

ual:

IT Communications
& Engagement




Yes. We do comms.

And a **whole lot more.**

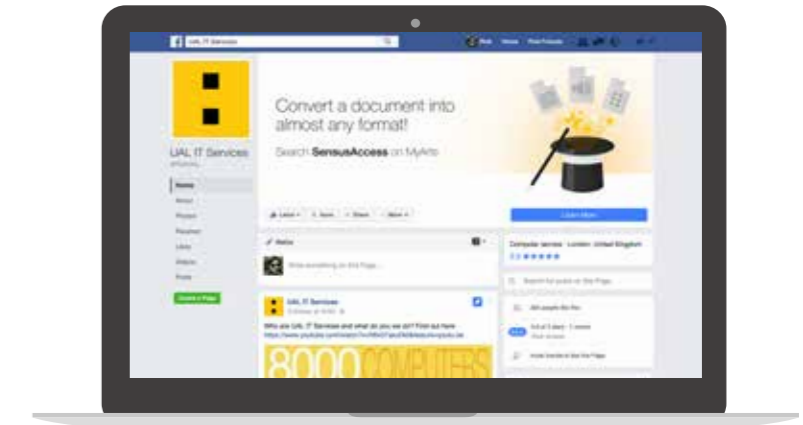
We provide **information** campaigns about new technologies, both **online** and in **print**.

ual:



Convert a document into almost any format!


Search **SensusAccess** on MyArts



IT BYTES

Issue 25 end of May 2017

Assistive Technology staff event



DEPARTMENTAL NEWS

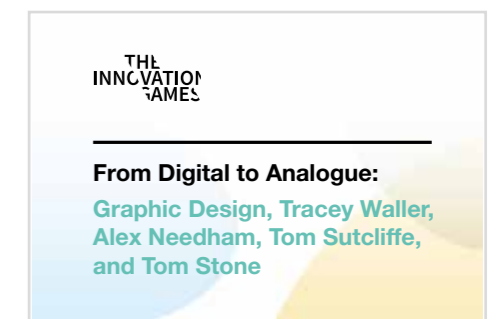
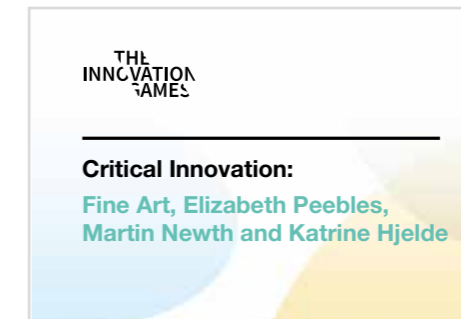
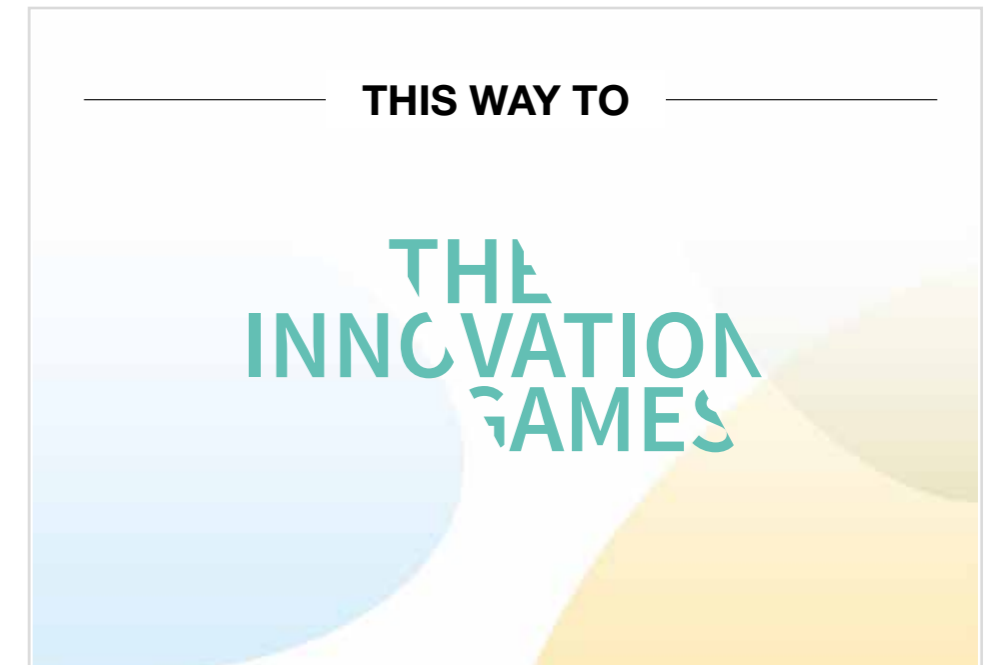
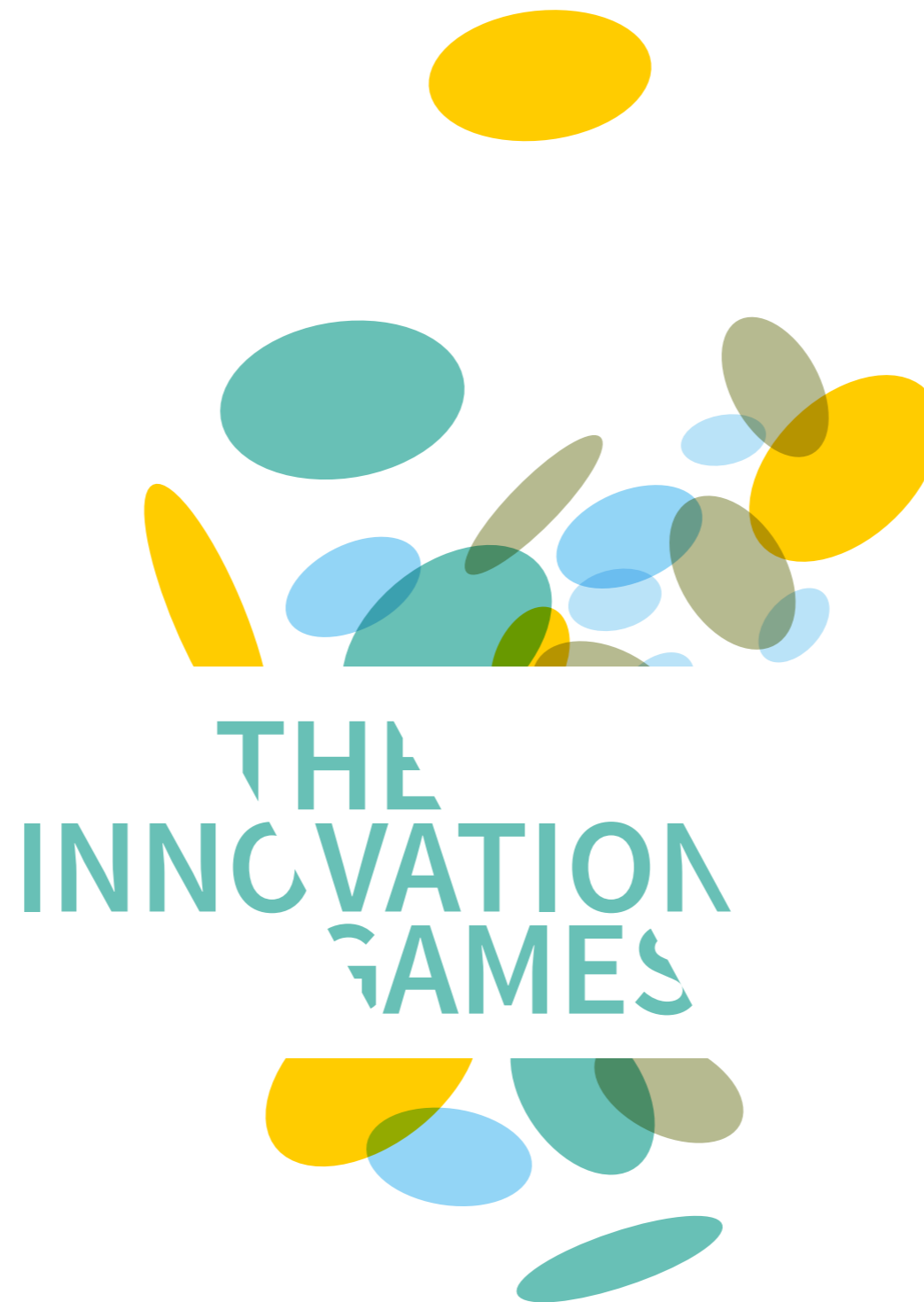
Library Breakfast 10 July

The LCC Library and Learning Zone have very kindly invited us to coffee and pastries in the Library at 9am on Monday 10 July. Please send an [BSVP to Derek](#) before 6 June if you'd like to attend.

Lunchtime is Lunchtime

A reminder that between 12-2pm the 1st floor kitchen is a lunch area only.

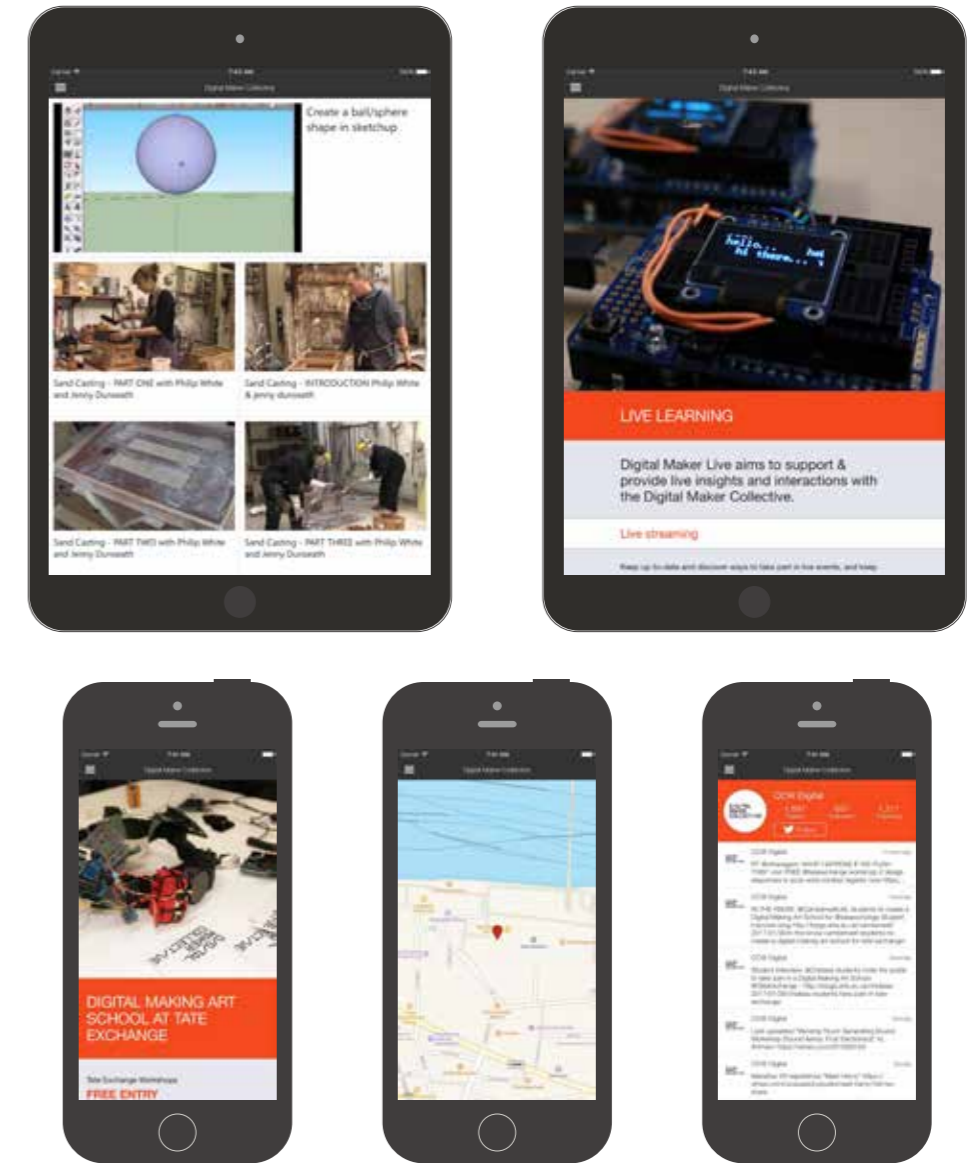
We branded the 2016
University Services
conference...



