ITServices

IT Services Newsletter | December 2021

University College Cork, Ireland
Coláiste na hOllscoile Corcaigh

ITServices

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Dear Colleagues,

Welcome to the December edition of our IT Services newsletter. It was great to welcome our students back on campus in September and I want to thank UCC staff and students for their patience and good nature as we all got used to the hybrid/mobile ways of working. While I am sure there are plenty of technology challenges with working in this way, our staff are here to help colleagues with these issues and provide support and advice where possible.

In this edition of the newsletter, you can find information about our staff online orientation process, about the Wifi investments we are making to ensure that our community has the infrastructure to support mobile working. We also remind staff of the IT Support options available to them. In this edition, you can hear some more about the launch of our Digital Master Plan, this is our vision for how digital services will play a key role in enabling our graduates and our staff to thrive in a more digital society. We also share some very important advice on IT Security and awareness. Finally, we share some stories of interest about our team and some of their achievements. I hope you enjoy this edition of our newsletter. If you have suggestions or information that you'd like to see, we'd love to hear from you. Contact our newsletter editor **deirdre.keane@ucc.ie**

From the team in IT Services, we wish you a peaceful Christmas and we look forward to 2022.

Dr. Gerard Culley
Director of IT Services, UCC
gerard.culley@ucc.ie

IT Services and Human Resources develop Online Orientation for new UCC Staff.

Human Resource's <u>Online Orientation</u> Website

In March 2020 new staff were going to be commencing employment in UCC in a new way due to the pandemic. New staff no longer had access to an onboarding meeting on their first day, they were not going to meet their manager and colleagues in person, and they were not going to be able to physically come to UCC. **Staff Wellbeing and Development** identified that new staff would need **extra support** when starting, and that all the information they would need should be **easily accessible** in one area. An **orientation checklist** during the pandemic was created specifically to guide new employees while they worked from home. Staff Wellbeing and Development felt a **human touch** was also necessary and a further step was taken when they created remote **live Q&A** sessions. These provided new staff with an opportunity to meet other new staff and ask questions.
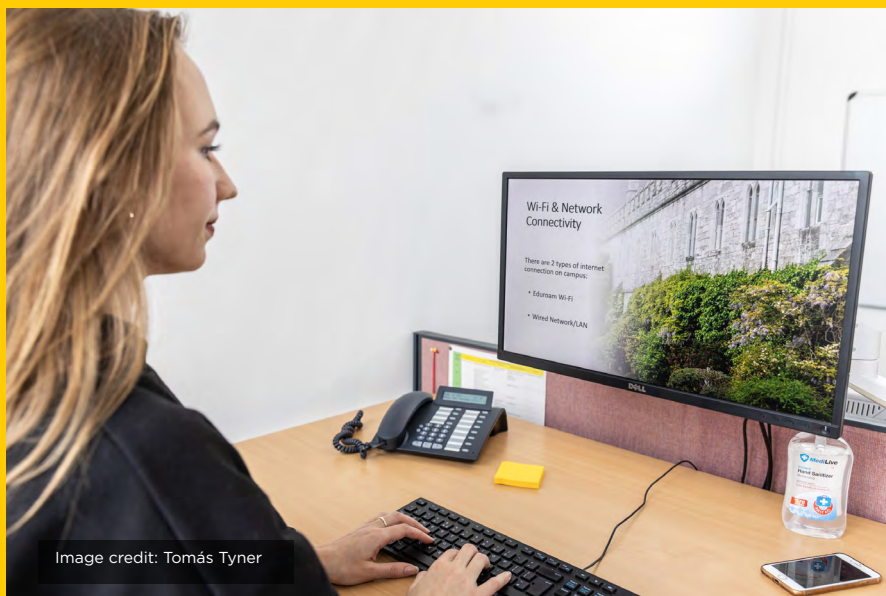

Image credit: Tomás Tyner

IT Services Online Orientation Content

Our goal in developing the IT Services online orientation content was to ensure new staff have the **information** they need to get started, provide **resources** for new staff to explore IT Services further, and instil good cyber security practices.

