

In This Issue:

PAGE 1

- ◆ IT Support Services on Demand
- ◆ MITS Helpdesk Promotional Offers

PAGE 2

- ◆ Lunch Hour Training Initiative
- ◆ Professional Development Workshop
- ◆ MITS Helpdesk Outreach Initiative

- ◆ Past Student Worker Success Story

PAGE 3

- ◆ Technology in Action
- ◆ Meet the MITS Staff
- ◆ MITS Helpdesk Student Internship Programme
- ◆ Contact Us

Upcoming Events

Outreach — “Helping to Bridge the Gap”, May 2017

Professional Development Workshop - June 2017

IT Support Skills Training — TBA

Visit the [MITS website](#) for details about our products and services.

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

This issue highlights the activities of the previous academic year August 2015—July 2016. As you read, you will see how the Unit has advanced through the various services and initiatives it offers to the Campus community.

IT SUPPORT SERVICES ON DEMAND

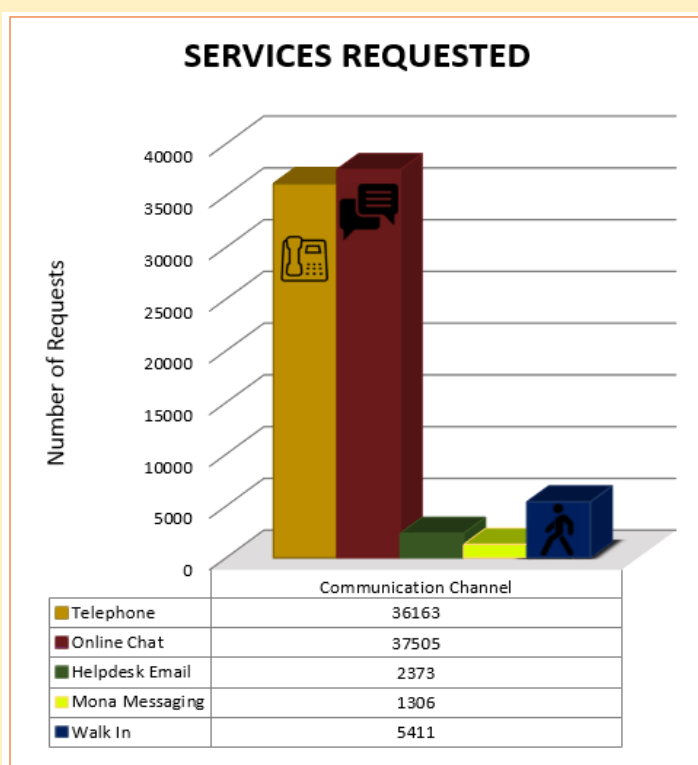
The MITS Helpdesk is the first point of contact for all Information Communication Technology (ICT) service requests at the Mona Campus. We offer an increasingly wide range of essential Information Technology (IT) services to members of staff and students. Our services include offering technical support for a diversity of IT issues.



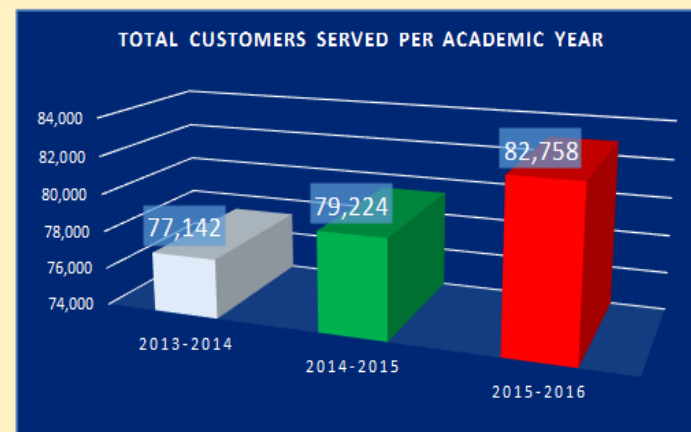
Student Worker—De Angelo Bullock

With the upsurge in the use of new and evolving technologies for teaching and learning at the University, there has been considerable demand for IT Support services. Consequently, the MITS Helpdesk continue to witness an increase in its overall request for services.

For the academic year 2015-2016, the MITS Helpdesk has served approximately eighty two thousand seven hundred and fifty eight (82,758) customers through the various channels.



