

ICTF Hilary Term 2016

IT Services Report

1 The University Public WiFi Service

The University now offers a public Wi-Fi service - a “free at the point of use” wireless networking service for general public use within subscribing University premises. For 2015-18 the University Public Wi-Fi service is provided by The Cloud Networks Ltd. The service enables any unit (e.g. college or department) which wishes to subscribe to make available free of charge to end users either a standard 240 minutes or an unlimited connection. The Cloud service SSID is presented as “_The Cloud” on participating units’ Wi-Fi system. End-users are expected to register or login with a pre-existing Cloud account. Users should be aware that The Cloud, not the University, is the data controller for any personal data submitted as part of the registration process to use the service.

Please note that Eduroam is still to be used by staff, students and visitors from other Eduroam-enabled institutions as well as visitors provided provisioned with a University “remote access” account; and the OWL Visitor service remains available for registering bona fide visitors to the University.

2 Java Runtime Environment (JRE) Upgrade

Work to support an upgrade of the Oracle Java Runtime Environment in use on desktops across the University to version 8 has been completed successfully. Oracle JRE 8 receives public support, and is supported by all of our Java-dependent ERP applications (Finance, HR, DARS). This upgrade involved huge amounts of testing, an interim migration to a combined JRE6+8 installation, and extensive patching of our Oracle ERP systems.

We are very grateful for the support and efforts of local IT staff around the University whose help made this a very smooth transition for the vast majority of users.

3 HRIS V20 Service Continuity

Following the successful upgrade to Core HR v20 in October, a follow-on project was run to confirm its resilience to a range of planned and unplanned events impacting the service infrastructure. These events were applied to the HRIS live environment, rather than simulated or in a non-production environment. The results show that the system provides service continuity for a range of typical disruptions, and a number of previously unknown issues were identified and fixed.

For more information: [Using HRIS](#) website or e-mail hris@admin.ox.ac.uk

4 Out of Hours Support

On 23rd December 2015 IT Services enabled 24/7 telephone support for our Service Desk (01865 (6)12345) through an HE-sector shared service, NorMAN. Support is now available 24-hours every day of the year, including weekends, bank and public holidays and University closures. This replaced the evening helpdesk at Banbury Road between 5.30pm and 8.30pm on weekdays, however face-to-face support is still provided through the IT appointments that are available at Banbury Road between 9am and 5pm on weekdays.

Use of the new service is growing, and feedback from users and support staff has been very positive. NorMAN are achieving >50% first-contact-resolution, and all calls taken out-of-hours are merged back

into our HEAT toolset to enable further work on open calls and effective reporting.

5 Updated Information Security Website

The Information Security team has comprehensively revised and added to the advice on their website which aims to be a one-stop shop to help secure your devices and data at home and at work. The website includes user friendly guides on topics such as creating strong passwords, protecting your devices and avoiding scams; and an all new guidance and policy templates to make policy and management of information security easier. It also lists services and training available from the Information Security team and news about current threats and important recent security updates.

For more information: www.infosec.ox.ac.uk contact: infosec@it.ox.ac.uk

6 Major Incident: JISC JANET DDoS attack, December 2015

From 1st December, JISC network services were targeted by a Distributed Denial of Service (DDoS) attack. During the morning of the 8th December, the University's internet connection became intermittent or slow, with indirect impact on other services including email delivery and external access to our web sites (particularly affecting Admissions). Users of HRIS and Oracle Financials also suffered minor disruption. The cause was a DDoS targeted at JISC core routing architecture which disrupted our Joint Academic Network (Janet) connection to the Internet. JISC applied blocks and traffic policing measures in order to limit the impact of the on-going DDoS attacks. They also stopped advertising publically sensitive details concerning the network.

7 User Services and IT Excellence Board

An IT Board is being formed to oversee projects and services falling under the broad title of "User Services and IT Excellence". The new board's remit includes central IT support, managed desktops, IT support staff services, project management, and service management. This will join, and collaborate with, the existing IT boards for Education, Research, Business Systems, and Infrastructure.

Gerard Robinson has been nominated by MSD to sit on this board, and the first meeting is expected to take place shortly after Easter. Board information will be published in the [IT Governance](#) section of the IT Services web site.

8 Office 365 Email & Calendar

IT Committee has approved a project to implement the upgrade of the Nexus email and calendar service to the hosted cloud-based Office 365 service; which will commence in early 2016 and hopes to deliver early benefits for the start of the 2016-17 academic year. The main benefits for email and calendar users across the University will include a much enlarged email inbox quota; increasing to 50GB from 2GB; and an improved experience for Outlook Web Access users accessing their email from outside the University. For more information please contact Mike Fraser.

9 SharePoint 2013

IT Services has successfully upgraded SharePoint to the 2013 platform. Initially sites will operate as they did before the upgrade (on the 2013 platform but in 2010 mode) but there might be cosmetic changes to their appearances. Some more complex sites might require additional work before all features are fully available. Site Collection Administrators have been engaged and will inform their users when sites are being upgraded to 2013 mode and how to access the benefits of greater flexibility for customisation, a better search facility and a richer browser experience.

Your first point of contact is your Site Collection Administrator, see [SharePoint listings](#). For help contact the Service Desk help@it.ox.ac.uk For more information: [SharePoint 2013 Upgrade blog](#); [SharePoint site](#); sharepointproject@it.ox.ac.uk .

10 Integrated communications project / Chorus

The Chorus trial, involving around 40 users from IT Services, started on 22 February and will be supplanted by a pilot group of around 250 users from units throughout the University who will be migrated to Chorus from 14 March. The pilot will finish in April and feed back to the project on the migration and operation activities to aid planning of the main migration. Pilot users and colleagues on the existing phone systems will be able to call and work together as normal.

