ual:

IT Communications
& Engagement

IT
servi
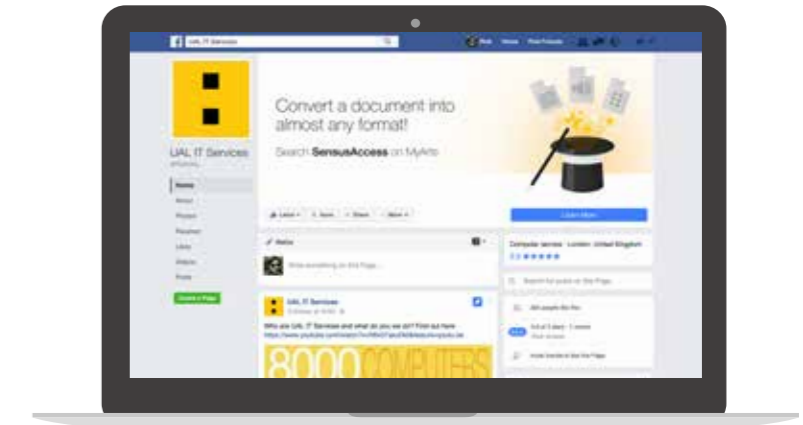*ces*

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

We contribute our skills to **project campaigns** like Student System Replacement.

ual:

ADMISSIONS IS GOING LIVE!

This October, phase one of the Student System Replacement (SSR) project launches. Admissions functionality will now be delivered through the new SITS student records system.
Look out for training and more detail coming soon!