Comparing the findings with data from two previous years, it is evident that requests for IT Support from the MITS Helpdesk have increased by 3—4 percent annually. It is expected that requests of this kind will continue to increase as Information Technology tools continue to be incorporated in teaching and learning.



PROMOTIONAL OFFERS

Higher Education moving in the direction of Open Source Software (OSS)

Due to the increasing cost of licenses and the continuous reduction in government spending, Universities globally have resorted to the use of open source software to aid in teaching, learning and administration and are benefiting immensely. The University of the West Indies, Mona campus is no exception. The benefits of using open source software include:

- ⇒ The absence of licenses fee
- ⇒ Unrestricted distribution
- ⇒ Flexibility – Most OSS if not all can be modified to accomplish desired goals
- ⇒ Continuous improvement – Collaboration with interest groups is seeing improvement in OSS products

The MITS Helpdesk is actively involved in the research, promotion, installation and training of end users for various open source software.

For the period, the MITS Helpdesk has recorded eight hundred and nineteen (819) open source software installations.



GIMP - Alternative to Adobe Photoshop. Used to create posters, brochures and other graphical designs.



INKSCAPE - Alternative to Adobe Illustrator. Used for vector drawing.



XMIND - Used to develop organizational charts and productivity diagrams.



OPENPROJ - Alternative to Microsoft project. Used for project management.



PSPP - Alternative for SPSS. Used for statistical analysis.



GNU OCTAVE - An alternative to MATLAB. Used for solving linear and non-linear problems.



LIBREOFFICE - Alternative to Microsoft office.

PROMOTIONAL OFFERS



- ◆ **MICROSOFT OFFICE 365 ProPlus**—MITS has also taken advantage of Microsoft deals crucial to our advancement as a University. We provide Ms Office 365, which is available to members of staff and students at no cost. In addition to an upgraded office suite, the software provides features for messaging, video conferencing, website creation and more. It can also be downloaded on up to 5 devices including MAC, PC and mobile.

The MITS Helpdesk has been staging promotions for this product and has been executing a growing number of installations.

For the period, the MITS Helpdesk has recorded nine hundred and sixty three (963) Office 365 installations.

Visit the MITS Helpdesk and take advantage of our available products and services.

LUNCH HOUR TRAINING INITIATIVE

The rapid changes in technology has created the need to provide continuous training to end users. In response to this need, the MITS Helpdesk is offering technical training to members of the University community on how to effectively operate the various ICT tools adopted. Contact us if you are finding it difficult to adjust to any of the progressive IT Tools.

PROFESSIONAL DEVELOPMENT WORKSHOP 2016

MITS Helpdesk hosted its second professional development workshop in May of 2016. This Workshop is titled: “*Past Intern Knowledge Empowerment*” (PIKE). The presenters were past student workers of the MITS Helpdesk, who were at the time, employed in external entities: Inter-American Development Bank, SAGICOR and FLOW. The topics explored included: “*The Dynamics of Customer Relations*” and “*Leadership and Professional Ethics*”.

PIKE workshop forms part of the rigorous training exercise we expose our staff and student workers to. As custodians of The UWI brand, our aim is to advance the quality of service delivery and the potential of our student workers to seize rewarding opportunities.



Photo: Attendees of the PIKE 2016 Workshop

MIT S HELPDESK OUTREACH INITIATIVE

The MITS Helpdesk is now involved in outreach! This initiative was born in May 2016. Founder and Coordinator, Mrs Janice Brown-Roberts, believes this project provides an avenue to encourage budding professionals as they develop technically and professionally, to “give back” to society and lend an “helping hand” to those most in need.

For the first project, the MITS Helpdesk, through fundraising activities and donations, was able to procure a washing machine for the **Randolph Lopez School of Hope (RLSOH)**. The presentation was made during a Child’s Month celebration hosted by the school. This needed gift was greatly appreciated. The principal of RLSOH, Ms Sylvestina Reid, in her thank you speech stated, “*We are really elated that MITS came on board to support the work of the RLSOH and to bring hope to its children*”. “... thank you so much for your gift. We greatly appreciate the assistance offered!”