We are proud to provide a wide range of IT Services to our colleagues in UCC, including our dedicated team at the IT Service Desk, Office 365 accounts, WiFi, online teaching and collaboration tools, and much, much more. However, for new staff all this can be overwhelming, leaving them wondering **where should they begin?**

The Answer: <u>The IT Services online orientation</u>. Starting a new role can be a hectic time, so the orientation is a PowerPoint presentation available for new UCC staff to download and browse through at their convenience.

It follows the journey of our new staff, **from the first question** of where to log in (your UCC account and setting up MFA!) and where to get your work device, **all the way through** to IT training and supports.

The online orientation provides a concise summary of everything new staff need to know about IT Services and includes a large repository of links and resources, allowing staff to explore these services further, as needed. The orientation allows our new staff to focus on the content relevant to them, without overwhelming them with information.

Our orientation also provides **crucial cybersecurity** advice from our IT Security Officer, **Barry Foley**. With tips on how to keep your devices and IT account secure, the orientation helps new staff to protect the UCC community. You can test your knowledge with the **IT Security Quiz** in the last section. As an integrated form, it is an **interactive** element to help staff further develop their IT Security knowledge and instil good daily cybersecurity practices from day one.

Well done to the project team in IT Services and Staff Wellbeing & Development for delivering this fantastic resource for new staff, with particular thanks to Katie Horgan and Lorraine McLoughlin, IT Services and Grace Conway, Staff Wellbeing and Development.

WiFi Survey Results see rollout of improved WiFi across the O'Rahilly Building

Image credit: Tomás Tyner

As part of the IT Services Mobility Strategy **"Stay Mobile! Stay Flexible!"** we have been enabling staff to work from anywhere on any device during the pandemic and we want to continue this flexibility while working on campus. We realise there are issues with the WiFi service in some locations, which prompted us to publish a WiFi survey to all staff with the primary goal of identifying areas on campus with poor WiFi coverage. We used the output of this survey to inform an investment in our WiFi infrastructure for the academic year 2021/22.

The WiFi Survey Findings

The survey was published in July 2021, understanding this was peak leave season coupled with staff working from home, we were satisfied that 310 staff members responded to the survey and gave us some valuable insights:

50%

50% of respondents still use the wired network as the main way of connecting to the network/internet. However almost 25-30% of staff work almost exclusively from the WiFi network.

75%

75% of respondents have access to a laptop that is WiFi enabled.

50%

50% of respondents are satisfied with the WiFi service. However, 40% of respondents were not completely satisfied with the remaining 10% indifferent. The main driver of dissatisfaction was intermittent coverage in some buildings.

You spoke and we listened.

We are pleased to advise that we have completed a WiFi upgrade in the O'Rahilly Building. We finished the upgrade in October and deployed the latest WiFi technology across all floors. Both staff and students should experience a significant improvement in connectivity.

What is next?

Our focus is to upgrade the Western Gateway Building and the Food Science Building. Dependent on funding, we also plan to upgrade the WiFi in the Kane Building.

Western Gateway Building We are in the process of planning an on-site survey with the local facilities team to plan out the logistics of the deployment. However, there is the global shortage of computer components that directly impacts lead times and we have been advised that it may be summer 2022 before stock is delivered and we can start on the upgrade.

Food Science Building We have some supply of equipment from the O'Rahilly Building upgrade that we will use to deploy in some areas of this building. Works here are due to commence in early Q2 2022.

Printing: We are also investigating solutions for staff printing over WiFi. This is a key service that currently requires staff to be connected to the wired network. We are confident that a solution can be put in place to facilitate WiFi printing.