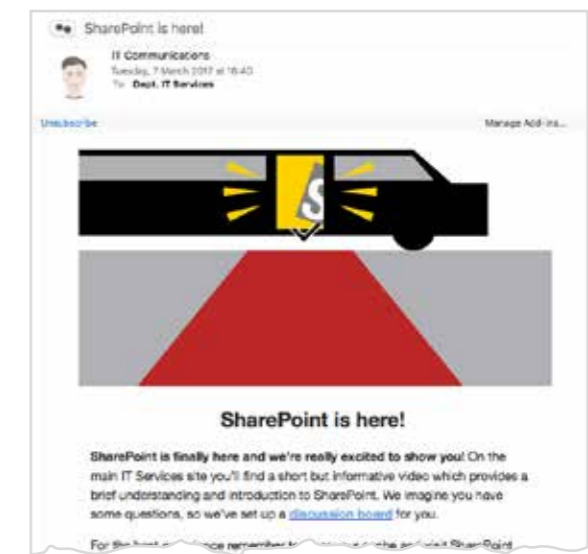
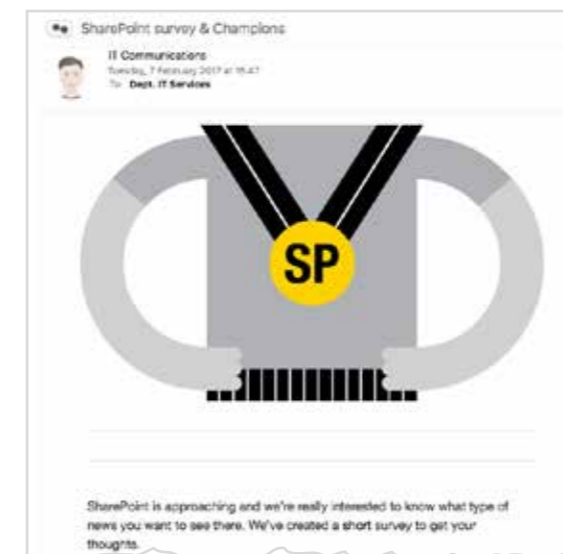
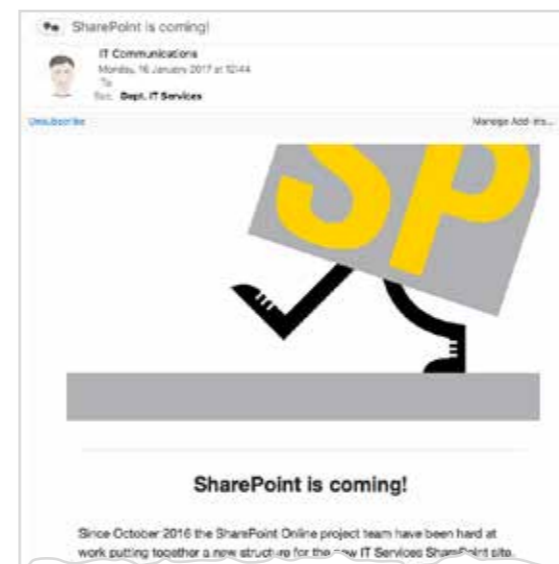
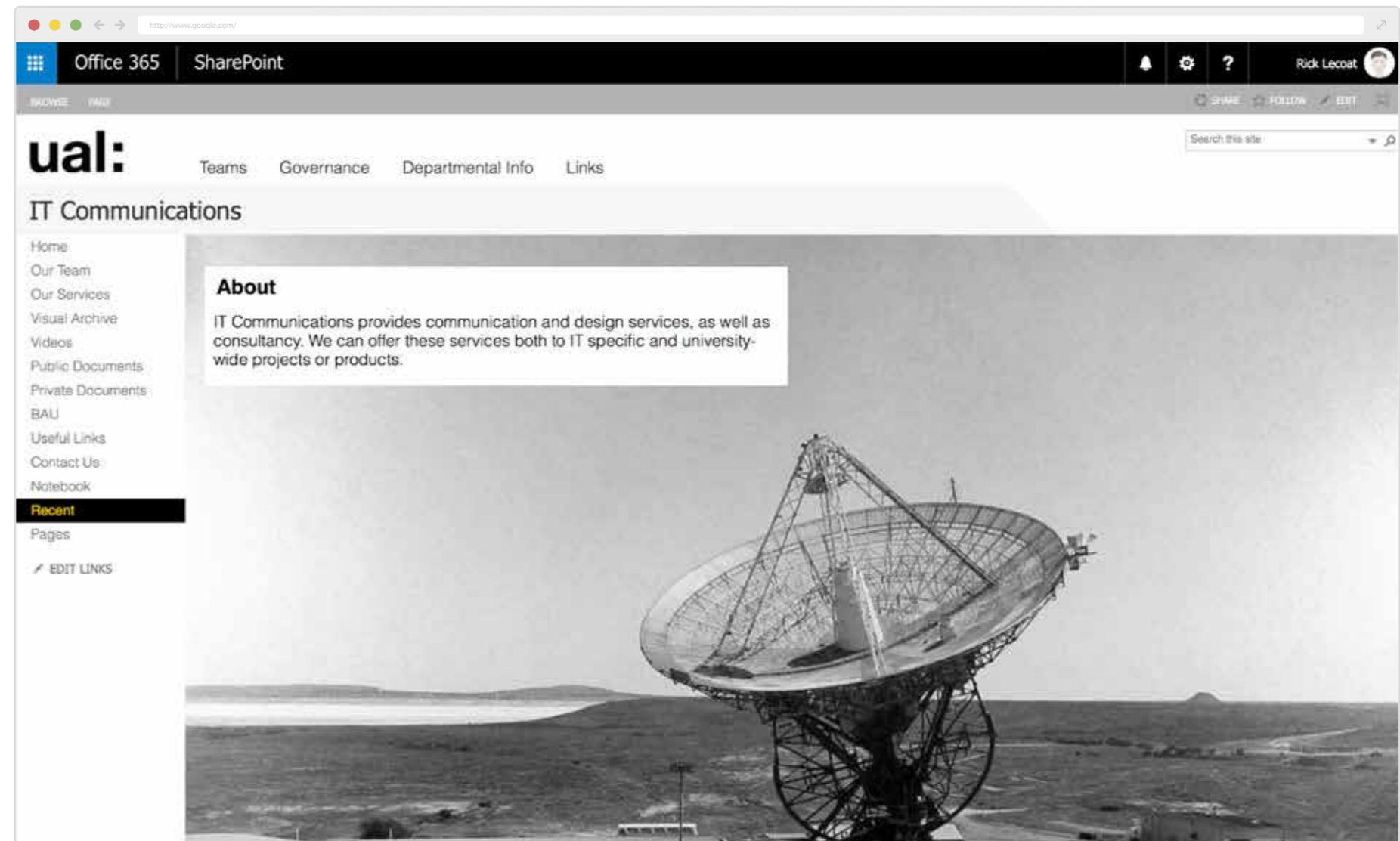
...including designing and building a **mobile app**.



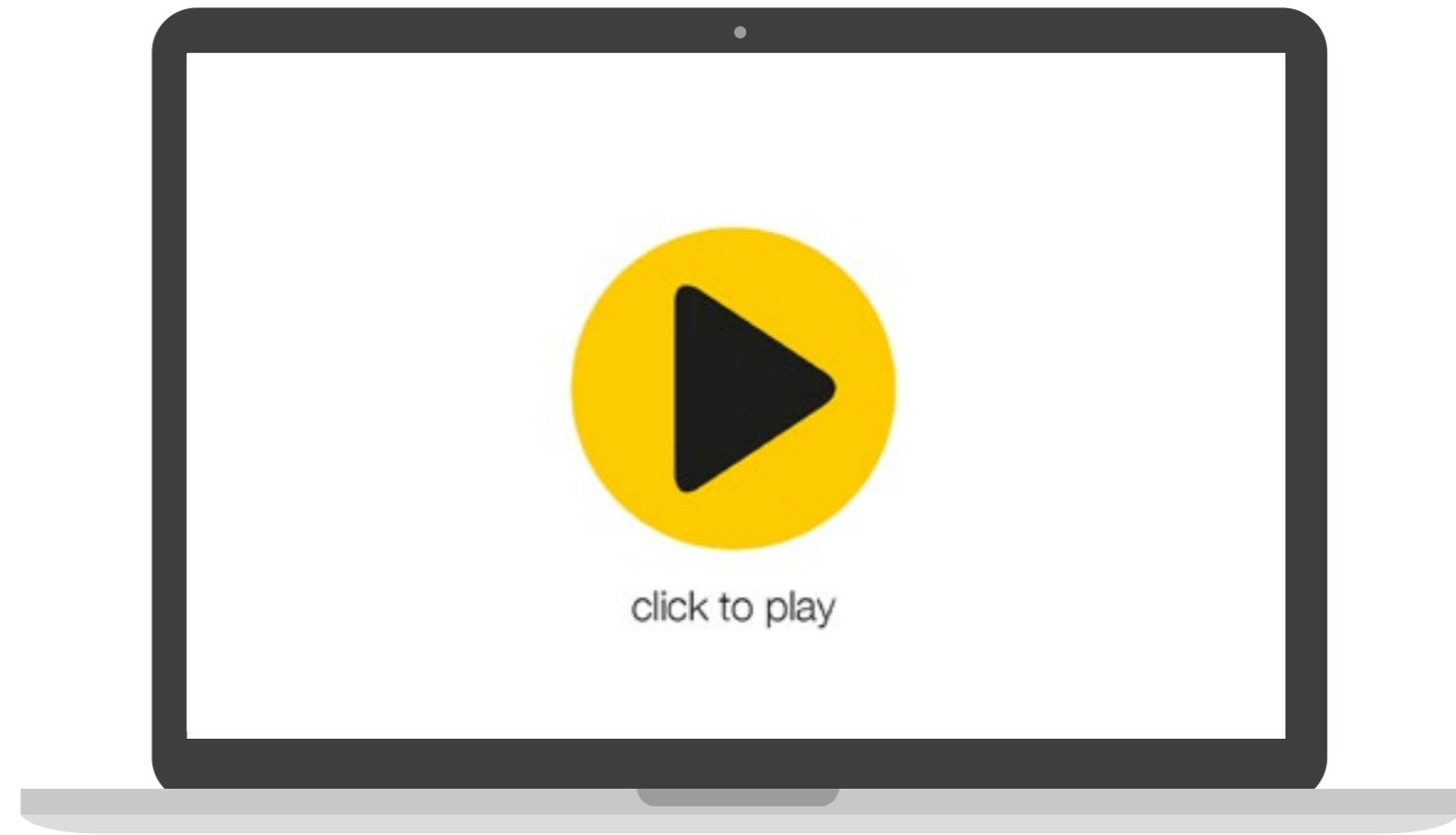
And if you're going to build one app, why not **build more?**



We guided the rollout of the **SharePoint** IT team sites...



