



IT User Manual

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1. Introduction

The Diseworth Heritage Centre is intended to be a multi-functional space, that can be used for a wide range of educational, cultural and entertainment purposes. To this end, a range of ICT equipment is available. This is centred on the IT Suite on the first floor, but covers the whole building. Examples of use include:

- The ability to run hands-on educational sessions for up to 5 students, on subjects such as ICT and PC application skills. This will use the Microsoft Windows and Office applications on our PCs.
- The ability for researchers to access data relating to local and general history, together with genealogy and related topics. This will typically be through access to internet-based data, using a web browser on the PCs.
- The ability to access material placed on the Diseworth Heritage Trust website at www.dhtrust.org. This could include local census data, calendars of events and recent news items.
- The ability to display PC application screens and other video displays (such as TV and DVD) on a large screen in the Main Hall. This will allow PowerPoint presentations, films, maps and other material to be displayed for larger audiences.
- The ability to place a computer display screen in various parts of the building, to allow rolling displays and slideshows to be deployed as part of specific exhibitions, or as a general introduction to the Centre.
- The ability to display electronic maps, charts and other documents in a format that is easily legible.

2. PC Equipment

1. We have a suite of 5 desktop PCs, which are permanently located on desks in the first floor office area. Each PC has a USB hub (4 port), positioned near the screen, to avoid the need to connect memory sticks etc directly to the processor unit.
2. In addition, those unable to climb the stairs to the first floor office area to use a PC for any of these functions can make use of a large screen desktop PC on the ground floor.
3. We also have a laptop PC, which can be used in conjunction with a data projector, throughout the ground floor area.

All of these PCs have:

Microsoft XP Professional – this is still the most widely used version.
Microsoft Office 2007 suite (including Word, Excel, PowerPoint)
Internet Explorer web browser
Kaspersky Anti-virus software with automatic updates
Net Nanny parental control software, with automatic updates

3. Printing

A single Brother multi-function Print/Scan/Copy device is permanently connected to the data network, to allow it to be accessed from any PC in the building.

Please be mindful of the cost of printing (especially in colour) and avoid unnecessary printing. Documents and screenshots can be saved to your memory stick for later viewing.

4. Scanning

To allow maps, documents etc to be stored in a more accessible format at the Centre, an A3 flat bed scanner is available. All the PCs are equipped with software that allows easy control of the scanner.

5. Data Network

The Centre has a 2MBps broadband connection, which is available at all times.

To ensure maximum flexibility of access, a combination of wired and wireless Ethernet network access is available in the building.

Ethernet wired access: There are 4 RJ45 data wall outlets in the building, each of which is ready to connect a PC or other equipment. In the IT Suite, one of these outlets is connected to an 8 port Ethernet switch which allows the desktop PCs to be permanently connected.

Ethernet wireless access ("Wi-Fi"): There are two wireless access points, to cover the whole building.

BT WIFI: This located in the plant room, and covers part of the ground floor.

DHCWIFI: This unit is in the IT Suite adjacent to the balcony, to allow coverage of both the main hall and the office area.

Access to both of the wireless networks is controlled through encryption, and a secure pass code, to prevent unauthorised access to the network. The pass code can be obtained from the Manager.

6. PC Support

All PCs are covered by an on site service contract. This provides for next day on site attendance to repair any hardware faults. Please report any problems to the Manager.

7. ICT Policies

Diseworth Heritage Centre operates a set of ICT Policies, which include:

Data Storage

Since all PCs will be accessible by members the public, and there will be no personal user accounts on them, data storage will initially be the responsibility of each user: it is assumed that **NO data will be permanently stored on the PCs** in use in the Centre.

This implies that any and all data that needs to be retained will be saved to a USB memory stick, or burnt to a writable disk at the end of each users' session.

Limited access to PCs

All users will use the PC account named "dhcuser". This may be password protected – authorised users can obtain the current password from the Manager.

To prevent tampering or misuse, the PCs are 'locked down' to prevent the installation of other non-approved applications, or the changing of settings on the PC by general users. There is an administrative account on each PC (user name "dhcadmin"), access to which is reserved to a limited number of system administrators.

Acceptable Use Policy

The Centre operates an Acceptable Use Policy, to ensure that all access to data is in line with relevant laws and guidelines. All users will be required to sign the Policy before using the Centre's IT facilities, and in the case of minors, their parents permission **MUST** be obtained.

