



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

200
1822 - 2022

2021-2022 REFLECTIONS

Technician Team IT Service Delivery

*Man Geni Addysg Uwch yng Nghymru
Where Higher Education Began in Wales*

www.uwtsd.ac.uk

AGENDA

- Introductions
- Achievements
- Challenges faced
- Improvements
- Summary



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INTRODUCTIONS

Me & The Team...

Name: Paris Bonfield

Job Title: Executive Service Desk Technician

Carmarthen and Lampeter

Steve Goddard (Supervisor) across Carmarthen and Lampeter

Adrian Nyazuwa at the Lampeter Campus

Paul Reed (Evenings and Weekends) across Carmarthen and Lampeter sites

City Centre, Swansea

Gareth Seymour (Supervisor), Paul Tomlinson and Ray Jefferies

SA1, Swansea

Steve Morgan (Supervisor) and Daniel Goodall in the SA1 area, Swansea

Greg Dickson (Evenings and Weekends) across Swansea and Cardiff sites

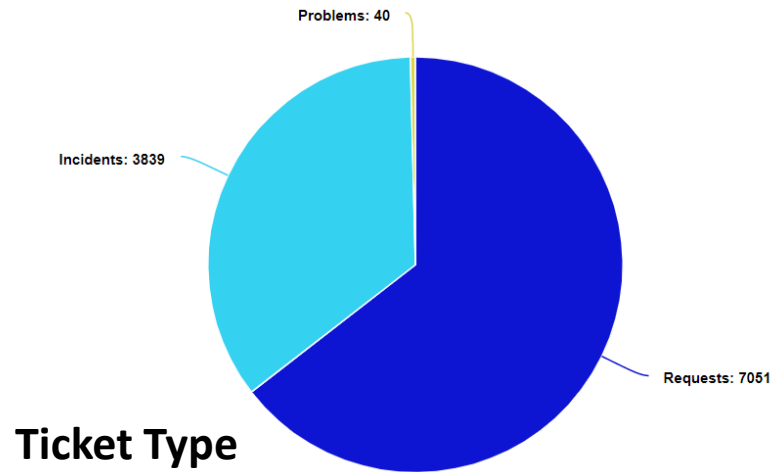


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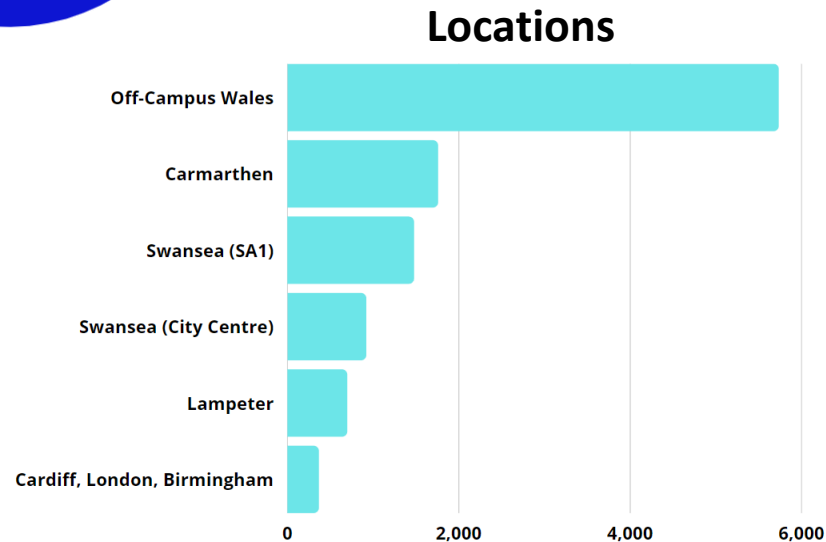
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ACHIEVEMENTS

Some stats from 21-22...



Tickets
Closed
10,930



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IT HAS BEEN (ANOTHER) BUSY YEAR!

- Rolling out over 400 new devices to staff
- Moving devices over to Azure Autopilot
- Lecture room upgrades
 - Installation of dual displays in conjunction with Sarah
- Removal of large volume of WEEE equipment from Carmarthen, Lampeter and Swansea
- Supporting projects being rolled out and providing testing
 - In-room APs, Common Area Phones, New images
- Teams Live and Zoom events supported including Welsh Government visitors



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JUST TO LIST A FEW MORE...

- Dynevor iMac Install Project - 70 iMacs in a week across 4 labs
- Closure of Technium 2 & setup of IQ302 & 303
- Clearing - Setup of equipment, testing and on-site support in Carmarthen
- British Tri and Para-Triathlon Support in SA1
- Re-organisation of build and office area's in Carmarthen
- Move and setup to new office and build space in Dynevor
- Setup of temporary open access spaces for student in Dynevor
- Large number of Bicentenary events and Canolfan Tir Glas project that have been supported in Lampeter - often in the evenings and weekends



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CHALLENGES FACED

We are resilient

- 2021 Start of term
 - Going in to the start of this year with a very different way of working, covid restrictions, large number of staff returning to the office after working from home for 18+ months
- Team shortages / vacancies within the team
 - We have just appointed 2 technician's in Swansea and will hopefully be interviewing next week for the Carmarthen vacancies.
 - We have had contractors which the team have had to bring up to speed quickly and support regularly.
 - Team have pulled together to keep on top of the workload
- Last minute meeting support requests
 - Team are always flexible and accommodating

**All experiences we encounter shape us
to be the highest version of ourselves**



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IMPROVEMENTS

Be the change you want to see

- New ESM (Enterprise Service Management) System
 - Improve the self-service provision we offer and new connected way to provide support across professional units at the University
- Plan regular training/refresher sessions throughout the year for the team
 - Improve team knowledge and experience with key systems
- Plan more regular team meetings
 - Improve team communication and team bonding
- Be provided with key information required by 2nd/3rd line for certain requests
 - Improve ticket closure/SLA compliance, improve team knowledge and reduce team conflict
- Update Staff Induction information
 - New starters are aware of the services we provide, basic systems and sets an expectation
- Improve relationships with other departments
 - Ensures good communication and a aligned approach to key projects



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SUMMARY

Thank
you!