...and provided online **video guidance** for users.



WHAT ARE CHAMPIONS?

Each team has a designated SharePoint champion to help you.



WHY SHOULD I USE IT?

Share and access useful **documents, lists and team activities**.
Find out the latest **IT news** and information from teams

Easily navigate to your most **visited sites**.

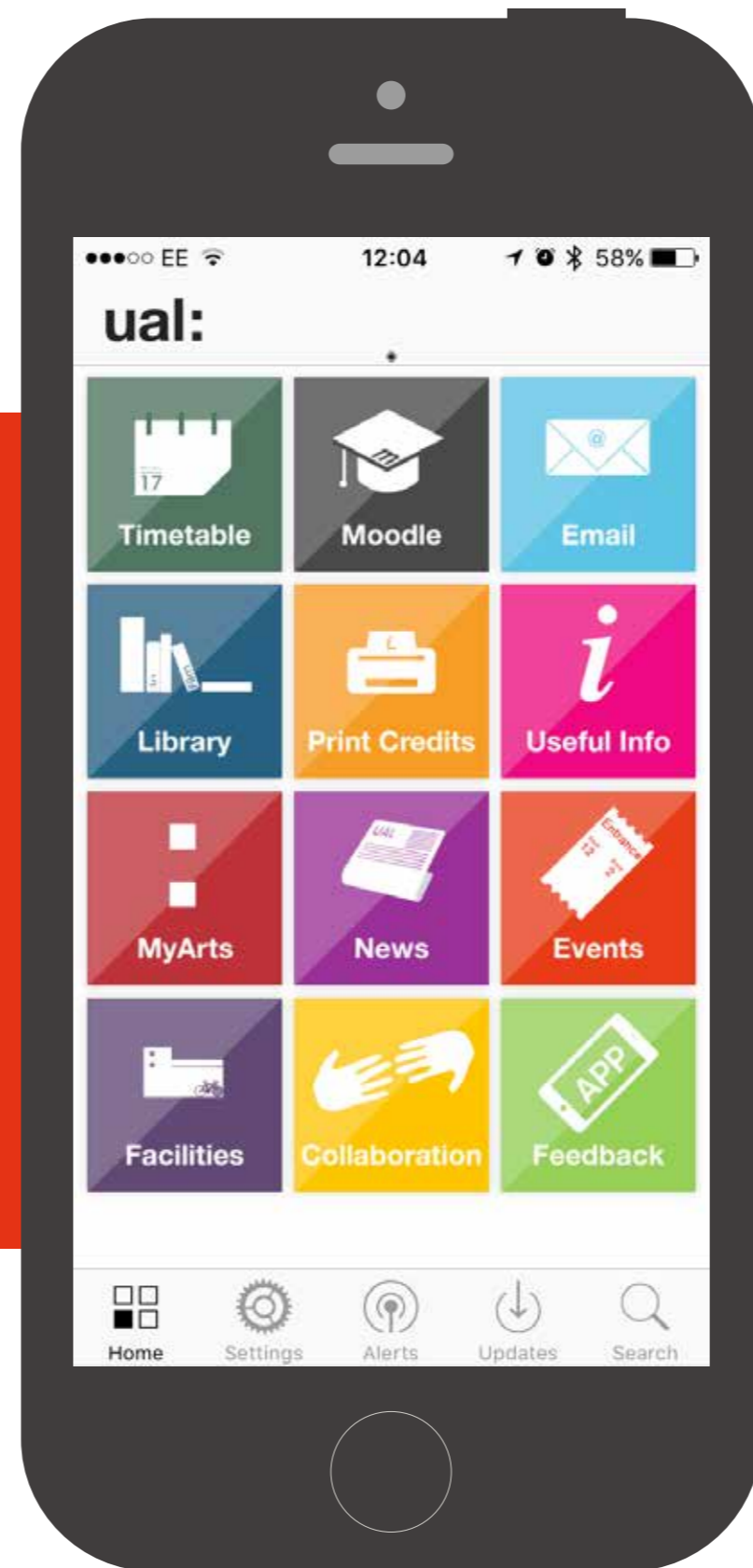


WHAT IS SHAREPOINT?

SharePoint is part of Office 365 and is great for collaboration.

It helps us **work together** by sharing, organising and storing information.

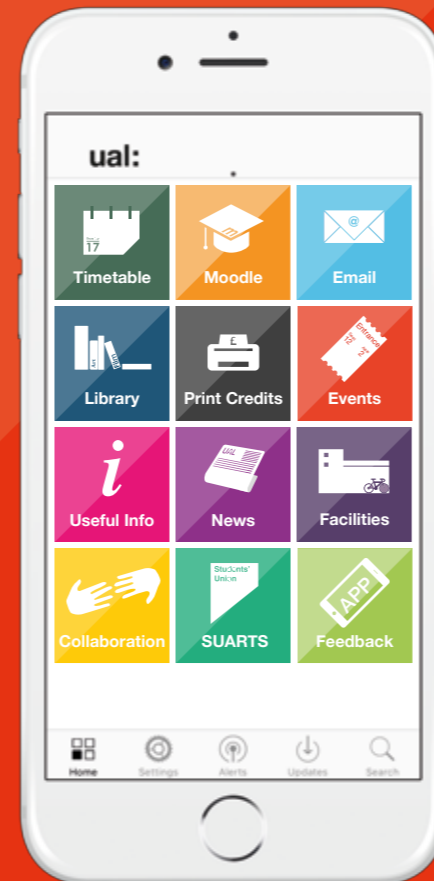
We designed, developed and tested **MyUAL**.



We then **promoted** it throughout the 2016 **enrolment** period...

Have you got the **MyUAL** app yet?

You could win a year's subscription to Adobe Creative Cloud if you download MyUAL by **2 October**



Win a year's subscription to **Adobe CC**
Download **MyUAL** by 2nd October



MyUAL – not just for students

Get your emails and info on the go



...in a **wide range** of media.



We provide **signage** for IT Support Services.

ual: ITSS Sites

- Place of interest
- Halls of residence
- 🚉 Railway station
- 🚇 Underground station
- 🌳 Parks

London College of Fashion Lime Grove site
20-minute Tube ride from central London

Wimbledon site
15-minute train ride from central London

Camberwell College of Arts

- 1 Peckham Road

CCW Progression Centre

- 2 Wilson Road

Central Saint Martins

- 3 King's Cross
- 4 Elthorne Road
- 14 Richbell Place

Chelsea College of Arts

- 5 John Islip Street

London College of Communication

- 6 Elephant & Castle

London College of Fashion

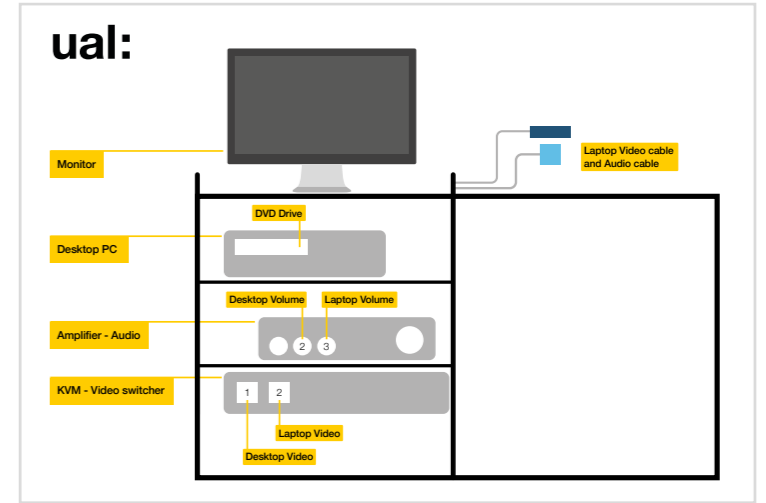
- 7 High Holborn
- 8 John Prince's Street
- 9 Lime Grove
- 10 Golden Lane
- 11 Curtain Road
- 12 Mare Street

