

IT&S Update Report

Last Updated: 16/02/22

Useful information and Reminders

- We offer 24/7 365 days a year IT Service Desk Support via telephone - **0300 500 5055**. IT Service Desks on campus are open 11am-1pm and all support is being provided remotely when possible.
- Reminder staff and students to report issues when they occur. The link for creating IT tickets is: <https://webhelp.uwtsd.ac.uk>
- 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
- Statshub will allow you to view any updates ongoing issues and planned maintenance. The link is: <https://status.uwtsd.ac.uk>
- Reminder 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.

Current and Planned Work

- Remote access solution is still available to enable booking and access to lab and open access computers www.uwtsd.ac.uk/virtualllearning
- Implementing Multi-Factor Authentication for all students www.uwtsd.ac.uk/mfa
- Reviewing Digital Skills provision – as part of formal staff inductions and looking at IT Digital Skills training for both staff and students