UAL is evolving.   Find out more: search SSR on MyArts

We branded the 2016 **University Services conference…**
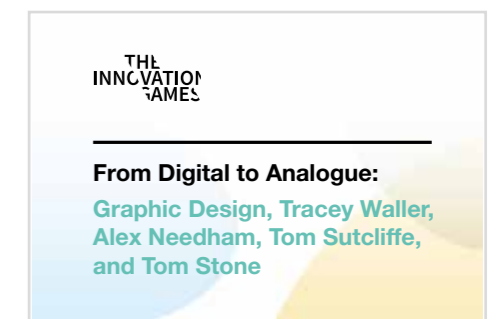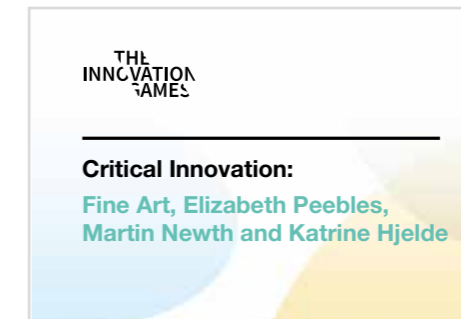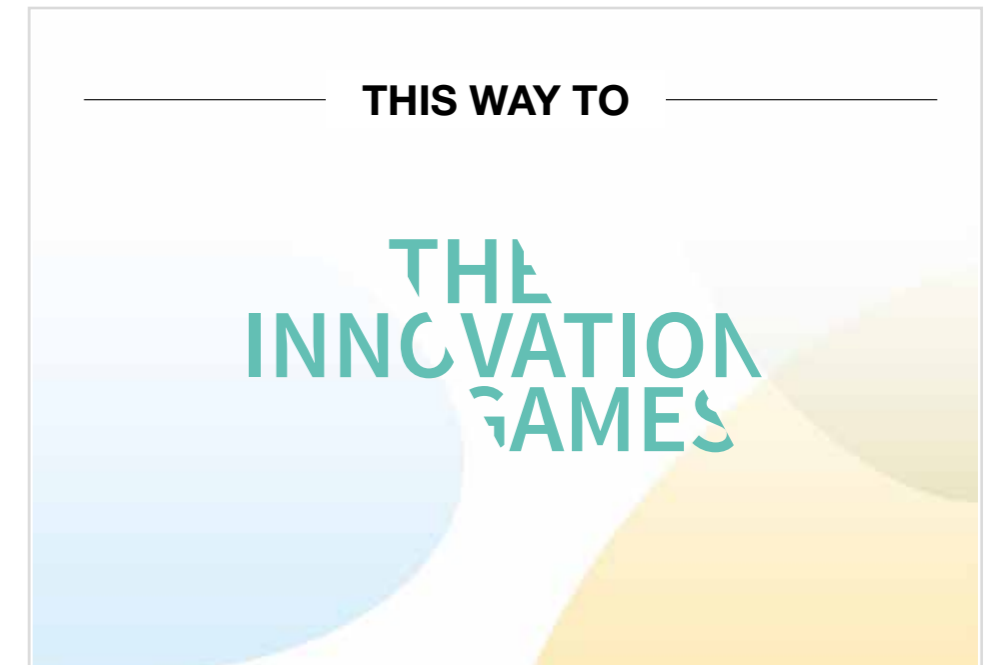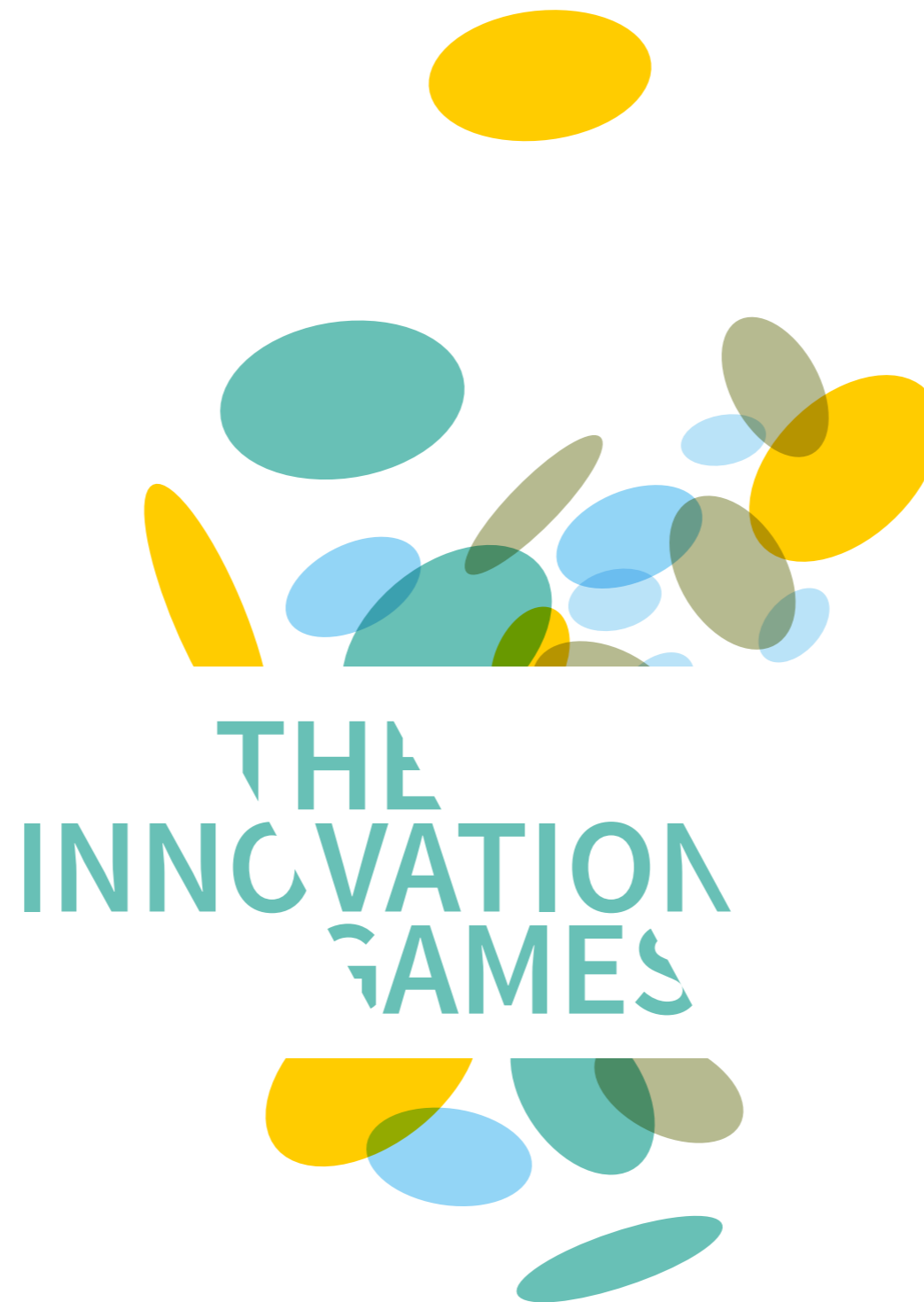
…including designing and
building a **mobile app**.
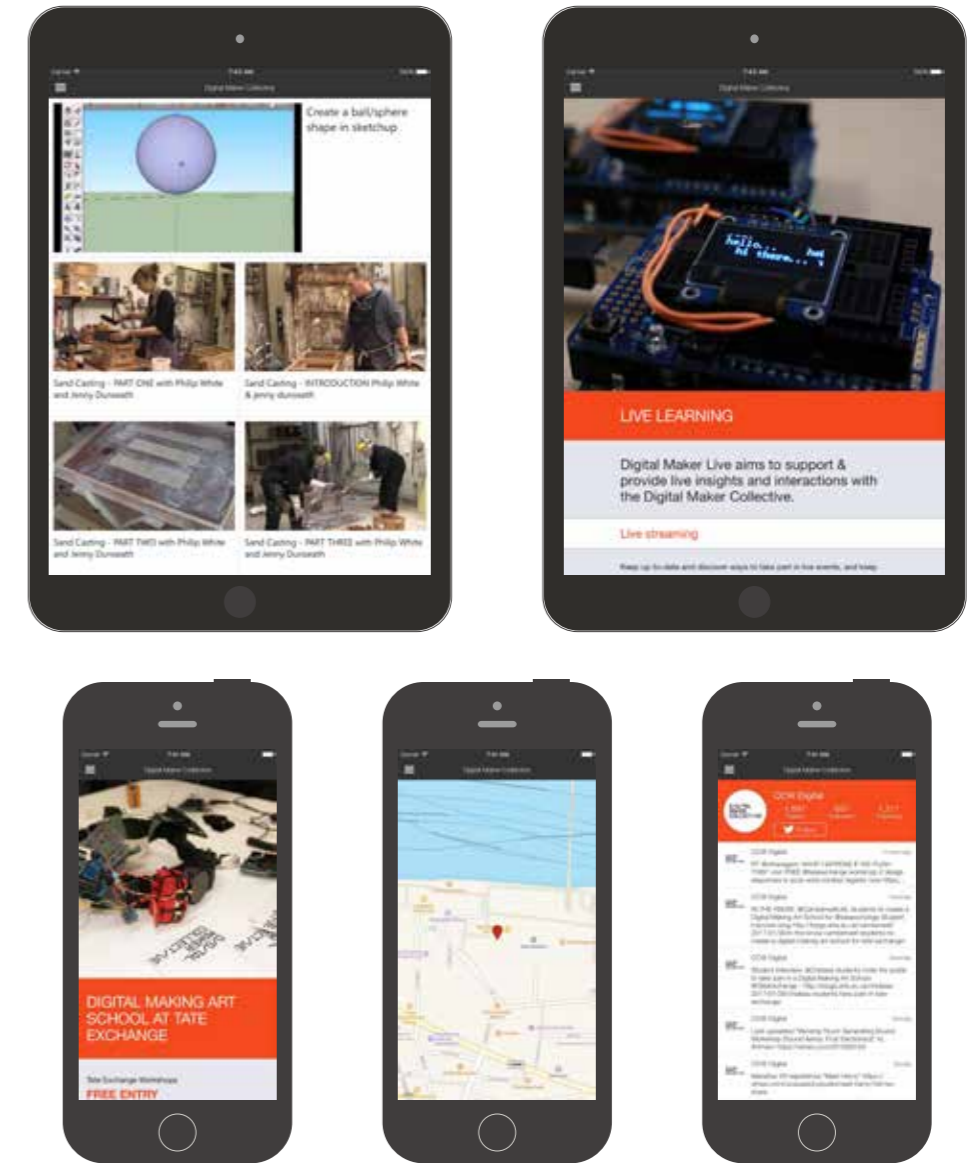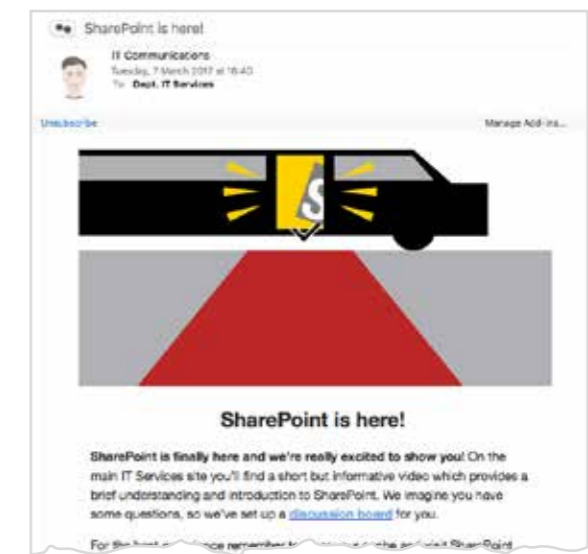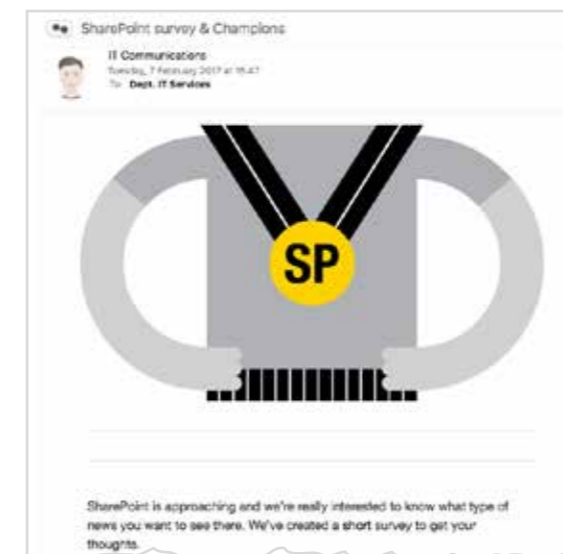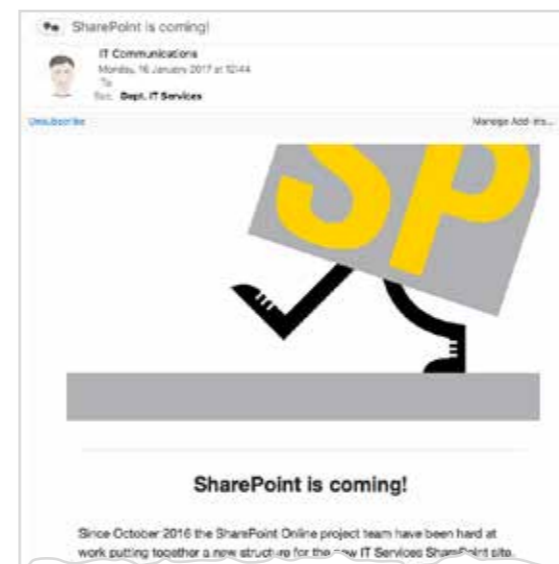
And if you're going to build one app, why not **build more**?