Wimbledon College of Arts

- 13 Merton Hall Road

University of the Arts London

- 7 High Holborn



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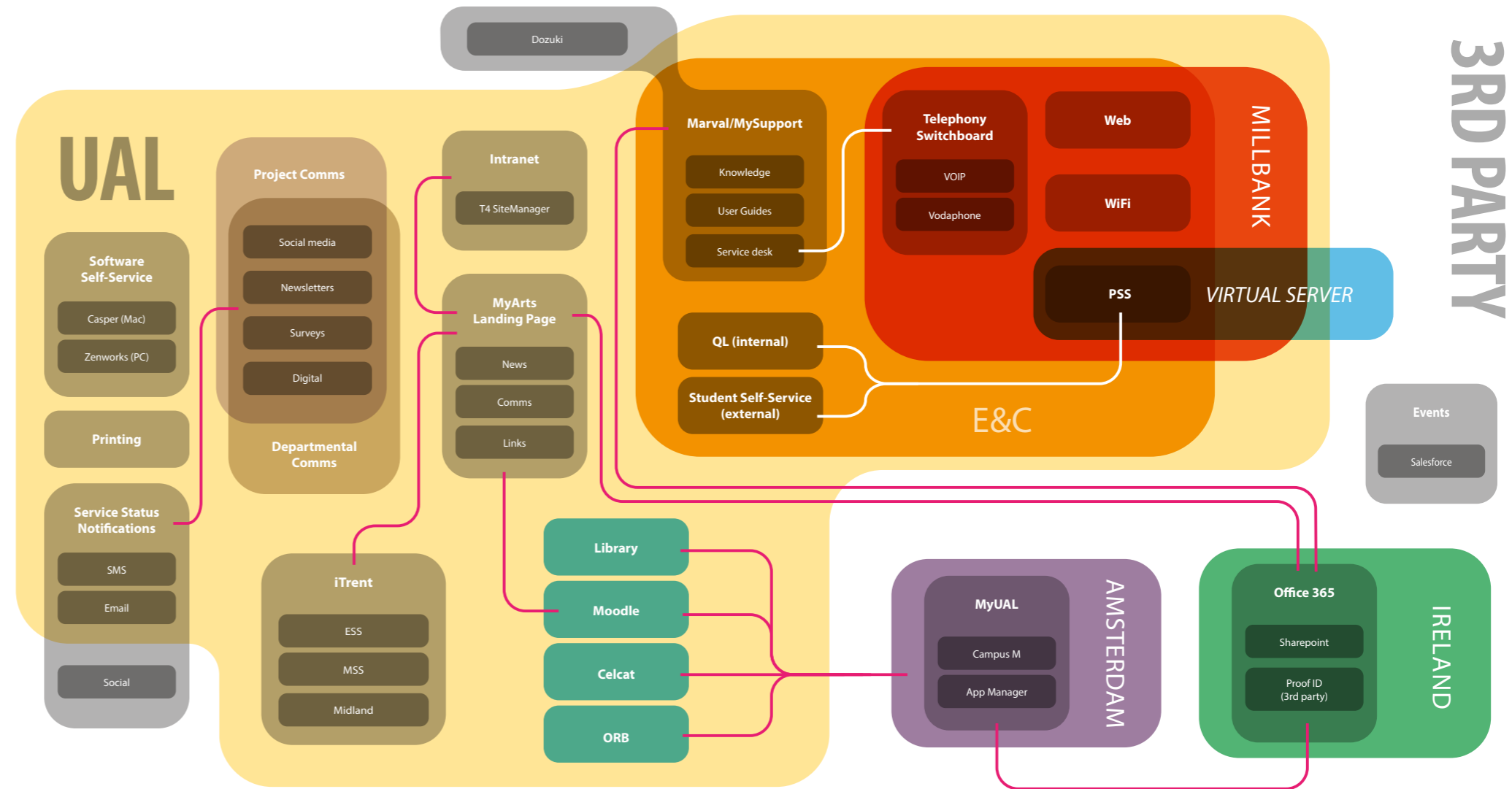
TV manual button controls

- VOL + 1** Increase the volume. Shift Right in the OSD* menu.
- VOL - 2** Decrease the volume. Shift Left in the OSD* menu.
- CH + 3** Shift up in the OSD* menu.
- CH - 4** Shift down in the OSD* menu.
- MENU 5** Open or exit the OSD* menu.
- INPUT 6** Select the input source.
- POWER 7** Turn the display on/off (= standby).

For any issues please contact the Service Desk ext: **9898**

Thank you.
IT Support Services * On-Screen Display

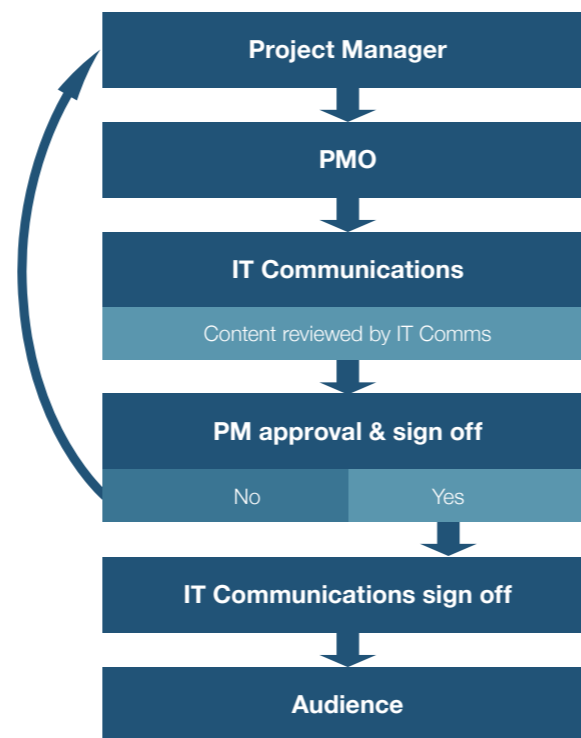
We help map the University's **technical** infrastructure.



We provide **guides** to other teams about IT processes...

COMMUNICATIONS PROCESS

All communications to staff and students should be done through the [IT Communications team](#). We will distribute content and artwork to the various channels only when it's had **final sign off** by the appropriate stakeholder.



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University IT Services

Programmes & Projects

Communication Pack



OUR SERVICES

Services we provide to encourage consistency of communications and projects, we can/ will: Design and produce graphics or artwork. Read content for comms campaigns, this includes: content for web, print materials and customised email campaigns. Advise on, or need help deciding which comms channels are best for your project. We can help you. Targeted audience and collate results. Update programme and project intranet updates, any suggested changes will be discussed with the project or programme manager.

CHANNELS WE USE

Channels are best suited to your communications item. We also manage various channels: Intranet, Facebook, Yammer, Twitter, LinkedIn, YouTube, etc. (if IT pages)

(e.g. Service Desk and IT Support Services)

CHANNELS WE COORDINATE

For a targeted audience, we can coordinate communications to the channels that have had final approval from the appropriate staff. This includes: student and all-staff announcements as well as news feeds to the Newsletter. Content is sent to all staff on Mondays or Tuesdays. The deadline for content is the following week's newsletter.

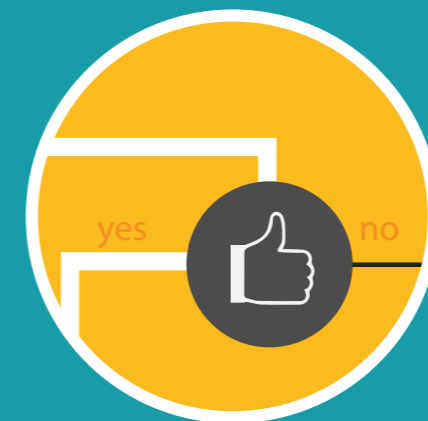
Some departments have their own newsletters distributed to staff and sometimes staff

at students only:

SENDING OUT COMMS

...and policies...

IT NETWORK AND ACCEPTABLE USE FOR STUDENTS



This is a UAL policy

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Good practice advice:

DOs & DON'Ts

DOs

- Do take care when accessing material that could reasonably be considered, by others, to be offensive, obscene, indecent or illegal. In particular, do not attempt to access content that is illegal or poses a security risk to IT Services. The University reserves the right to monitor and block access to content that is considered illegal or poses a security risk to University IT Systems.
- Do report, as soon as possible, any loss, theft or damage of University owned IT equipment.
- Do ensure you look after your own data.
- Do take care when using removable data storage such as USB sticks or any cloud-based storage devices such as Google Apps and Dropbox. Students should make use of their University OneDrive account for this purpose. Although these services offer convenience and simplicity, there are risks to their use which should be considered to eliminate the risk of data loss or unauthorised access.
- Do comply with copyright laws when using material such as images, text, music, film and software.

DON'Ts

- DON'T share your network password with anyone.
- DON'T attempt to access material that is either illegal or could pose a security/risk to the University.
- DON'T publicly discuss, in any way, any information about the security measures used to protect the University's information and IT networks.
- DON'T install, use or distribute software on University owned devices unless the University is legally entitled to use the software for legitimate University purposes.
- DON'T send emails which could be interpreted by others as being abusive, obscene, discriminatory, racist, harassing, derogatory or defamatory.
- DON'T attempt to circumvent or disable UAL IT services and device configurations, or use utilities, techniques and devices to gain visibility of, control, or reprogramme UAL IT services, configurations and architectures, for any purpose.
- DON'T connect unauthorised equipment to the UAL network.

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Content

SUMMARY

- Introduction
- Who should read this policy?
- Definition of University
- The aims of the policy
- Good practice advice: Do and Don'ts

POLICY

- Network user IDs and passwords
- Access to offensive material
- Monitoring
- Loss, theft or damage to University IT equipment
- User email obligations
- Disclosure of IT security
- Personal use of University IT services
- Copyright infringement
- Responsibility
- Renewal of policy

APPENDIX

- Appendix A - Devices not allowed to be used on IT services

“ Inform users of their responsibilities for the protection of the University network and their own devices.”

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Summary

INTRODUCTION

Information Technology (IT) services are provided to University of the Arts London (UAL) students to support the teaching, learning, research and administrative activities of the University and are critical to the success of the University's mission, operations and business. The use of these facilities carries its own risks and the University wishes to make students aware of these risks and the steps that can be taken to alleviate them.

This data held within the University's IT systems and network forms part of the critical information assets. As a user of University provided IT services you are required to keep University information and data secure. You are also required to assist and support the University in carrying out its legal and operational obligations with regard to University data and information stored on its own systems.

This policy relates to the acceptable use of all IT services that are owned, hosted and/or administered by the University. This includes:

- computer equipment, email and the internet
- connections made to external networks through the University network
- telephones, voicemail, smartphones, laptops, desktops, tablets
- fax machines, copiers and scanners

It outlines the standards we require users of these systems to observe and the action we will take in respect of breaches of these standards.

This policy applies to anyone using the University's IT services ('users'). This includes:

- students using either personal or University provided equipment which is connected locally or remotely to the University network
- visitors using University IT services
- students from other institutions logging on using Educatron

In addition to this policy you must also abide by any regulations and policies applicable to other organisations whose services you access, such as JAMET, Educatron and JISC. When using services, you are subject to both the regulations of UAL, and the institution whose you are accessing IT services. (See Appendix A).

WHO SHOULD READ THIS POLICY?

Students will be directed to this policy during their enrolment each year. This policy will be posted on the University website and/or intranet. Changes to this policy may be communicated via email at the time of change.

UNIVERSITY OF THE ARTS LONDON

The University is defined as the sites and physical locations which comprise the Campus across London and University Services as follows:

- University Services at Holborn, Kings Cross and Elephant & Castle
- Camden College of Arts
- Chelsea College of Arts
- Winterton College of Arts
- Central Saint Martins
- London College of Communication
- London College of Fashion
- Academic Enterprise and associated entities
- UAL Halls of Residence

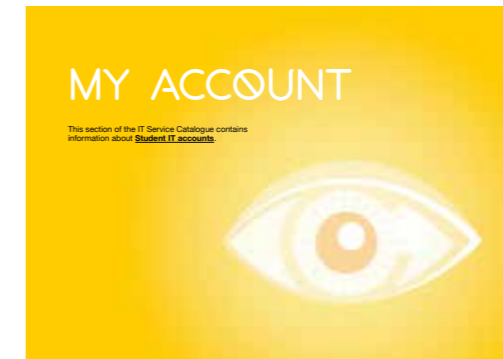
THIS POLICY HAS BEEN ESTABLISHED TO:

Provide guidance for the acceptable use of the University's computing and networking resources by students of the University, including the personal use of these services.