The main migration will be carried out in tranches on a per-building basis. We will be engaging with units at least three months prior to their migration to Chorus, working with IT support staff, departmental administrators and college bursars at each site. The engagement process includes conducting a technical readiness assessment at each site and providing communications materials to train and prepare end users for using Chorus. The project team will be at the UAS Conference in April where you can see the new service in action and speak to the project team.

More information on ICP and Chorus <http://projects.it.ox.ac.uk/icp/>

11 TONE backbone network replacement project

Six pilot sites were successfully migrated to the new backbone network service in February. We are now ready to migrate all departments, colleges and other affiliated units: this work will commence in April 2016 and run until December 2016. Local IT Support Staff will receive nine weeks' notice prior to their migration. As we have a large number of migrations to complete, it will not be possible to do the work out of hours or outside of term time. Communication with each site will be via local IT Support Staff, and a general email about the upcoming migrations is being provided to departmental administrators and college bursars.

For more information on TONE, please speak to your local IT Support Staff, visit the TONE website at <http://projects.it.ox.ac.uk/tone/> , which includes a video overview of the project, or contact tone@it.ox.ac.uk

12 GOWN Oxford wireless network project (phase 1)

The requirements and options analysis phase is now complete and the Project Board have discussed the Technical Options Report, which outlined the possible solutions for adopting common wi-fi provision. Work on the second phase of the GOWN project has been put on hold until August 2016 to allow the department to concentrate on the delivery of TONE (The Oxford Network Evolution project).

In the meantime, interim measures will be undertaken to enhance existing wireless services, specifically to improve the resilience and increase the capacity of eduroam; and to mitigate the risks around the OWL Visitor service (for people visiting the University without access to eduroam) that is coming towards its end of life.

13 ISIP Phase 2

A detailed proposal for a second round of improvements to the University's information security arrangements has been submitted for funding. The project will include four areas of activities: policy and education; organisation and governance; risk and compliance; IT security.

For more information please contact Simon Colling.

14 Case Management

The Case Management project team is working to develop a system to support the effective management of a wide range of casework relating to students, staff, and services. The initial system will provide easy access to information about cases and people, efficient case tracking, and reporting and integration with student and staff record systems. These improvements will enable better collaboration

between different teams dealing with a specific case, ensure compliance with Data Protection and Freedom of Information regulations, remove duplication of effort and reduce case management costs through the use of a common approach. The new system is scheduled to go live in April 2016.

15 Student Systems Programme (SSP)

Most SITS:Vision and eVision functionality to support this year's graduate admissions cycle has been delivered. Additional functionality for applicants, UABs and colleges to support the 2016/17 graduate admissions cycle is under development, and will be delivered in time for first use during this 2016/17 cycle. The functionality for the undergraduate will be delivered for all colleges and departments on 25 April, instead of on the previously communicated 1 April. We will continue to address the known issues with the live functionality; ongoing defect fixing will further improve the stability and quality of the software.

In parallel to the admissions project, work has progressed on other projects within the remit of the Student Systems Programme (SSP). For more information on ADSS 2016 updates and View Student, and an eVision screen for academic and administration staff to look up their students' individual on-course details see the [SSP Bulletin](#) or contact ssp@admin.ox.ac.uk

16 Service Desk Institute: Best Implementation Award Shortlist

Oxford's Service Desk Consolidation Project team and HEAT Software have been shortlisted for the award category of Best Implementation of an ITSM Solution. The Service Desk Institute awards - now in their 21st year - recognise, promote and acclaim excellence, professionalism, innovation and the outstanding achievements of people and teams for the contribution that they make to the success of their business. We have judging panel interviews on March 22nd and the winner will be announced at the Service Desk Conference on April 13th.



For details on the upcoming conference visit: www.sdiconference.co.uk

17 Lecture Capture Project (Phase 2)

A three-year licence has been agreed with our commercial supplier, Panopto, to enable continued delivery of the Lecture Capture service. Pilot funding arrangements have been extended until the end of the current financial year to enable departments to continue to use the service at no charge and provide more time for the University to review feedback from those who have participated in the pilot and to consider policy-related issues and a long-term funding model.

Replay Help website: <http://help.it.ox.ac.uk/replay> Case studies: <https://weblearn.ox.ac.uk/x/qtwiQj>

18 Quick Search PCs across the Bodleian Libraries

IT Services has completed replacement of the Bodleian Libraries terminals providing walk-up quick-reference to some of Oxford's world-class library resources. The new machines, known as Quick Search PCs, provide access to key online resources and information without requiring login, including access to SOLO resources, printing for readers, and Library password resets.

The Desktop Services Team and NSMS Windows Server Team used new Dell all-in-one PCs to keep the systems smaller and more in keeping with the library setting. They are cost-effective to deploy as they simply reconfigure an existing Reader Workstation setup to provide a kiosk-style experience (no login required). These have replaced a total of 105 Sun Ray machines, which had reached their end-of-life, across twenty-five different Bodleian locations. All of the new machines were in place and old equipment removed for recycling in just 5 days.

19 Engage 2016

#OxEngage offers a full term of events - lunchtime seminars, courses and workshops exploring the use of digital technologies in impact, outreach and engagement. This year the programme includes sessions led by staff from across the University's departments, museums and libraries on topics ranging from hackathons and connecting schools with science research to sharing research findings via infographics; a specialised workshop on analysing social media for impact; two panel sessions on academic blogging and digital crowdsourcing. Booking is required as places are limited. See the full programme for details.

John Ireland, HT 2016