Welcome to our new electronic IT Services eNewsletter

IT Services and Boole Library launch student laptop loan scheme

Improving access to staff online services with new launcher webpage

Continued improvement of equipment with upgrades to many AV systems

Web Review Project highlights ongoing UCC website developments

Cyber Fraud Conference hosted by UCC supported by An Garda Síochána

File sync and share storage solution available to UCC Research Community

Celebrating Lean success between IT Services and UCC Finance Office

Web: www.ucc.ie/en/it/
Welcome to our Newsletter from the Director of IT Services

This newsletter is designed to update our staff about new and upcoming digital services offered to staff and students in UCC. In this edition of the newsletter I am delighted to share a number of new services for UCC staff and our students:

A new landing page for staff IT Services which provides a single place to access all your online services. Let us know if you would like us to include additional applications on this page and give us your feedback.

We also advise staff about our laptop loan service which has proved incredibly popular with our students, and we will also be expanding it further by Summer 2018.

This year we also supported the Students Union with their information website on the election, resulting in the largest ever student turnout for elections. We welcome Alan and the new Student Union team into office and look forward to working with them.

We have created new digital services for our research community; our Research Box offers staff an easy way to safely store their data and there is also a research datastore service for smaller data sets that need to be kept in UCC.

At the end of 2017 we partnered with our marketing team to upgrade the University’s website. We have ambitious plans to update all of our content on this website over the next 2 years. If you have feedback on the website or want us to work with you on updating your content, please contact dewg@ucc.ie

Finally, the University ran a highly successful conference in January on cybercrime. The conference was attending by the Lord Mayor, assistant Garda Commissioner and 350 interested attendees. The event was covered on TV3 and on all the local and some national papers and we received tremendous feedback from the event. Particular thanks to Rosie Coffey who organised the event. We are looking to hold such an event each year now, and welcome suggestions for 2019.

We’d love to hear from you - if you have feedback or suggestions about this newsletter or about any of our services, contact IT_director@ucc.ie

Gerard Culley
Director, IT Services, UCC
This academic year IT Services and the Library, in collaboration with Disability Support Service and the Students Union, launched a laptop loan scheme. There are 48 laptops available to borrow by students for use in the Boole Library. The automated self-check (LAPSAFE) locker system is located on the Q floor of the Boole Library where students use their student card to check out the laptop for 4-hours at a time. The UCC branded Chromebook laptops allow the students to log in with their student email address and password and grant them access to web applications, Blackboard, O365, student email etc.

Feedback from students has been positive and the demand is such that the service is being extended within the Boole Library and to the Brookfield Library with an additional 48 laptops being provisioned this year. To find out more about this service, including a full FAQ, please see here.

The use of Chrome OS in UCC has grown over the past year and there are currently 115 Chrome OS devices being managed by IT Services. The speed of setup, flexibility and ease of administration had led these devices to be used in a number of different areas throughout UCC and we expect these areas to grow during 2018. In addition to being used for Lapsafe Loans, they are also used in Open Access Labs, the Library Catalogue, Digital Signage, HR E-Recruitment, Student Study rooms and more. To find out more about where and how Chrome OS is being used in UCC, please see here.
Staff Landing Page

As part of our efforts to improve access to staff online services we are introducing a new application launcher webpage. The aim of this page is to provide one location for easy, quick and consistent access to the most commonly used staff online services, such as Outlook, Office 365, ESS, One Drive and many more. You can access this webpage by going to www.ucc.ie/en/staffapps/ and we recommend that staff add it to their homepage tabs.
NEW CLASSROOM TECHNOLOGY

Last summer saw continued improvement of equipment in central rooms with upgrades to many AV systems. These systems have already proved to be more reliable and in many areas outshine previous facilities. New technologies were introduced in key areas such as the Boole Basement, Enterprise Centre, Western Gateway, Civil and Electrical Engineering, Kane Building, Food Science Building and other areas. We have also worked with several departments on Next Generation Teaching Spaces, trying out new configurations such flexible and collaborative classrooms. The use of these new systems will help us in future designs for new buildings such as the forthcoming Student Hub.

New equipment included in these projects include document cameras; array and wireless microphones; touchscreens; wireless projection of user devices; new cameras and height adjustable desks. To watch a video demonstrating tips for use of technologies such as wireless tablet projection, lecture capture with tracking camera, touchscreens with presentations, and more – please see here.

AVMS worked closely with the Office of Vice President of Teaching & Learning, and Buildings & Estates on these projects, and it is hoped this work will continue in the coming summer.
The web review project began in October 2016 and took over a year to complete. Before the development began, a cross-departmental project team involving IT Services and Marketing and Communications undertook requirements gathering. This involved reaching out to stakeholders and end users for feedback on the old site and requirements for the new.