Feedback

Over the coming weeks we will promote the completed WiFi rollout and upgrade in the O'Rahilly Building. We would welcome feedback from staff or students on notable improvements or any weak spots. Please email **wifi@ucc.ie**

Launch of UCC's first Digital Master Plan

Digital Master Plan launched over Teams Live

Professor John O'Halloran launched UCC's first **Digital Master Plan** in October 2021. An important milestone in the University's goal to support society in the digital age, the Digital Master Plan was launched virtually, with John Fitzgerald, Director of Information Services and Dr Gerard Culley, Director of IT Services, joining Prof O'Halloran in launching the ambitious strategy at a virtual event.

Prof. O'Halloran said the plan paves the way for "the digital enrichment of our campus experience", affording greater online opportunities.
"We are a University that is campus-based but with the complementarity between pedagogy, space and technology is critical to our future," he said.

John Fitzgerald said: "This Master Plan is holistic; it embraces all of the services that we provide through the digital domain and into our digital estate. The Master Plan will enable so much more to happen".

Dr Culley explained how the **Digital Master Plan** owes its origins to the UCC 2022 Strategic Plan, which saw the establishment of a digital estate to complement our physical estate. Dr Culley explained how the UCC Digital Master Plan will oversee the overall evolution of our digital estate over the coming years. "The core of this plan is to build digital services which can help people to achieve their goals and ambitions," he said.

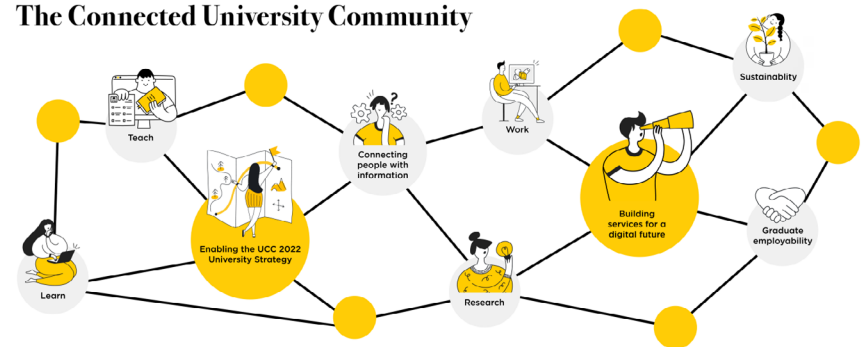You can read more about the launch **here** and watch the launch on demand **here**:

#ConnectingUCC

Click the play button to watch the launch

UCC DIGITAL MASTER PLAN

Connecting Our University

UCC University College Cork, Ireland
Coláiste na hOllscoile Corcaigh

The Connected University Community

Teach

Connecting people with information

Work

Sustainablity

Enabling the UCC 2022 University Strategy

Building services for a digital future

Graduate employability

Learn

Research

Staff IT Support Options

Staff IT Helpdesk

The Staff IT Helpdesk is here to support staff with any questions or issue's you might have. The staff helpdesk is option Monday - Friday 8.30am - 5pm. You can contact us in the following ways:

Phone:

(021) 4902120
Press 1 for the Staff Helpdesk.

Email:

helpdesk@ucc.ie

Service Desk:

servicedesk.ucc.ie

The service desk page is the recommend route for queries such as; account renewals, machine purchasing, changing mailbox permissions and ESS support requests among others. The requests submitted here will be assigned directly to the appropriate IT team.

Teaching Support Options

Panopto

Email **Panoptosupport@ucc.ie** for any issues or queries relating to Panopto

Canvas

For any general queries or first level support for issues using Canvas, there is a **24/7** support available from Canvas. When in Canvas you can click on Help in the left-hand menu to see all support services or use their helpline at **1800 852 159**

Microsoft Teams

The Teaching with Technology on Teams is useful for tips and information on how to best use Teams for teaching and meetings. You can pose your own questions or look back on previous answers.

Audio Visual Media Services

Email the AVMS team at **avms@ucc.ie**. Our AVMS team can help with any issues with AV equipment which includes, lectern PCs, projectors, and audio equipment in classrooms. For more information you can visit the **Audio Visual Media Services** webpage.