We guided the rollout of the **SharePoint** IT team sites…
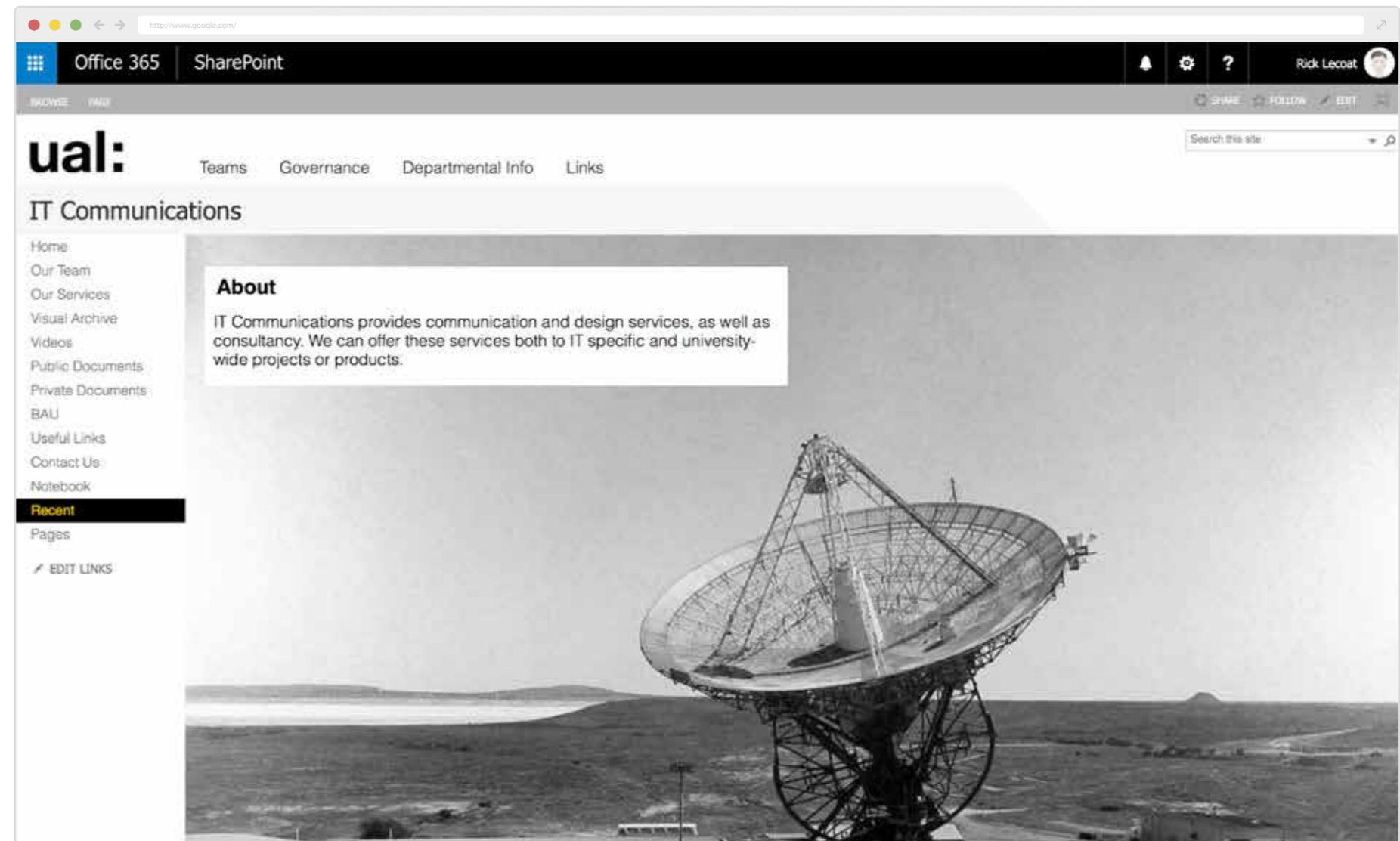
…and provided online
video guidance for users.

