

University of Botswana

DEPARTMENT OF INFORMATION TECHNOLOGY

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MEMORANDUM

To: Staff and Students

From: Director, Information Technology

Date: 1st March 2021

Subject: **ONLINE IT SUPPORT DURING COVID-19**

The outbreak of the coronavirus disease (COVID-19) is continuing to impact people and countries around the world, and the University of Botswana is not an exception.

To protect the health of staff and students, and in line with national efforts to slow the spread of the virus, the Department of Information Technology has initiated the following precautionary measures:

1. **Requests for IT Services** - All requests for IT Services or logging of IT issues should be done through the following IT Help desk established process.
 - a. **University Staff** may contact the IT Helpdesk telephone number or email. Details will be shared in a separate email.
 - b. **Students** may submit their IT requests directly to their respective Faculty IT Support email address as listed in the table below.
 - c. **System Support for Super Users** – Super users and business process owners will be provided with direct contacts for issues specific to their functional areas. All other issues should be reported to the IT helpdesk.
 - d. **ASAS Students Issues-** Issues on student registration and grades should be directed to the respective Faculty email addresses as listed in the table below.
 - e. Calls will be closely monitored to ensure timely responses and resolution of issues.
 - f. Considering the volume of emails received on daily basis, Calls and requests that are sent to the wrong support email may not be attended to.
2. **Limit Physical contact** - We will not be providing in-person IT support unless when necessary, such as when resolution of an issue requires physical attention. We will fully utilize available remote support tools to attend to your requests and queries, in order to minimize the need for physically accessing your workstations.
3. **Sanitizing of IT equipment** – In cases where in-person support is required, our IT Staff members will be issued with cleaning detergents, sanitizers, and mystifying sprays for sanitizing labs and office computer equipment before and after contact.

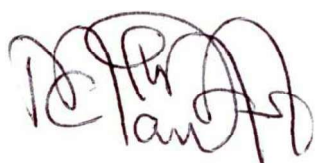
4. **Online IT Training** – training schedules for Staff will be shared on email. Requests for additional training on IT systems may be sent to ittraining@ub.ac.bw.
5. **Online Meetings** – All Departments have been allocated with Zoom licenses to enable online meetings and webinars of up to a 1000 participants per session. Moreover, staff and students have access to the Microsoft Teams collaboration software. These online collaboration and video conferencing facilities are meant to keep remote teams connected to ensure that teaching, learning and other services are always accessible, with minimal physical contact.
6. **Upgrade of Moodle LMS** – Moodle Learning Management System has been upgraded to a version that is more user friendly and provides useful features, such as direct access to online classes through Microsoft Teams.
7. **Implementation of Moodle Branded Mobile App** – The University will be shortly launching a UB branded Mobile App version of the Moodle LMS. Amongst many other benefits, the App allows users to cache loads of content while they are online and later access it in offline mode.

We remain available to support you and enable you to focus on meeting the needs of your studies and/or work during this changing “normal”.

Be encouraged to stick with laid down health protocols for the season like frequent hand washing, social distancing, and staying home if you are feeling ill.

TABLE: IT Support Contacts

| Students | Schedule A: IT Support eMail Enquiries | Schedule B: Faculty office eMail Enquiries |
|-------------------------------------|--|--|
| Faculty of Business | fob-itsupport@ub.ac.bw | fobenquiries@ub.ac.bw |
| Faculty of Education | foe-itsupport@ub.ac.bw | foeenquiries@ub.ac.bw |
| Faculty of Engineering & Technology | fet-itsupport@ub.ac.bw | fetenquiries@ub.ac.bw |
| Faculty of Health Sciences | fhs-itsupport@ub.ac.bw | fhsenquiries@ub.ac.bw |
| Faculty of Humanities | foh-itsupport@ub.ac.bw | fohenquiries@ub.ac.bw |
| Faculty of Medicine | fom-itsupport@ub.ac.bw | fomenquiries@ub.ac.bw |
| Faculty of Science | fos-itsupport@ub.ac.bw | fosenquiries@ub.ac.bw |
| Faculty of Social Science | fss-itsupport@ub.ac.bw | fssenquiries@ub.ac.bw |
| Centre for Continuing Education | admin-itsupport@ub.ac.bw | |
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| Support Contacts for Staff | (advised on a separate email) | |



C. Mathendele

Director, Information Technology