Once this stage was completed, the project went to tender. Granite Digital won the tender to develop a series of new designs which ultimately became new style of the UCC website. The site went live at the end of November 2017.

Some of the new design features include a new homepage, spotlight and template for Course Pages. The new course page is very impactful, it features captivating imagery and incorporates a quick-view fact file box at the beginning of each course, it also has the capacity to display multiple student testimonials.

Other new features of the site are slowly being rolled out. A series of learning sessions, termed ‘Webshots’ will begin towards the end of March to guide our moderators through the new content types and how best to use them. The sessions will also cover social media and writing for the web.

What’s next for the website? The DEWG (Digital Estate Working Group) has secured funding to allow for smaller incremental changes to be made to the site over time. We hope to go to tender for this in the coming weeks and begin planning for quarterly updates. This more flexible approach will allow periodic refinement and improvement of elements of the website. User feedback is very important to us, and helps drive improvements made to the site. Users can submit feature requests and feedback online at: www.ucc.ie/en/dewg/feedback/
UCC, along with An Garda Síochána, hosted a Cyber Fraud Conference in January entitled Hacking the Human, which was attended by over 300 people.

It was an honour to have UCC President Professor O’Shea open the conference, demonstrating UCC’s commitment to Cyber Security. Ronan Murphy from Smarttech247 followed, emphasising the great need for organisations to form cyber incident response plans; particularly with the impending legal requirement from GDPR (May 2018) for breach notification within 72 hours.

Detective Superintendent Michael Gubbins stressed how important Cyber Security is across the entire organisation, and how it not just an IT department issue, as is commonly perceived. Professor Barry O’Sullivan – spoke about how “95% of cyber-attacks are caused by human error” and the biggest risk organisations face is that of insider threats – with Artificial Intelligence playing a greater role in the future of cyber security prevention and detection. “Every organisation is going to be affected by Business Email Compromise in 2018” according to Detective Chief Superintendent Pat Lordan. His practical advice is to challenge suspect transactions without apologising, emphasising the need to report cybercrime to An Garda Síochána as soon as it happens.

In addition to this advice, the Panel Discussion agreed the following tips for good cyber security hygiene - Do the basics right: Patch and have Backups. Make sure you, and the people you work with, are aware of cyber security risks.

Please find conference records, slides and pictures at: www.ucc.ie/it/security/conf/
ResearchBox

ResearchBox is a file sync and share storage solution available to the UCC Research community. The service is available to all UCC Researchers (with a CENTRAL account) or to registered postgraduate research students. The service is also available to Postgraduate student researchers; the research principal investigator or research supervisor must request access on behalf of the student researcher.

Full details available at: www.ucc.ie/en/it/services/researchbox

Note: Research Box account and associated content will be deleted when the staff member account is deleted OR the student is no longer a registered student. It is the responsibility of the account owner to ensure content is deleted or copied off this service before they leave.

Research DataStore

Research DataStore is a formal fileshare/network share service available to Research Projects. A principal investigator or Head of Department can request storage (maximum 1TB) for a research project. This service is for active research projects and is not an archive service.

Full details available at: www.ucc.ie/en/it/services/datastore
On 21st March 2018 the Creative Zone in the Boole Library was the venue to celebrate the success of a collaborative project between IT Services and the Finance Office. This project is the certified Lean Green Belt project of Sandra Mulcahy, Enterprise Applications Group who graduated from the UCC Lean Green Belt program in 2017. This ongoing project which focuses on improving the process for the payment of hourly occasional staff is led by Sandra Mulcahy. The business lead for the project is Elaine Rodrigues, Assistant Payroll Manager.

Prior to lean improvements the Payroll Office were receiving on average 1500 timesheets by post each month. The processing of those timesheets was an entirely manual process. This time consuming process has been transformed to a much more efficient, user friendly automated solution which allows the department administrators to enter the timesheet data directly into HRIS.

43 departments are now using this automated solution and the number of paper timesheets processed each month has been reduced by over 50%. This will continue to improve over the coming months. The processing time has been improved by 94% and the number of process steps has been reduced by 64%. Business Intelligence reports are also available to all departments to view historical input.

The commitment and the positive input from each department has contributed greatly to the success of this project. It was great that so many of our colleagues across all departments could join in our celebratory refreshments in the Creative Zone. Congratulations to Vincent O’Brien, Students Union who was the lucky prize winner of the morning.