click to play
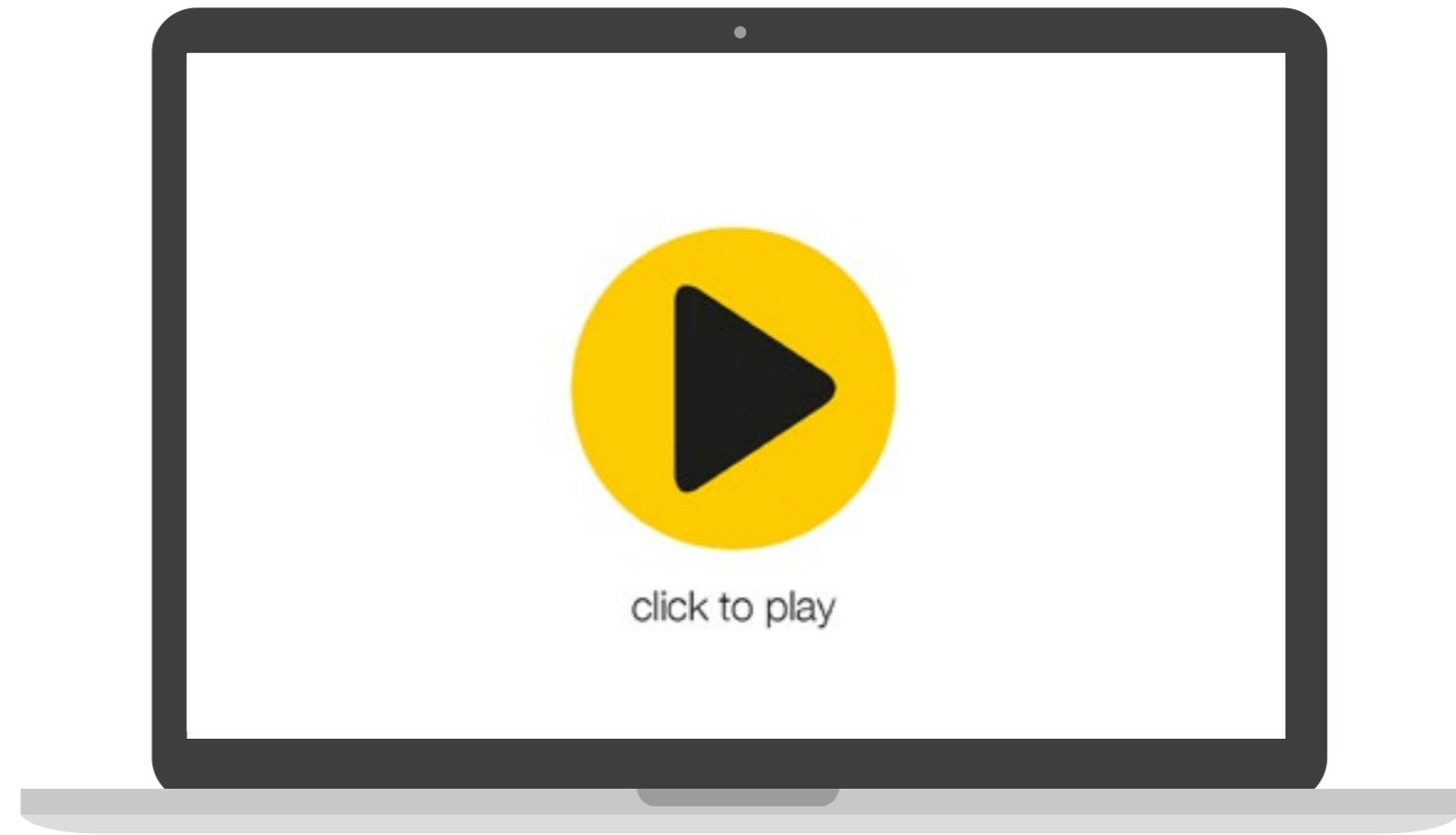
WHAT ARE CHAMPIONS?