Provide guidance which mitigates against information security risks, losses and threats arising from data attacks and compromises of network systems and devices.

Inforn users of their responsibilities for the protection of the University information, IT Services and their own devices.

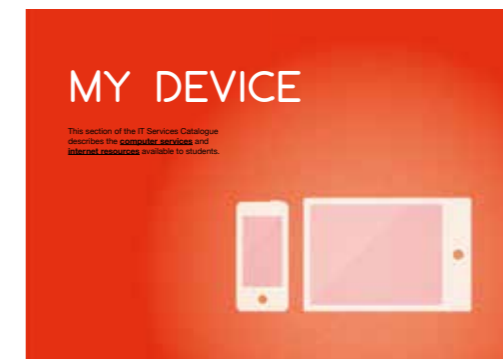
...and we maintain both online and printed editions of our **services catalogue**.



MY ACCOUNT	
<p>This section of the IT Services Catalogue contains information about Student IT accounts.</p>	
<p>ACCOUNTS</p> <p>Description of service</p> <p>University IT Services manages the accounts for all staff and students. These accounts are used for all university systems. All IT accounts include two important features:</p> <ul style="list-style-type: none"> • Single sign-on (SSO) • Self-service 	<p>Access</p> <p>IT accounts are available to all staff and students. All IT accounts should be used for all university systems. All IT accounts should be used for all university systems.</p>
<p>Passwords</p> <p>New IT accounts come with a temporary password. This password is provided to you after you register. You should change your password after 30 days and should use a strong password.</p> <p>Students must also meet the password requirements for all university systems. These requirements are outlined in the IT Services Catalogue. All IT accounts are secure. Passwords can be reset through Password Self Service using a QR code.</p>	<p>Availability</p> <p>The service is available 24/7. If you have any issues with your IT account, please contact the IT Services team.</p>
<p>Other resources</p> <p>IT accounts can be managed for quick access to the IT Services Catalogue.</p>	<p>Using this service</p> <p>IT accounts are used for all university systems. All IT accounts should be used for all university systems.</p>



MY IT SUPPORT	
<p>This section of the IT Services Catalogue explains the IT Service Desk, the IT Service Desk, and the IT Service Desk.</p>	
<p>IT SERVICE DESK</p> <p>Description of service</p> <p>University IT Services provides IT support for all staff and students. The IT Service Desk is the central point of contact for all IT issues. The IT Service Desk is available 24/7. The IT Service Desk has a dedicated team of IT support staff.</p>	<p>Access</p> <p>Students can contact the IT Service Desk by phone, email or chat. The IT Service Desk is available 24/7. The IT Service Desk has a dedicated team of IT support staff.</p>
<p>Request process</p> <p>When contacting the IT Service Desk, a request number will be assigned to you. The request number is used to track the progress of your request. The IT Service Desk will contact you if there are any issues with your request. The IT Service Desk will contact you if there are any issues with your request.</p>	<p>OUT OF HOURS SUPPORT</p> <p>IT Services provides 24/7 support for all IT issues. The IT Service Desk is available 24/7. The IT Service Desk has a dedicated team of IT support staff.</p>



MY DEVICE	
<p>This section of the IT Services Catalogue describes the computer services and internet resources available to students.</p>	
<p>MANAGED DESKTOPS</p> <p>Description of service</p> <p>University IT Services manages and maintains all desktop computers on campus. These computers are managed through the IT Services Catalogue. All IT accounts should be used for all university systems. All IT accounts should be used for all university systems.</p>	<p>Access</p> <p>Students can access Managed Desktops through the IT Services Catalogue. All IT accounts should be used for all university systems. All IT accounts should be used for all university systems.</p>
<p>PERSONAL FILE STORAGE</p> <p>Using the service</p> <p>Personal file storage is available to all staff and students. The IT Service Desk is the central point of contact for all IT issues. The IT Service Desk is available 24/7. The IT Service Desk has a dedicated team of IT support staff.</p>	<p>COMPUTER FACILITIES</p> <p>Description of service</p> <p>University IT Services manages and maintains all computer facilities on campus. These facilities are managed through the IT Services Catalogue. All IT accounts should be used for all university systems. All IT accounts should be used for all university systems.</p>

We transform user data into **attractive** monthly reports.

ual:

IT SERVICES BI-MONTHLY REPORT

May & June 2017

Jim Nottingham

IT Services Desk Stats June 2017

In June the IT Service Desk resolved 65% of all IT tickets at the front line. IT received 3785 tickets, 3424 of which were resolved. 2236 were solved promptly by Service Desk staff.

1. Accounts & passwords	358
2. Information request	580
4. Access request	284
3. Software support	163
5. Equipment setup	119

Technical Incidents May 2017

No Major Incidents

Technical Incidents June 2017

Major incident: No network connection at Curtain Road 22 June

Major incident: Unable to access Office365 services 30 June

Cause: 3 party network fault. BT backup link did not enable wired network access during down-time.
Fix: Configuration changes made to BT router and parts replaced. Network services restored in 5 hours.

Cause: 3 party error
Fix: 3 party services restored in 33 minutes.

Major Security Incidents*

53 of which IPR Incidents: 14

45 of which IPR Incidents: 12

*With immediate potential to cause significant damage to the University.

IT Network Report

Wi-Fi usage

Average number of daily continuous connections (to nearest 1,000)

May: 14000

June: 8000
(Noticeable weekly depreciation as month/course submission dates progressed)

Switches

Bag bid approved 130 new switches to be purchased to replace/update existing switches.

IT Services' Web Presence

May:	Hits to staff IT intranet pages:	3084	8%	(of entire staff intranet)
	Hits to student IT intranet pages:	2954	28%	(of entire student intranet)
	Hits to IT Services on arts.ac.uk:	8828		
April:	Hits to staff IT intranet pages:	2691	7%	(of entire staff intranet)
	Hits to student IT intranet pages:	2413	26%	(of entire student intranet)
	Hits to IT Services on arts.ac.uk:	8296		

Staff News

Below are details of new starters, who joined us between May and June:

IT Architecture
Carlo Bartolucci: IT Solutions Architect

Customer Services
Victoria Mumford: Senior IT Buying Officer (until September)

IT News

IT Communications selected for 20:20 scheme

IT Communications has won 20 hours free design work under the UAL Arts&Designs funded project "20:20 Design". The IT Communications bid was selected out of 50 other competitive bids by UAL departments.

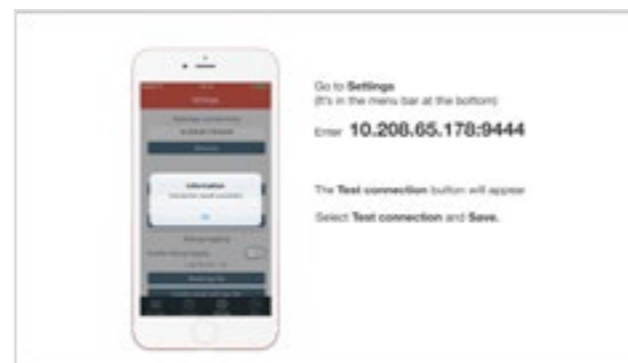
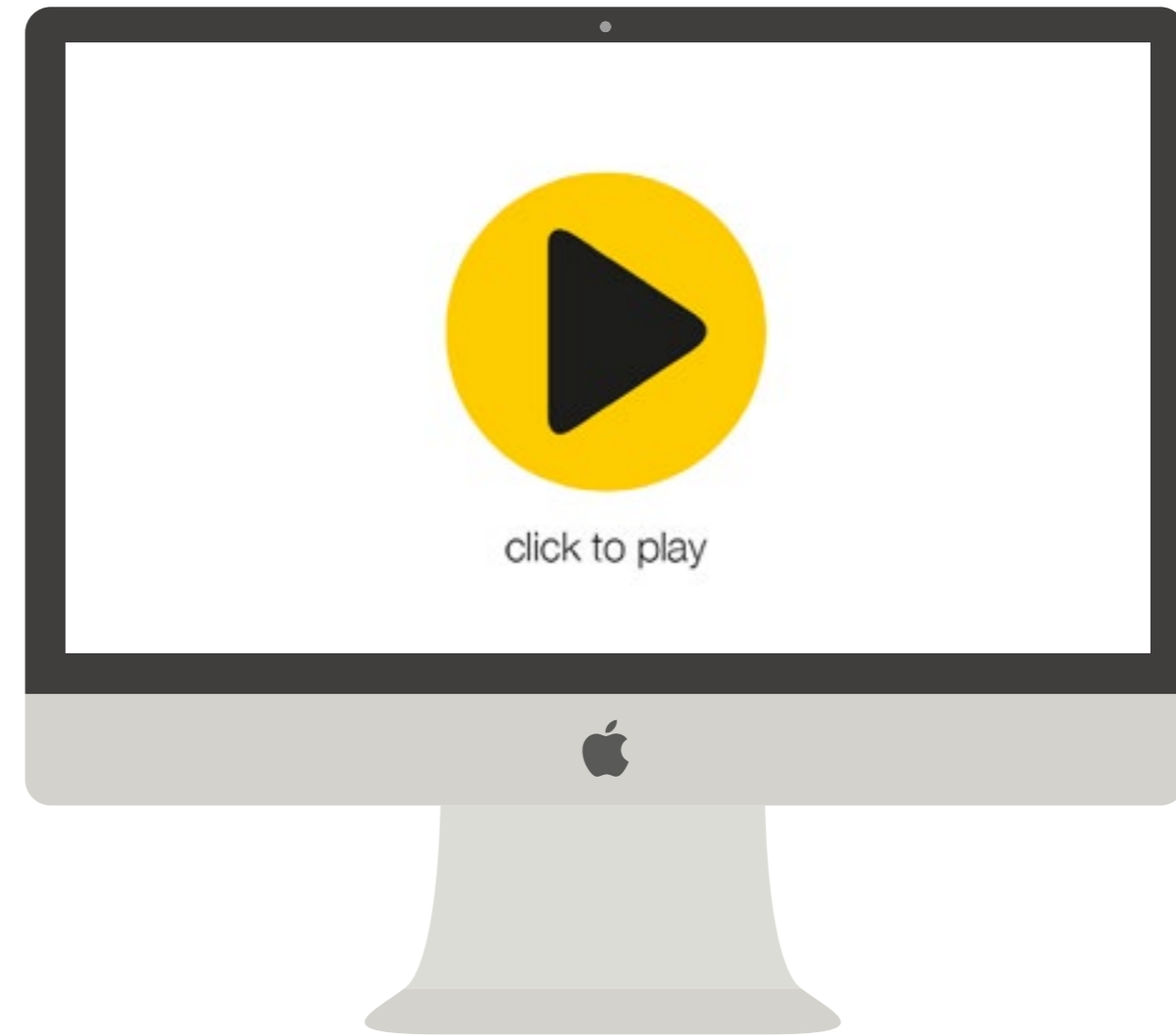
The designer will work with us for 20 hours from June on a visual campaign to raise awareness of IT security issues.