Check the status on UCC IT Systems and Applications

Status.ucc.ie is a great place to check if you think there might be a problem. We will keep it updated during the day and will provide timely updates and notifications on any ongoing outages.
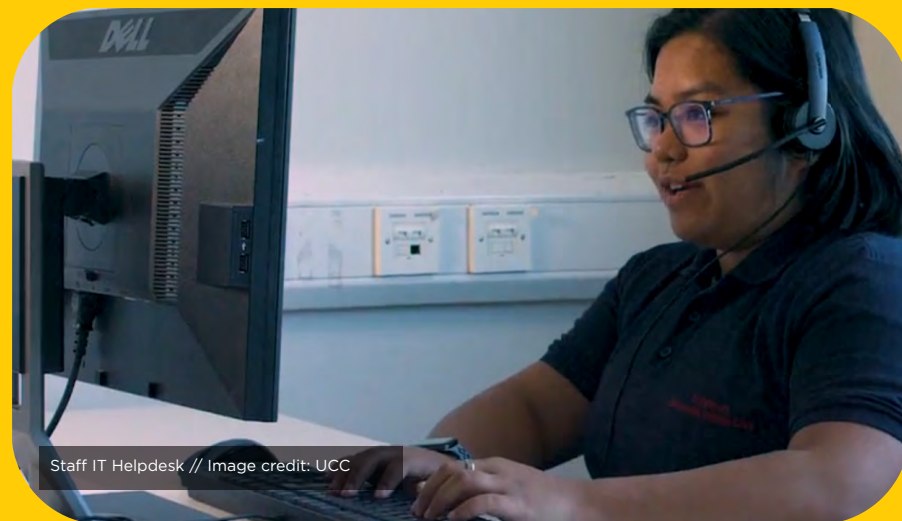
Staff IT Helpdesk // Image credit: UCC

IT Services Security Update

Cyber Security in 2021

This year the upward trend of reported cyber attacks has accelerated worldwide. This has been especially visible in Ireland with cyber-attacks against higher education institutions in April, the hugely disruptive attack against the HSE in May and then an attack against NUIG in September. IT Services have detected attacks against our IT infrastructure throughout the year with over **30,000** attempts per day including attempts by international cyber attack groups. We have implemented multiple changes to our IT infrastructure after conducting security reviews and will continue to do so in the coming year. Thank you to all UCC staff and students for remaining vigilant throughout the year and helping to keep all our data safe.

Fake covid booster SMS messages

Malicious actors continue to use the covid epidemic to trick people into giving away their personal financial details. Please be aware that as the booster vaccine rollout continues these fake messages will increase in frequency. Remain vigilant and do not reply or call the number supplied by these texts. Never give away personal data like PIN number, card numbers, passwords, one-time MFA codes etc. You can access the HSE website directly if you have any doubt.
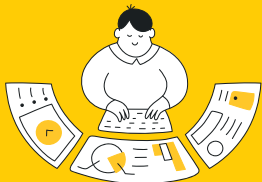
Seasonal Cyber Awareness

The National Cyber Security Centre have produced a guide to help make your holiday season a more cyber secure experience including the following tips:

Tips for safe online shopping this Christmas

- Use a **credit card** or a virtual credit card when purchasing online.
- **Never** send credit card details by email.
- Where possible **type in URLs** to sites you want to visit rather than clicking on links.
- **Be alert** to the existence of fake websites.

The full guide is available at **here.**

IT Services Staff Spotlight: Tomás Tyner

Tomás Tyner, University Photographer. Image credit: UCC

IT Services Staff Spotlight

Tomás joined UCC in 1990 and in that time has transitioned from traditional photography, with film, chemicals/darkroom to a hybrid model of photography when film was scanned, to now a fully digital era using cameras and phones. The one thing that's a constant in Tomás's work, is the aim to produce quality imagery that reflects UCC, it's students and staff. Everything Tomás produces documents UCC for posterity.

Tomás, what is standard day for a University Photographer?