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
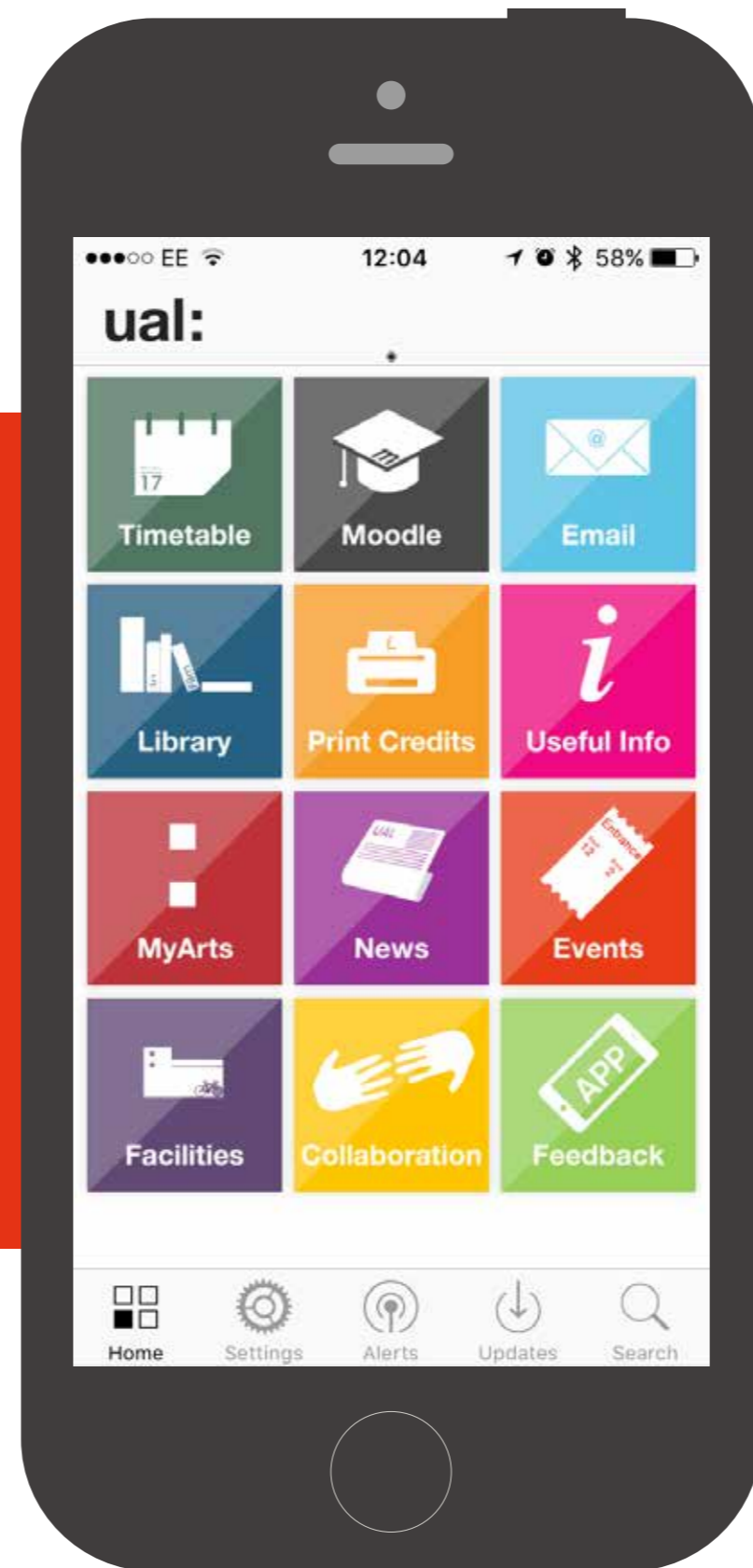Adobe Creative Cloud
if you download MyUAL by **2 October**

