Welcome!

Welcome to the 4th edition of our I.T. newsletter. In this newsletter we draw your attention to a number of new services intended to make your job easier, and highlight important work we are doing in I.T. Security to protect you from cyber threats, a disconcerting area that is growing both in frequency and sophistication. We plan to run a series of workshops on new services in the Boole Library in early October, so come along then and meet us so that we can demonstrate how to get the most out of the I.T. Services delivered by the University. I hope you find this informative and welcome your feedback on the newsletter.

 - **Gerard Culley**, *Director of IT Services*

Infrastructure
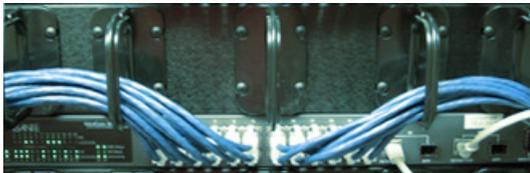
UCC plans a major investment in I.T. systems and infrastructure over the next 3 years. Projects include:

- Enhancing Student Administration Systems
- Developing a Digital Hub for students
- Upgrades to Wi-Fi, network and computer labs
- Upgrades to classroom technology.

This summer work began on classroom upgrades and Wi-Fi within the O'Rahilly, Kane buildings and Boole Library

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IT Security

I.T. Services are continuing to roll out a number of initiatives to strengthen our security profile in response to multiple recent cyber-attacks. Some user facing initiatives already implemented include:

- More aggressive filtering of spam
- Upgrade of anti-virus software

Increase your awareness about I.T. security with our Phishing Quiz and the free online I.T. Security training module from ECDL.

Read More

Office 365 Updates
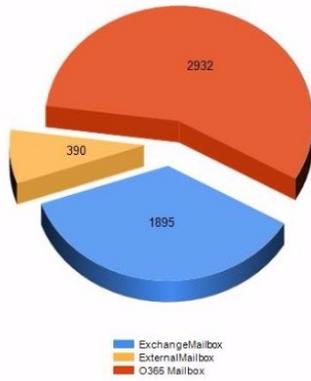
- 2932 mailboxes have now been migrated to Office 365, with the remainder to be completed in the coming months.
- The online financial management system **Agresso** and **Employee Self-Service (Core)** are now both accessible remotely when you log into Office 365.
- Workshops on how to get the most out of Office 365 will be commencing from September.

IT Servicedesk Online

IT Services are launching a new self-service website where staff can log calls online and get a faster response time, as well as track the progress of their calls online. Staff can also make requests for access to services, read How-Tos or make general queries. The site will prompt you for all the information we require to help you as well as, where possible, provide you with information on how to do it yourself.

News for Staff and Students

- New Online Services Login Page
- Service Desk now live