"A standard day can be anything from a visit to the President's Office to record a visitor, photos at a break in a seminar and forever chasing captions. Also planning logistics for or shooting images for a department website, or setting up for some headshots, they are great fun, well for me at least & hopefully for those in front of the camera too. I could spend time talking to OCLA about a contract to provide more services to the HSE or photographing at a clinic in the CUH, I am a qualified Medical Photographer after all. Or maybe trying to learn something new or responding to a call for advice, there always has to be time for that expertise has to be shared".

What has been your career highlight to date?

"There has been many, some of which include organising and bringing in over €100k of free imagery which resides in uPic, capturing over 1800 headshots, documenting the campus and it's life, buildings, people, events and of course it's magnificent grounds... all these and more have been constantly on my mind and in front of my lens through the years. During my early days in UCC I was involved in The Courier and The Graduate but those and higher profile gigs have gone elsewhere".

The pandemic has been a challenging time, can you share your experience during this time?

"Things changed once Covid hit society. Some of my time was spent organising two picture related quizzes, with prizes. One was based around the doors on the Quad, the other based on UCC Trees. Prizes were even awarded. There were basic photo tips/techniques talks to International Students over Teams, accessing my UCC based image archive from home and distributing imagery and updating paper records so that all photo job details are on an Excel spreadsheet. From one day a week on campus to record life, a gradual return to campus beckoned. Quickly then, two days a week to almost full time again as the assignments dictated."

Dream job, family, and walking football....

"I always wanted to be a photographer, so I have my dream job, so I'm thankful for that. Even more thankful for my family life, based around my ever so patient wife and daughters and our stressed-out Border Collie. My job is my hobby so that's a challenge but lately I've been involved in walking football – yes it's a thing and great fun & nothing at all like an episode of Father Ted!"

Tomás was listed as one of the top University photographers to follow on social media by **Photoshelter** earlier this year. You can check out a selection of Tomás's images by visiting here **https://ttyner.photoshelter.com**

IT Services working towards a Sustainable Future

Our Sustainable Future

Remote working tools have demonstrated in the pandemic that there can be an effective alternative to travelling and therefore can help us reduce our carbon footprint. In addition to this overall commitment to helping us live more sustainably, IT Services is also actively making the following contribution to continuing UCC's progress on sustainability.

- IT Services have **donated over 300 old** computers from our student labs to local schools, **Camara**, UCC students and Cork Penny Dinners over the past 3 years, driving a more circular lifecycle for these devices.
- We have re-imagined printing in UCC, moving from hundreds of small printers, each consuming a high volume of toner and paper, to our **sustainable print service**. This printing solution uses less paper (double sided print), less toner, reconditioned devices, and centralised services.
- All **IT hardware purchasing** follow the **EPEAT**® gold energy 6-star rating and include sustainable packaging. All server/network hardware is recycled by Wisetek for responsible recycling.
- **Our Datacentre** uses free air cooling, and all equipment has a Triple E rating from SEAI (Sustainable Energy Authority of Ireland), making it the most efficient on the market.
- Our network equipment now powers our CO2 monitors, room lighting and all network equipment is rated at the highest energy efficiency rating.
- **Remote Working**, our remote working solutions allow staff to work from home, saving huge levels of carbon footprint on travel and car use. Whatever the future of work might look like, we have more sustainable options now available to our staff and our students.

But there is so much more we can do, and we plan to use digital services and data to help the University make its contribution to a more sustainable future for this planet. Gerard Culley will be discussing these matters and our plans for 2022 on **The Green Campus Podcast**, which will broadcast in January.

Together with our colleagues in the Library, we are sourcing sustainable means of transport to carry out our work across our campus.

Pictured, Liz Ahern, Barry Foley, Arthur Shinnick and Aidan O'Donovan testing out the spin.app scooters in September. Photo credit: Tomás Tyner

Please turn to the next page to view our Sustainability Commitments >>

OUR SUSTAINABILITY COMMITMENTS

300 Computers Donated to Schools and Students

Award Winning Sustainable Print Service

Free Air Cooled Datacentre (Triple E Rated)

More Remote working and Study Options

Sustainable Procurement

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