ual:

Timetable	Moodle	Email
Library	Print Credits	Events
Useful Info	News	Facilities
Collaboration	SUARTS	Feedback

Home   Settings   Alerts   Updates   Search

Download on the App Store

GET IT ON Google Play

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

Download on the App Store

GET IT ON Google Play
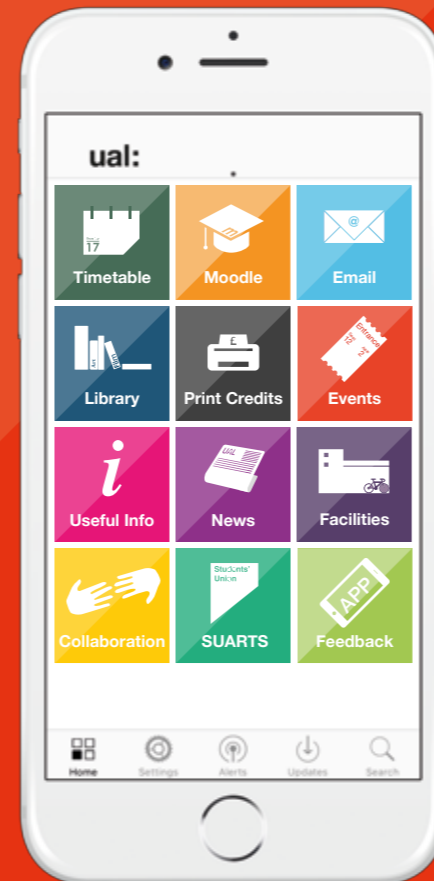
MyUAL – not just for students
Get your emails and info on the go

Download on the App Store

GET IT ON Google Play

…in a **wide range** of media.

