



## NCI IT Newsletter

May 2003

Welcome to the first edition of the NCI IT Newsletter ! We hope you will find this publication useful and informative and we will try to keep you up-to-date with any new developments we are working on. If you have any comments or suggestions please do not hesitate to contact a member of the team.

### Lotus Notes calendar and schedule



Most people know Lotus Notes purely as an e-mail system but in fact e-mail is just the tip of the iceberg. Lotus Notes can also be used to set up a personal calendar system that will automatically update and remind you if you accept a meeting invitation. If used to keep track of appointments, it will allow people to check your availability before setting up a meeting. Notes also has the ability to book a room and is currently being used to keep track of room rentals by external companies. A very handy facility is the Academic Calendar, which is updated daily and enables staff to check important dates in the College Diary. If you have any questions or would like to learn more please contact Mandy McCabe at extn 548 or by e-mail [mmcabe@ncirl.ie](mailto:mmcabe@ncirl.ie).

### Phone System

Did you know that the new NCI campus has one of the most advanced phone and network installations in the country? The College used the opportunity of moving to a brand new site to install a leading-edge Cisco VOIP (Voice over Internet Protocol) system. This means that the phone calls and the network traffic (e-mails, print requests etc.) both travel along the same cables. Not only does this save money on cabling and installation but it will allow us to introduce facilities such as integrated messaging (voicemail and e-mail together) and wireless handsets. Watch this space for news on latest developments.

#### Did you know?

The number of computers in use in the College has trebled in the last four years!!

### Call Logging System

Some of you may have noticed an email in your inbox notifying you of a call being logged on the helpdesk system. This is all part of a new system which is being introduced with the help of Bryan Duggan from Informatics. The new system allows the IT department to track requests and ensure that they are assigned, prioritised and resolved in an appropriate manner. At the moment the system is being managed by Declan Prendiville, who ensures that calls are properly assigned and resolved within an acceptable timeframe.

One of the developments in the pipeline for the system will be the ability for departments to log their own calls. There will be a pilot of this system with one department before a full rollout begins. If you would like to know more please contact Declan at extension 522 or by email [dprendiville@ncirl.ie](mailto:dprendiville@ncirl.ie).



## E-Mail from home.

One of the major stumbling blocks to working from home was the ability to securely and privately check your e-mail. A variety of workarounds have been attempted in the past but these can be tricky and problematic. The IT department have been working with Kerna Communications and will soon introduce a secure and reliable method of accessing e-mail and calendar information from home. We will issue a separate communication on the exact details within the next few weeks.

## Projection System Training

The new campus has a lot of new and high tech projection equipment installed. For instance, did you know that the whiteboards in the lecture theatres can project on to the screen and you can save the notes to the network? As a result of suggestions from lecturers we will be installing wireless mice in the lecture theatres. A sample is being tested at the moment and once it has been approved we will notify you of their implementation.

To ensure that lecturers get maximum benefit from the use of the equipment Michael Tobin is available every afternoon to provide one-to-one or group training. If you are interested in gaining a greater understanding of how the systems work please contact Michael to set up a session on xtn 644 or email to [mtobin@ncirl.ie](mailto:mtobin@ncirl.ie).

## Library/College Launch

A number of departments were busy preparing for the opening of Norma Smurfit Library on April 8<sup>th</sup> and the official College launch on April 10<sup>th</sup>. As part of the two launches the IT department have installed a video system which will allow us to project the speeches from the Atrium to the Main lecture theatre or vice-versa, while at the same time capturing the event in digital video format. Eoin O'Brien and Michael Tobin have worked closely with Serco to ensure that the cabling was in place and tested well in advance. If you would like more details please contact Eoin on xtn 530 or by e-mail [eobrien@ncirl.ie](mailto:eobrien@ncirl.ie)

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