IT Services Away Day

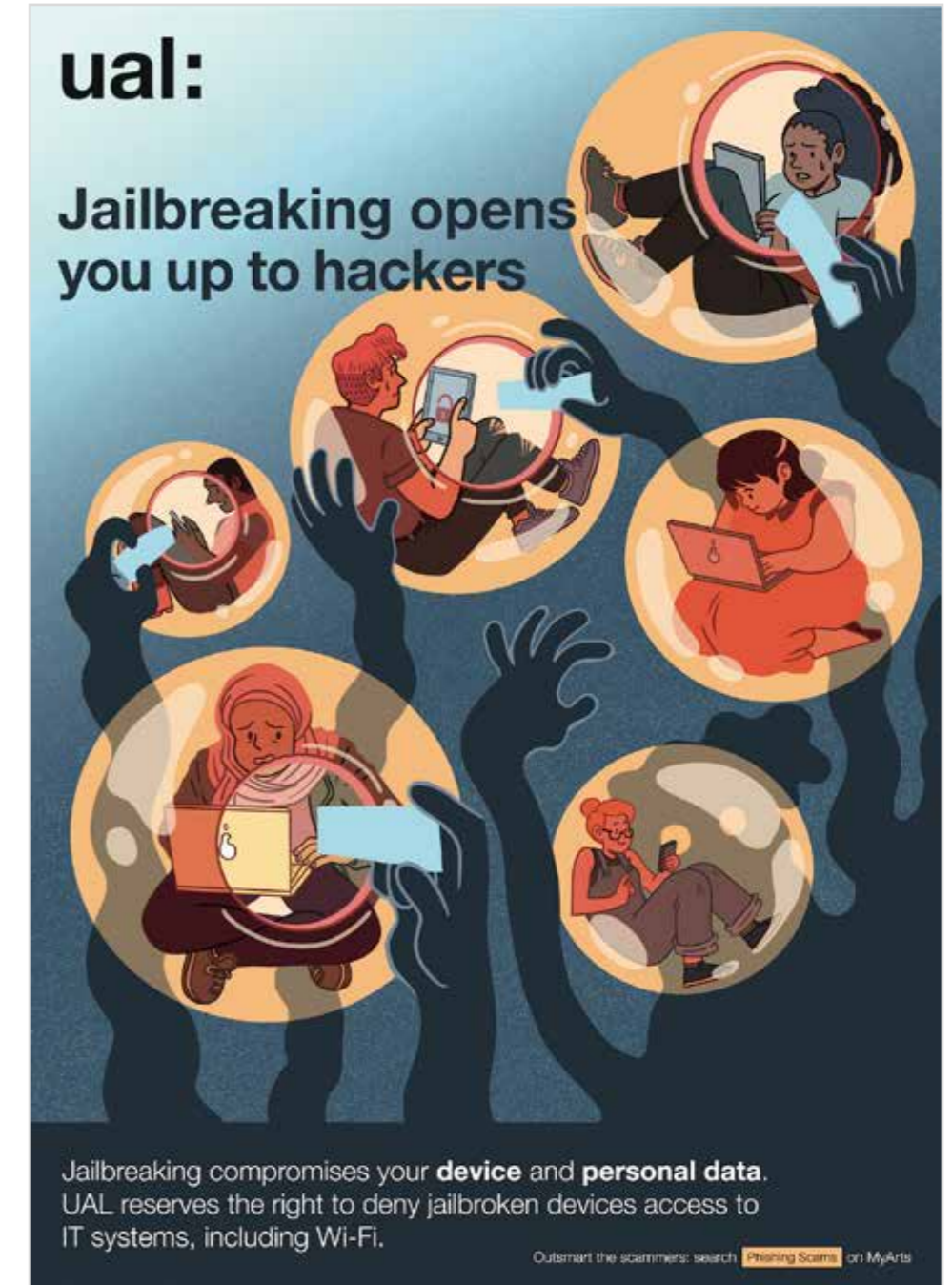
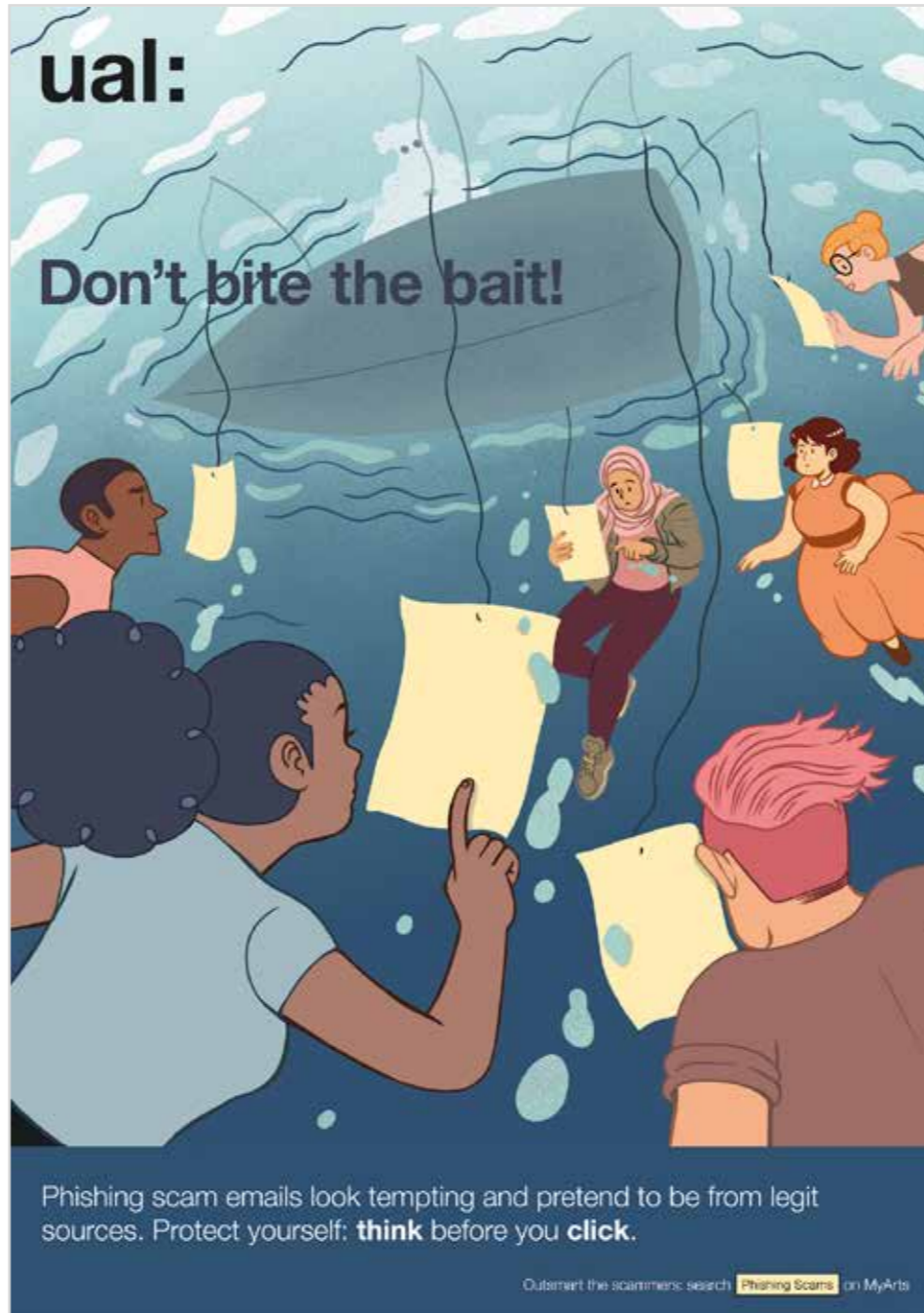
The department Away Day on 23 June was held at Chelsea College of Art. Highlights included:

- Dr Natascha Radclyffe-Thomas (Course Leader BA Fashion Marketing) speaking about UAL from an Academic's perspective
- Emma Parker (Head of Programmes and Projects) on our core working principles
- Jon Lucas (Head of Customer Services) going through the results of the staff survey
- Keith Joy (Head of Technical Services) with an overview of Technical Services
- Helen Davies (Associate Director) on priorities for 2017/18

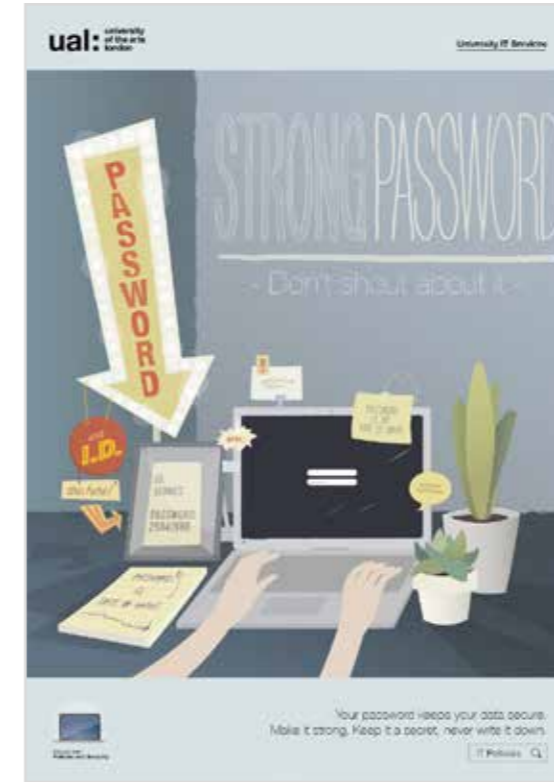
We create **help videos** to assist staff and students.



