IT&S Update Report

Last Updated: 30/10/2023

Useful information and Reminders

1. The Service Delivery Team is currently short staffed, and we are receiving a very high volume of requests, so there may be a delay in responding to tickets.
2. IT Service Desks are open on campus during normal working hours.
3. Remind staff and students to report issues when they occur. 24/7 365 days a year IT Service Desk Support via telephone - **0300 500 5055**. The link is: **https://webhelp.uwtsd.ac.uk**
4. There are lots of IT guides on the University website along with information on what software is available for student use at home including Cysgliad. The link is: **www.uwtsd.ac.uk/its**
5. Remind staff and students about Statushub to view any updates ongoing issues and planned maintenance. The link is: **https://status.uwtsd.ac.uk**
6. Remind staff and students to be on guard about phishing / SPAM emails. For staff, there is a compulsory Information Security Awareness course available on Moodle, which can help spot suspicious emails and activity. Further information can be found on our webpage: **https://www.uwtsd.ac.uk/phishing/**

Recently completed work

- **Moodle** - Updating and modernising Moodle to Version 4 which offers additional features and a more intuitive interface has taken place.
- **Attendance Monitoring** - Extension of Celcat attendance monitoring pilot to include the whole university.
- **Multi-Function Device (MFD) Procurement** – A decision has been taken to extend the existing contract until Summer 2024. A tender process will start early 2024 to award and replace the fleet during summer 2024.
- **Reporting** - Creation of a new Monthly IT Service Desk Statistics & Performance Report
- **Student Labs** - Updated a number of computer labs with new equipment
- **MS Teams** - Reviewed and updated knowledgebase to support MS Teams creation, meetings, and other functionality https://uwtsd.ac.uk/teams/

Current and Planned Work

- **Enterprise Service Management (ESM)** - We're excited to announce we're currently implementing ServiceNow, our new Enterprise Service Management (ESM) system to provide a single point of contact for both staff and student service requests including where staff and students will be able to:
    - Access self-service knowledge articles to answer your queries.
    - Ask our AI Virtual Agent & Live Chat services for assistance.
    - Report IT related issues & view updates on progress.
    - Raise requests with IT, Student Hwb, Marketing & Web Services.

  Further details will be announced on the service and launch date.
- **IT Service Desk SLA & Service Catalogue** – As part of our ESM project, we are also creating a new and enhanced IT Services Catalogue and Service Level Agreement (SLA).
- **JISC Learner Analytics -** Roll out JISC Learner Analytics continuing.
- **Moodle strategy** and terms of reference currently being authored
- **Computer Labs** – We have recently upgraded a number of computer labs and continue to do so as part of our on-going computer refresh programme.

- **Student Services IT Equipment** – continuing to provide appropriate IT equipment including laptops and docking station setups for approximately 80 Student Services staff.
- **Digital Skills** – continuing push to focus on IT as part of formal staff inductions and looking at IT Digital Skills training for both staff and students.
- **Customer Relationship Management (CRM)** – a new system for student enquiries to enrolment and commercial engagement.
- **Staff IT Equipment** – review and plan the hardware refresh of staff devices.