From left: Sylvestina Reid (Principal of the Randolph Lopez School of Hope), Jamie-Joe Jackson (MITS Helpdesk Staff and Assistant Coordinator of the Outreach Initiative), Avril Nugent-Dixon (Acting Vice Principal), Jeremy Whyte (Chief Information Officer, MITS) Krystal Bruce (Student Intern and Junior Coordinator of Outreach Initiative), Janice Brown-Roberts (Manager, MITS Helpdesk and Founder of the Outreach Initiative).

PAST STUDENT SUCCESS STORY



Meet Trace-ann Gooden, former Student Worker at MITS Helpdesk. Trace-ann is a certified Nurse, first practiced at the UHWI and is now practicing in the United States of America. She is presently the reigning Miss United Nations and also the founder of the ‘Hug your Child’ initiative.

Trace-ann joined MITS Helpdesk in 2009 and worked with us until she graduated from the University of the West Indies. This was her first job and she believes the experience garnered at the MITS Helpdesk has paved her way for the success she has experienced and continue to experience. Trace-ann has lauded MITS Helpdesk for teaching her the necessary customer service and leadership skills to be successful in her Nursing career and other social engagements. Trace-ann became Youth Delegate and represented Jamaica in Ethiopia at the International Conference on family planning. This event was sponsored by the Bill and Melinda Gates Foundation through the Johns Hopkins School of Public Health, one of the world’s top ranked public health schools.

TECHNOLOGY IN ACTION

Mobile Learning



“Using portable computing devices (such as iPads, laptops, tablet PCs, PDAs and smart phones) with wireless networks enables mobility and mobile learning, allowing teaching and learning to extend to spaces beyond the traditional classroom.”

EDUCAUSE.(2017). Mobile Learning. Retrieved May 4, 2017, from <https://library.educause.edu/topics/teaching-and-learning/mobile-learning>

MEET THE MIT'S HELPDESK MANAGER



Mrs Janice Brown-Roberts is an expert at Customer Service and IT Service Management and has been serving the Campus community for over 23 years. She is guided by the principle that going above and beyond should be a culture in serving our customers.

MEET THE HELPDESK STAFF

The MIT'S Helpdesk Staff are well-trained, skilled professionals in Information Technology Service Management.



From Left: Jody-kay Jackson Bradley, Venesia Johnson, Jeremy-Dane Ferguson, Kadian Roberts-Martin, Jamie-Joe Jackson

MIT'S HELPDESK INTERNSHIP PROGRAMME

The MIT'S Helpdesk operates a vibrant and crucial Internship programme; a programme which has industries contacting us to provide them with potential employees.

We strategically employ University students from all Faculties who are performing well academically. Our student workers assist us in facilitating a 90.5 hour work week to serve our valued customers.

Our student workers are trained technically and professionally to perform optimally on the job at MIT'S. In addition, the knowledge and expertise gained from their experience afford them a competitive edge to compete in the global market space especially after completion of their studies at the University.



From Left front—Sackena Hardie, Domanique Wood, Sathiona Ferguson, Kacia Haughton, Christina Broderick, Calesha Mills

From left back—Deangelo Bullock, Chevonae Murphy, Chantal Jones, Sherene Rose, Odane Chevannes



Left: Renee Drummonds, Krystal Bruce, Michael-Anthony Norman, Sallena Samuels, Jassette Howell

CONTACT US

The MIT'S Helpdesk operates from 7:00a.m. to 10:00p.m. on Mondays to Fridays, 9:00a.m. to 5:00p.m. on Saturdays and 9:00a.m. to 4:30p.m. on Sundays.

IT Support Services can be accessed using the following options:

- ⇒ Telephone Support : (876) 927-2148 or extensions 2740, 2739, 2992 or our Digicel lines (876) 618-6466/618-6469/473-9358
- ⇒ Electronic Support: helpdesk@uwimona.edu.jm and announcements@uwimona.edu.jm
- ⇒ Walk-In Support: We take walk-in customers from 7:00a.m. to 7:00p.m. on Mondays to Fridays. For security purposes our time for walk-in customers is reduced as it draws closer to the end of the calendar year.
- ⇒ Live (Online) Response Support – This recently implemented electronic support, allows live conversation between our users and support team. Click [here](#) for MIT'S Live support

If you wish to log your jobs directly, please visit this site: <http://support.mona.uwi.edu/>

Please visit our website for more details: <https://www.mona.uwi.edu/mits/>