heights Primary School
- \* Brianna Black from August Town Primary School
- \* Chelsea Christie from New Providence Primary School

Attached are two photos of the recipients (one with their parents).



Contact the MITS-Applications department and learn how you can support this initiative.

### NEW WEB CONFERENCING TOOL LAUNCHED

A new web conferencing and virtual classroom tool for teaching and learning has been made available University wide, Blackboard Collaborate! This tool *“is a simple, convenient, and reliable online collaborative learning solution. This fully redesigned solution delivers a level of engagement that makes learners feel like they are together in the same room via collaboration and conference tools.”* Blackboard Inc. 1997-2007

Instrumental in the planning, testing, training and implementation of the platform on the Mona Campus was the **Learning Management** sub unit of the Instructional Support Systems Unit in MITS. Currently, the tool has been incorporated in OurVLE, the campus' main learning management system, for easy access by members of staff and students and training sessions held have been conducted in conjunction with the Centre for Excellence in Teaching and Learning (CETL).

Already, there is a buzz amongst academic staff as lecturers exposed to the tool are excited about its usage in the classroom especially for the online programmes and where there is minimal physical interaction between students and lecturers.



Figure 1: Scenes from BBC Lecturer Training hosted by CETL

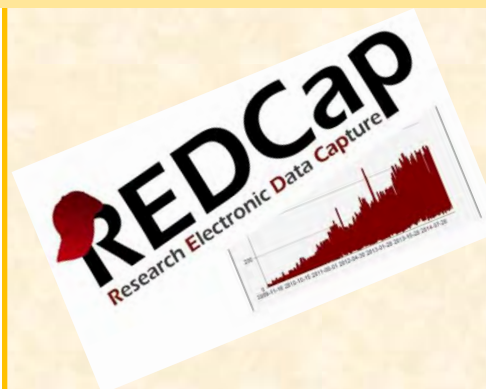
(L) Presenter, Kirk Wilson from MITS engaging the audience in a step by step demonstration.

(R) Attendees assisting each other as they are guided through the features of BBC.

Picture credit: Damian Facey, CETL

For more information please send a mail to [ourvlesupport@uwimona.edu.jm](mailto:ourvlesupport@uwimona.edu.jm)

### NEW OPEN SOURCE SOFTWARE AVAILABLE



As the central IT department of the Mona Campus, MITS is also focused on acquiring suitable cost effective technology tools that will suite the purpose of The UWI as an academic institution that is primarily focused on teaching, learning and research. Added to our list of open source software is the Research Electronic Data Capture (REDCap) software. This tool is chiefly used for

Medical research data gathering as it affords a secure web application for building and managing online surveys and databases. A rewarding feature of REDCap is that it is customizable in that the user has full control to shape the survey. Also, REDCap can be used to *capture virtually any sort of data*. Although, it is specifically geared to *support online or offline data capture for research studies and operations*.

REDCap was initially recommended by Senior Technologist Damien Brown of the Infrastructure Unit in MITS and since been adopted and managed by Mr Andrew Litchmore of the Applications Unit within the same department.

The REDCap Software is currently being used by the Pharmacology Unit within the Faculty of Medical Sciences, to undertake medical research and is available to all researchers especially in this field.

Contact the MITS Helpdesk for more details.



# MITS CELEBRATING EXCELLENCE

## MITS CELEBRATES FIRST ACADEMIC RESEARCH PUBLICATION



A vision to make teaching and learning more engaging by using clickers, shared amongst a group of educators, exploded into a pilot study which aimed at ascertaining the benefits of student response system in higher education. The **UWI Mona Clicker Pilot Project** was led by MITS member of staff, Miss Mortilaine Riley, (**Instructional Technologist for the Mona Campus**) having been officially initiated in 2012. The Pilot study involved other members of staff and faculty members of the Mona Campus. The project was successfully completed during this academic year and official publication was done September 2017. The article explores the fundamental theories which informed the objectives and planning of the study, and also highlights best practices from using clickers. Please see link below for more details.

<https://www.mona.uwi.edu/soe/publications/journal-authors/mortilaine-riley>

## MITS OUTSTANDING STUDENT ASSISTANTS AWARD

The MITS department through the Professional Development workshop hosted by the Helpdesk, awarded student assistants who performed outstandingly and have shown dedication in their service to the Campus community. This initiative was introduced and launched by the founder of the Workshop, Mrs Janice Brown-Roberts.

The names and pictures of each recipient are shown accordingly.



**De-Angelo Bullock**  
**Social Sciences**  
**BSc. Accounting, Management Studies & Minor in Economics**

**Student Assistant:**  
**MITS-User Support Services**

Award for Outstanding Performance and Dedication Presented to De-Angelo Bullock by Mr Garvin Gordon, Acting Manager, MITS Applications Unit



**Krystal Bruce**  
**Social Sciences**  
**BSc. Psychology**

**Student Assistant:**  
**MITS-User Support Services**

Award for Outstanding Performance and Dedication Presented to Krystal Bruce by Mr Omar Downie, Manager, MITS-Infrastructure Unit



**Kacheive Dale**  
**Social Sciences**  
**BSc. Banking & Finance**

**Student Assistant:**  
**Office of the Chief Information Officer (CIO)**

Award for Outstanding Performance and Dedication Presented to Kacheive Dale by Mrs Janice Brown-Roberts, Manager, MITS Helpdesk Unit



**Ketrina Codner**  
**Social Sciences**  
**BSc. International Relations**

**Student Assistant:**  
**MITS- Applications Unit**

Award for Outstanding Performance and Dedication Presented to Ketrina Codner by Mr Garvin Gordon, Acting Manager, MITS Applications Unit



**Tremain Ellis**  
**Social Sciences**  
**Operations Management**

**Student Assistant:**  
**MITS-Instructions Support Systems Unit**

Award for Outstanding Performance and Dedication Presented to Tremain Ellis by Mr Garvin Gordon, Acting Manager, MITS Applications Unit



**Khamall Henry,**  
**Social Sciences**  
**BSc. Banking & Finance**

**Student Assistant:**  
**MITS-Infrastructure**

Award for Outstanding Performance and Dedication Presented to Khamall Henry by Mr Garvin Gordon, Acting Manager, MITS Applications Unit

## INFORMATION SECURITY TIPS

*Information security is the prevention of unauthorized access, use, disclosure, disruption, modification, perusal, inspection, recording or destruction to information and information systems. The practices endorsed by the University is as follows:*

1. Users must not share login details such as username and password with anyone
2. Users should not reply to email messages that request users to provide authentication data via email. Users are asked to forward messages of this nature to [phishing@uwimona.edu.jm](mailto:phishing@uwimona.edu.jm) to verify authenticity.

**Executive Editor: Mrs Janice Brown-Roberts**  
**Editor: Mrs Jody-kay Jackson Bradley**