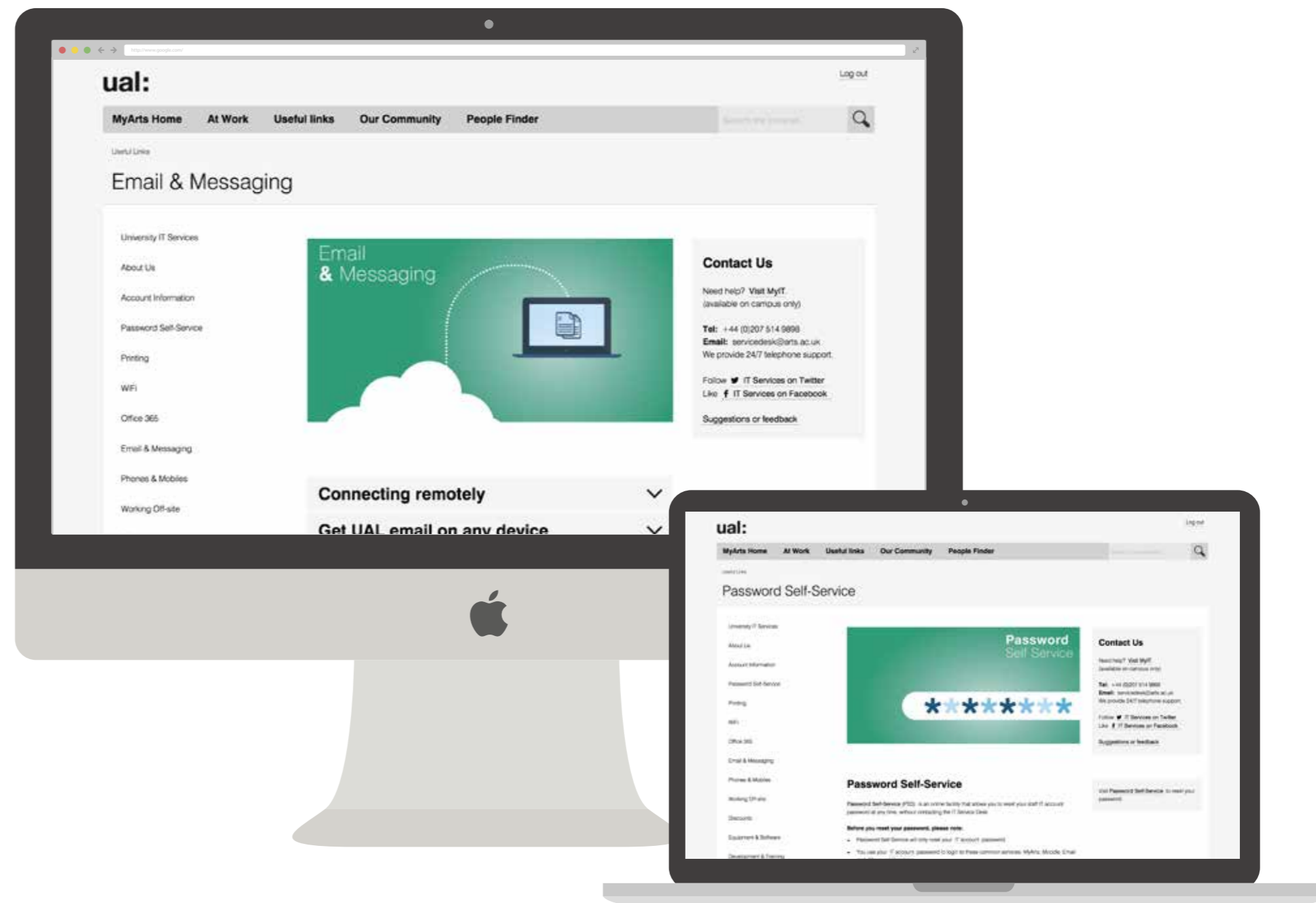
We produce **creative** and **engaging** poster campaigns...



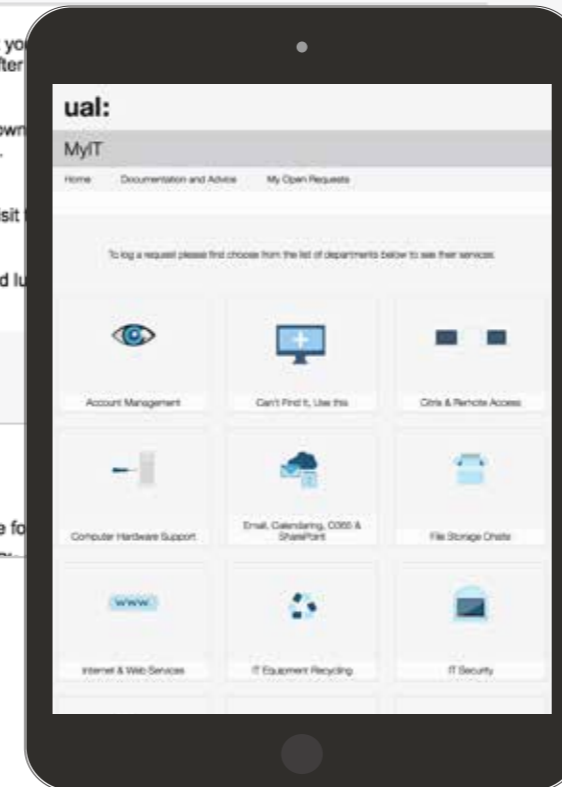
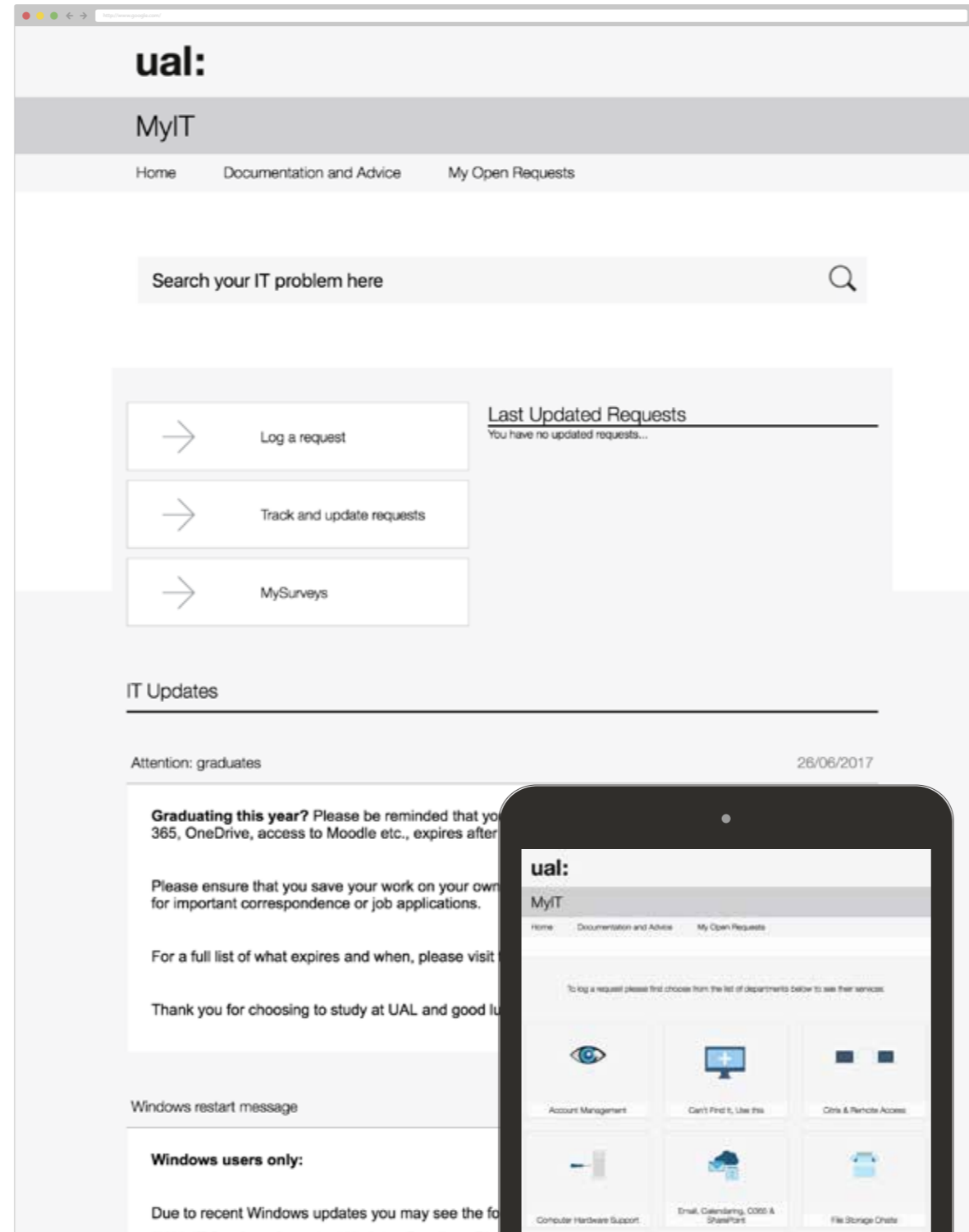
...addressing a host of **IT-related issues** across the University.



We update and curate
IT knowledge articles
on MyArts.



We **promote** and look after the **MyIT** self-service portal...



...which we are **improving**
and **redesigning** from the
ground up.



If there's bad news to deliver, our **creativity** can **soften the blow**.

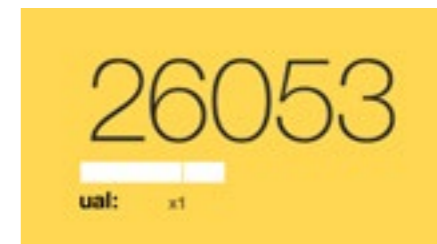
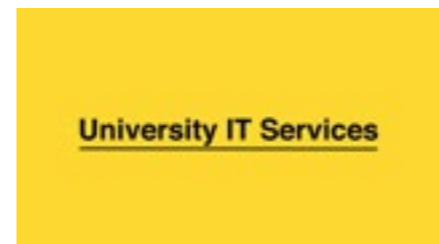
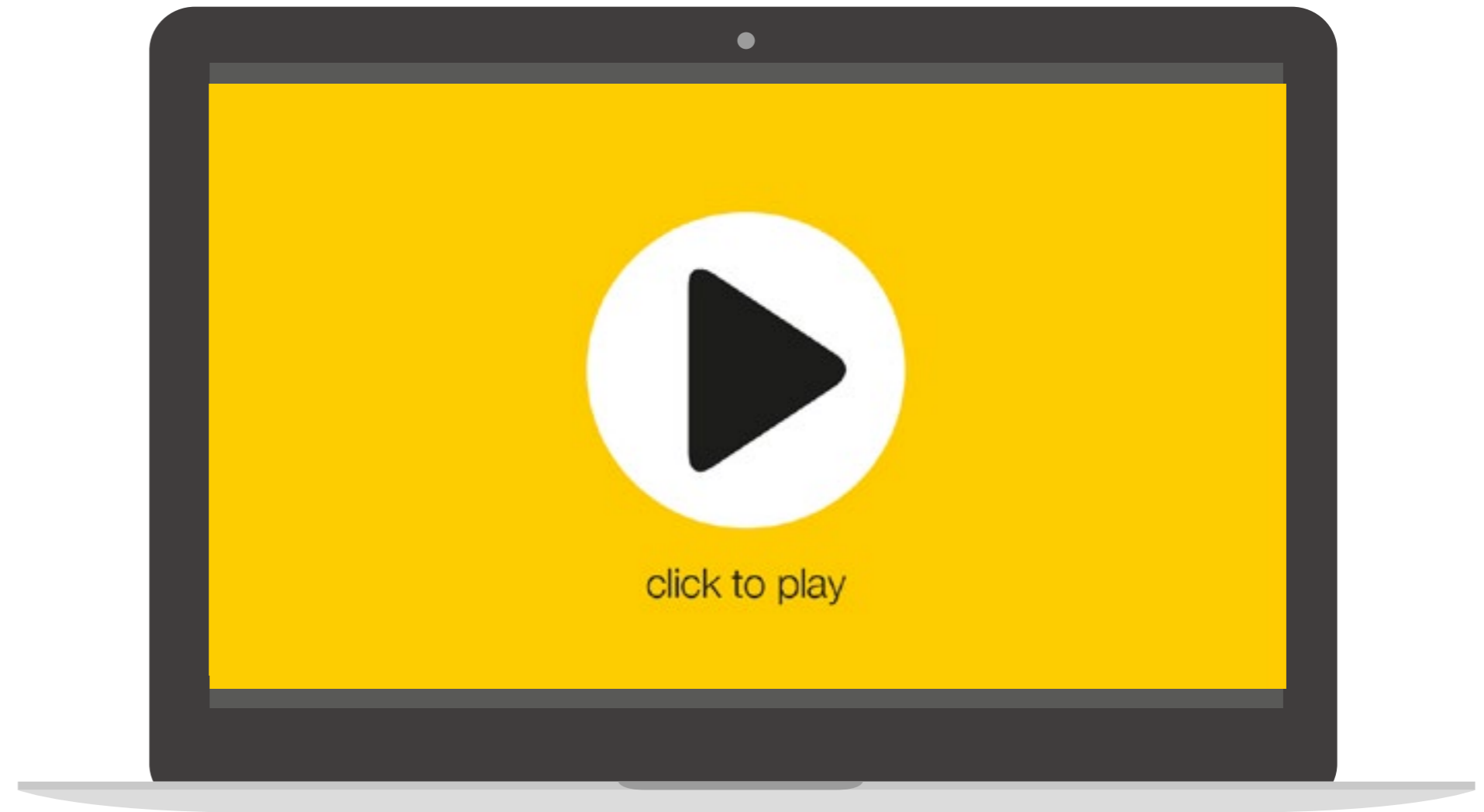


