

IT&S Update Report

Last Updated: 24/04/2025

Useful information and Reminders

1. We are consistently receive a very high volume of requests, it may take a couple of days for an initial response to your request.
2. 24/7 365 days a year IT Service Desk Support via telephone - **0300 500 5055**. Contact us information can be found here: www.uwtsd.ac.uk/its
 - a. For time sensitive or urgent issues, please call us.
 - b. Remind staff and students to report issues when they occur.
3. We have 2 portals, one dedicated to Students and another for Staff. You can access self-service knowledge articles to answer your queries, ask our chatbot for assistance and contact IT, Student Hwb, Marketing and Web Services in one place. To find out more, visit our dedicated ServiceNow Intranet page <https://intranet.uwtsd.ac.uk/servicenow>
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

- **IT AUP Policies** – We recently updated and published an updated version of our IT AUP Policy.
- **Upgrade to AD Hoc Attendance** – This process has an additional method to record the contents of a discussion.
- **Update to Sales Ledger System** – The method for submitting requests for sales invoices from the Finance department has been modernised and additional functionality added.
- **Management Dashboard** – A full student journey dashboard has now been completed, which tracks and compares applications and enrolments against previous years, giving point-in-time analysis.

Current and Planned Work

- **Office 365 data classification** – Following reports of data leaks from other universities, we have already taken the decision to implement CAPTCHA for anonymous Teams users, to stop unauthenticated bots from entering a Teams call, and an initial project implementation plan is in discussion around data classification.
- **Replacement MFD Contract (Printers)** – The new contract with Ricoh is now in place, and we successfully transitioned to the new printers and print management solution on the 14th of April. More details can be found by visiting our [New Printers - Multifunction Devices | UWTSd Intranet](#) page.

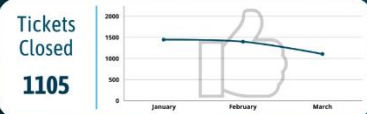
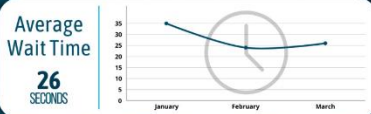
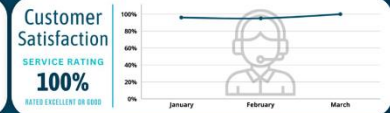
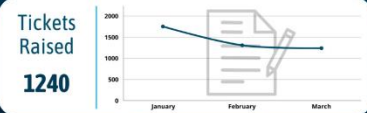
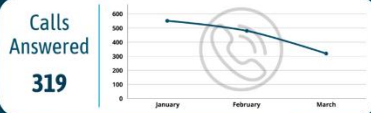
- **ServiceNow** – post-launch work is currently underway to further enhance the platform. Once this work is completed, the next phase will be to engage more widely to understand opportunities for the platform to be more widely adopted across the university.
- **Open Access & PC Labs** – We continue our planning for our next phase of replacement work within computer labs and open access areas across all campuses as part of our ongoing leasing schedule and roll-out plan.
- **Windows 11** – We continue our planning process for our new Windows 11 deployment across open access and lab computers. Our current plans are to upgrade from Windows 10 to Windows 11 across our Open Access and computer labs during the summer 2026 period.

IT Monthly Service Report

As part of our monthly IT Service Reporting, we continue to review and analyse our service provision, support demand and customer experience levels in order to maintain and improve our service provision and customer experience.

The attached infographic highlights statistics for the months Jan – March 2025 and includes:

- Total IT support telephone calls received.
- Average wait time for support telephone calls to be answered.
- Total volume of IT requests & incidents opened and closed.
- Customer Satisfaction Ratings.
- Customer Comments relating to the service received.



CUSTOMER COMMENTS:

- Excellent support from Lisa - really efficient service
- Delightful quality of service
- Siân Lodwig replied to my query extremely quickly and thoroughly
- Very friendly and quick service

CUSTOMER COMMENTS:

- Always fast, efficient and good customer service
- Quick and efficient service
- Went above and beyond in the help and advice they provided. Very professional and courteous
- Great customer service and friendly, helpful staff!



uwtsd.service-now.com

Telephone support available
24/7/365: 0300 500 5055