Download
MyUAL

Timetable	Moodle	Email
Library	Print Credits	Events
Useful Info	News	Facilities
Collaboration	SUARTS	Feedback

Download **MyUAL**
Email
Ask me how

Download **MyUAL**
Library
Ask me how

Download **MyUAL**
Moodle
Ask me how

Download **MyUAL**
Facilities
Ask me how

Download **MyUAL**
Events
Ask me how

Download **MyUAL**
Timetable
Ask me how

Your Email. On MyUAL
Download the **MyUAL** app

Your Library. On MyUAL
Download the **MyUAL** app

Your Moodle. On MyUAL
Download the **MyUAL** app

Your Facilities. On MyUAL
Download the **MyUAL** app

Your Events. On MyUAL
Download the **MyUAL** app

Your Timetable. On MyUAL
Download the **MyUAL** app

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

ual: ITSS Sites

- ● Place of interest
- ● Halls of residence
- ⇌ Railway station
- ⊖ Undergound station
- Parks

0   1   2 miles
0   1   2   3 kilometers

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

Wimbledon site
15-minute train ride from central London

HARINGEY
Hampstead Heath
Archway
Sketch House
4
Tufnell Park
HACKNEY
Hackney Central
Dalston Junction
North Acton
The Costume Store
Cordwainers Court
London Fields
12
Victoria Park
Portobello Road Market
Camden Town
3 ISLINGTON
Will Wyatt Court
Columbia Road Flower Market
9 Goldhawk Road
Regent's Park
King's Cross
Angel
Brick Lane
Mile End
HAMMERSMITH & FULHAM
Richbell Place
Old Street
11
14
10
Don Gratton House
Whitechapel
Oxford Circus
7
TOWER HAMLETS
8 Holborn
St Paul's Cathedral
CITY
WESTMINSTER
Hyde Park
Trafalgar Square
Tate Modern
Southwark
Tower of London
St James's Park
Manna Ash House
Victoria and Albert Museum
Buckingham Palace
SOUTHWARK
6 Elephant & Castle
KENSINGTON & CHELSEA
Tate Britain
Pimlico
5
Highline Building
Furzedown Student Village
Tooting Broadway
Battersea Park
Brooke Hall
Bernard Myers House
LEWISHAM
Wimbledon
South Wimbledon
1 Camberwell Campus
New Cross Gate
13
LAMBETH
Glassyard Building
2 Denmark Hill
CCW
Brixton

CSM · LCF · LCC · CCW

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
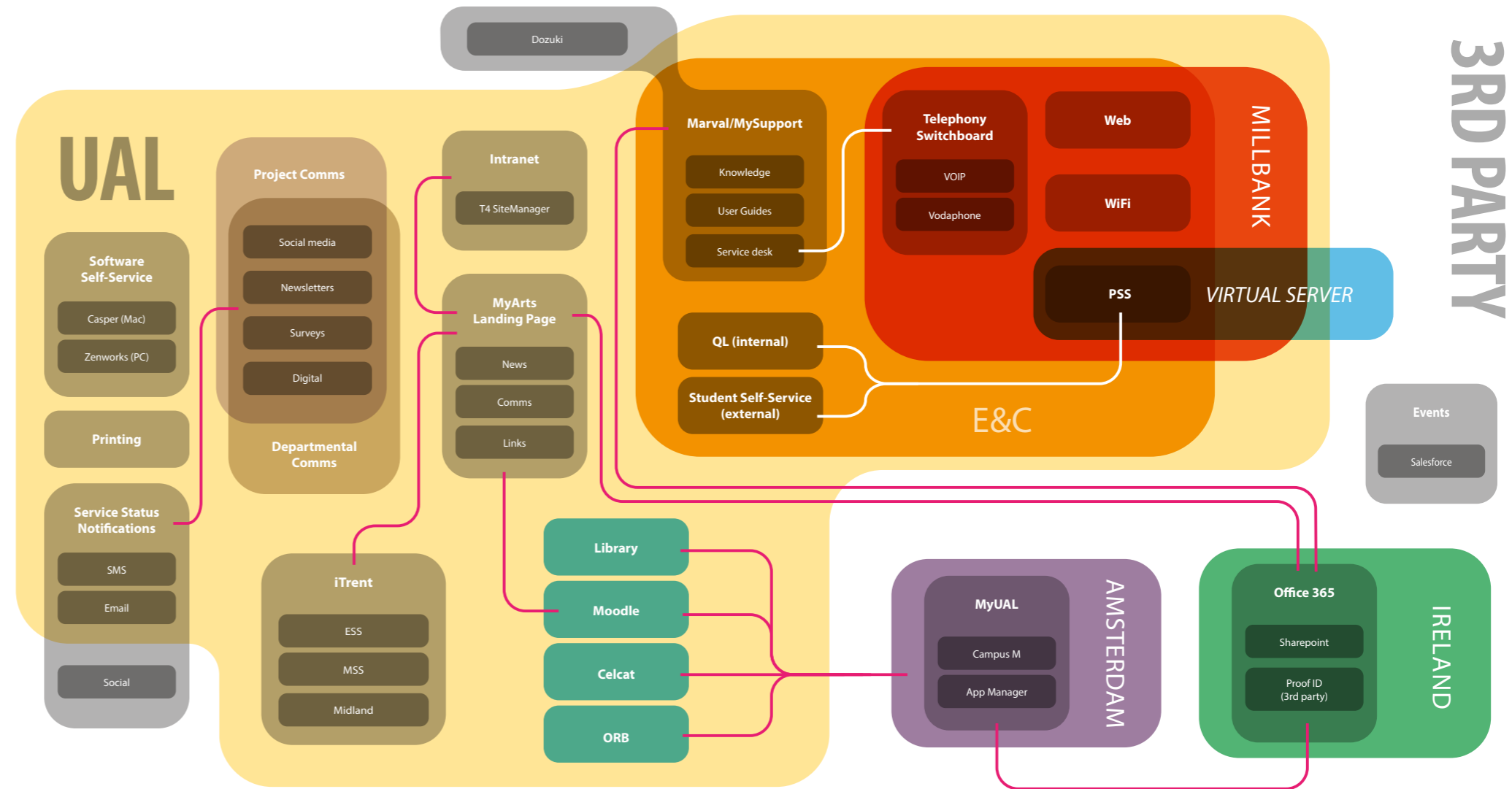
University of the Arts London
7 High Holborn