Oops,
Seems like our **techie**
just got **abducted**.
We apologise for any inconvenience.



Apologies,
we are carrying out
important **maintenance**.
This page will be up shortly.

We provide **insight** into what IT Services is **really** about.



We **help managers**
motivate their teams.

1K
LOGGED

2K
LOGGED

3K
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RESOLVED

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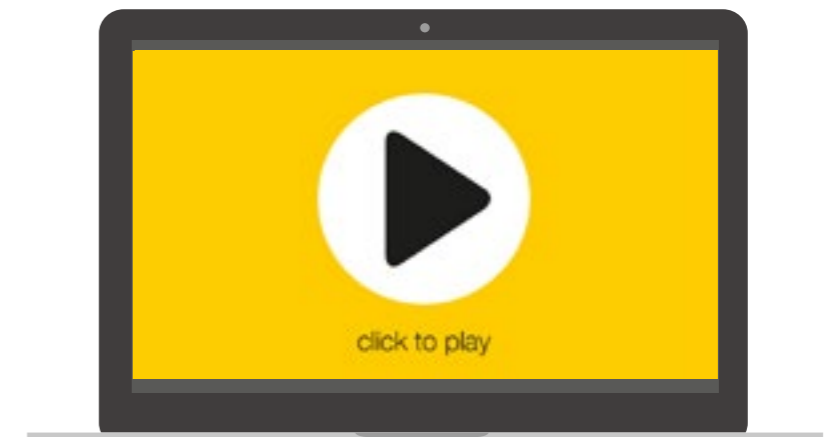
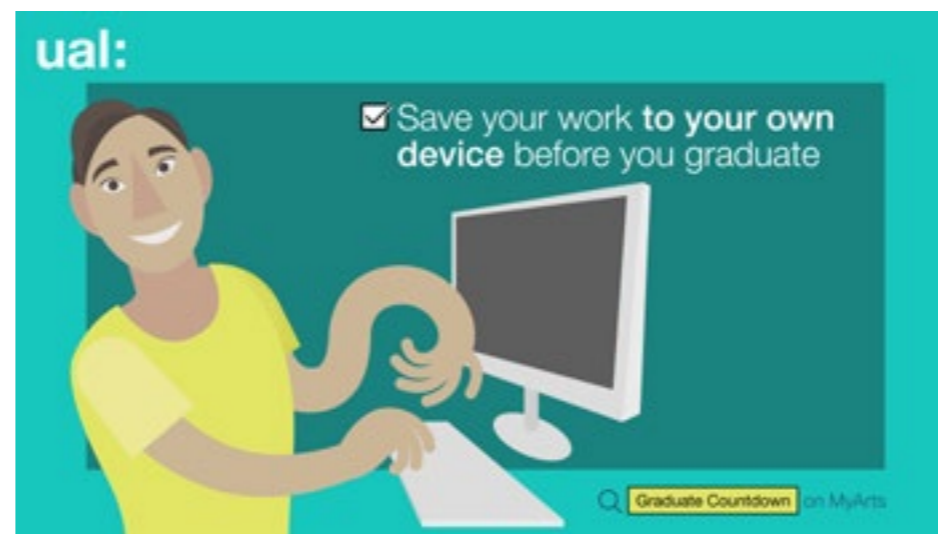
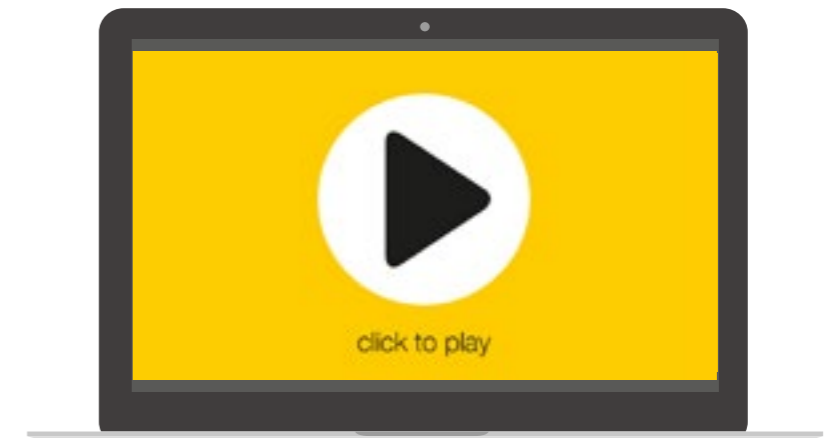
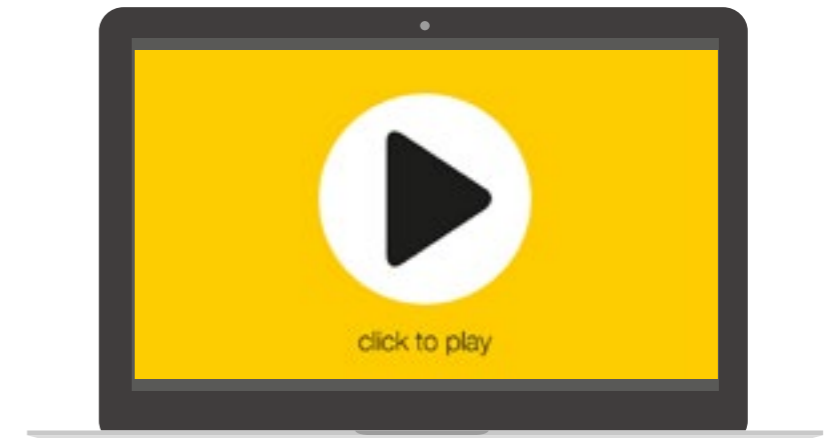
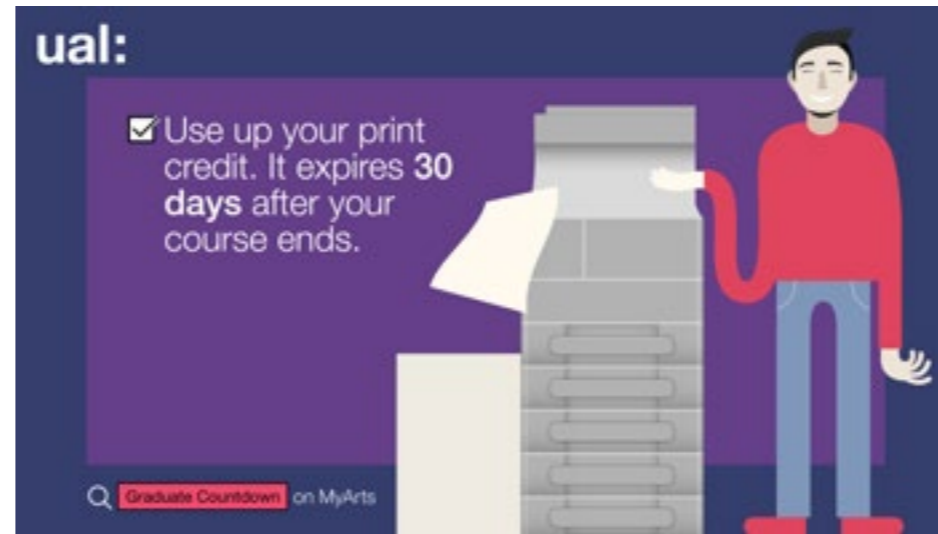
30K
RESOLVED

40K
RESOLVED

50K
RESOLVED

60K
RESOLVED

We find **engaging ways** to give students important information.



Plus a lot of rather-less-visual
but **absolutely key**
day-to-day work.



Major incident comms



IT Bytes newsletter



Improving systems & processes



Promoting ongoing engagement
with IT Services



Writing content for user guides,
documentation and online

And yes...

We also send out IT-related emails.

ual: University IT Services

An announcement from IT Services

This is the header if needed Lorem ipsum dolor sit amet, consectetur adipiscing elit. Nulla vehicula turpis vel massa suscipit sodales eget sit amet diam. Integer ultrices lobortis sem, sit amet volutpat arcu congue id.

Title of the message

Curabitur nec feugiat orci, quis imperdiet tellus. Vestibulum blandit posuere magna vel vestibulum. Integer est nisl, dapibus sed placerat id, porta sed purus. Etiam vitae convallis velit. Nam non sem odio. Sed ornare odio ac arcu gravida, eu ultricies eros venenatis. Etiam interdum tellus quis mollis facilisis. Fusce luctus tempor nisl, quis dictum sapien eleifend nec. Fusce tincidunt tellus a urna pellentesque lobortis. Vestibulum porta eget lectus vel tincidunt. Mauris turpis dolor, auctor sed eros non, vulputate ornare sapien. Integer a tincidunt augue, nec semper metus.

Kind regards
University IT Services

ual: University IT Services

UNIVERSITY NETWORK OFFLINE

Dear colleagues

A Highlight of the article as intro

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Kind regards
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SERVICE DISRUPTION

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NETWORK SERVICE RESTORED

Dear colleagues

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Thanks for coming.