

IT&S Update Report

Last Updated: 30/10/2024

Useful information and Reminders

1. We are receiving a very high volume of requests due to the time of year, so there may be a delay in responding to tickets.
3. 24/7 365 days a year IT Service Desk Support via telephone - **0300 500 5055**. 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**. Contact us information can be found here: www.uwtsd.ac.uk/its
4. We have 2 new 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.
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

- **Enterprise Service Management (ESM)** - ServiceNow implemented on 17th Sept, to provide a single point of contact for both staff and student service requests & issue reporting. The solution replaces Web Help Desk enables staff and students 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.

To find out more, visit our dedicated ServiceNow Intranet page

<https://intranet.uwtsd.ac.uk/servicenow>

- **Apple Management** – our JAMF Pro Apple management system upgrade was completed over the summer which will improve the management of our Apple devices.
- **Hardware Refresh** – Approximately 200 lab Windows & Mac devices replaced over the summer in computer labs and open access areas as part of our on-going leasing schedule and roll-out plan.
- **Windows & Software Deployment** – Our new Windows build has been created and deployed across our Labs and Open Access areas ready for the new academic year along with the deployment of new versions of software applications.
- **Cyber Essentials** – CE + full university scope renewal achieved in July.

Current and Planned Work

- **ServiceNow** – post-launch work is currently underway to further enhance the platform.

- **IT Service Desk SLA & Service Catalogue** – As part of our ServiceNow ESM project, we continue to create a new and enhanced IT Services Catalogue and Service Level Agreement (SLA).
- **Hardware Refresh** – We are currently planning for our next phase of upgrades in computer labs and open access areas across all campuses as part of our on-going leasing schedule and roll-out plan.
- **Student Loan Laptops** – Preparing new Windows & MacBooks devices for student loans using our Lapsafe self-service systems over the summer in readiness for the new academic year.
- **Replacement MFD (Printers)** – Currently finalising plans for our replacement MFD contract which came to an end this summer with a university wide MFD & print management solution replacement roll-out during 2025. SLT approval to review current fleet numbers and to reduce both MFD numbers and to attempt to change current print culture in the institution.

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 June – August 2024 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.