ual:

Monitor
Laptop Video cable and Audio cable
DVD Drive
Desktop PC
Desktop Volume   Laptop Volume
Amplifier - Audio
2   3
KVM - Video switcher
1   2
Laptop Video
Desktop Video
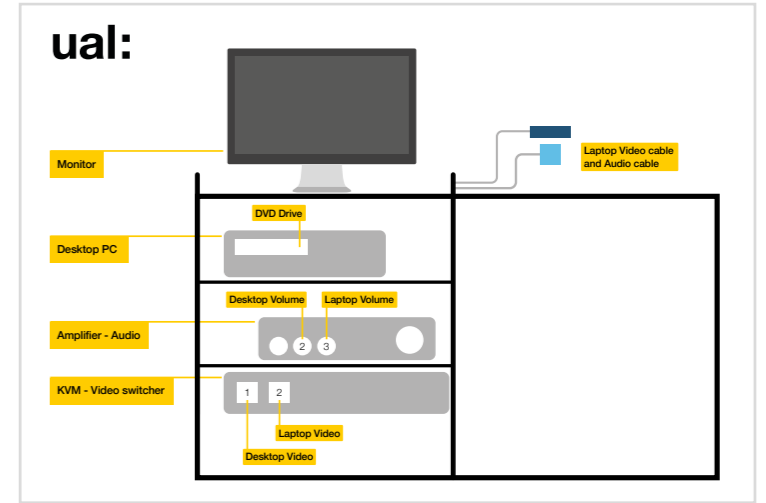
ual:

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.
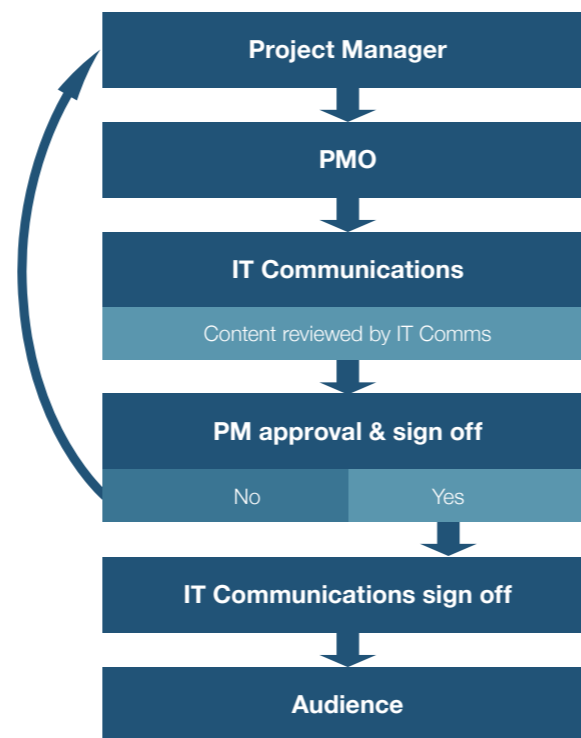**IT Support Services**   * On-Screen Display

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

UAL

3RD PARTY

Dozuki

Project Comms
- Social media
- Newsletters
- