

IT&S Update Report

Last Updated: 16/02/2023

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. 24/7 365 days a year IT Service Desk Support via telephone - **0300 500 5055**. IT Service Desks are closed on campus and all support is being provided remotely.
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

- Migration of ResourceLink / MyView HR system to the cloud
- Creation of a new Monthly IT Service Desk Statistics & Performance Report
- Created new eSports lab in Swansea, IQ
- Created new Apple iMac lab in Alex Road
- Updated a number of computer labs with new equipment
- Learning spaces ICT project – working with Digital Creativity & Learning (formerly TEL) on the upgrading of teaching room hardware across campuses to support new ways of teaching
- Replaced digital signage screens with new displays
- Reviewed and updated knowledgebase to support MS Teams creation, meetings, and other functionality <https://uwtsd.ac.uk/teams/>

Current and Planned Work

- New Bring Your Own Device (BYOD) Policy. BYOD enables staff and students to use their own personal devices such as phones, tablets, and laptops to access University resources whilst adhering to strict Cyber Security Requirements to ensure that University data remains secure. To find out more visit www.uwtsd.ac.uk/byod.
Implementation dates are yet to be confirmed for Professional Services and Academic Institutes.

- Digital Skills – push to focus on IT as part of formal staff inductions and looking at IT Digital Skills training for both staff and students.
- Upgraded digital signage management systems completed. DCL are now working with stakeholders to provide training and access to update content on digital signage screens.
- ResourceLink / MyView HR system implement Azure AD authentication, electronic timesheets, electronic expenses, and an iPhone/Android app version of the software – cloud system testing ongoing.
- Capital Projects -
 - Lampeter Halls in-room Wi-Fi and network switch upgrade (*unfortunately we are still waiting for delivery of IT equipment with long lead times due to the worldwide chip shortage*)
 - Carmarthen Dewi, Non and CJ ongoing
 - Swansea Business Campus Wi-Fi refresh (*unfortunately we are still waiting for delivery of IT equipment with long lead times due to the worldwide chip shortage*)
- Cyber Security, Disaster Recovery and Data Protection
 - Re-accreditation work for Cyber Security Essentials Plus
 - Addition of IT incident to Major Incident Plan
 - Implementation of FortiClient EMS (Endpoint Mgmt. System) to improve VPN (Virtual Private Network) connectivity ease of use and security for staff and students
 - Review of external examiner account creation
- Configuration of new Storage Area Network (SAN), Virtual Server environment and backup solution
- User Acceptance Testing (UAT) for our new 'responsive' Online Application Form for International/Home and Apprenticeship students.
- Planning the replacement of computer lab and open access equipment for summer 2023.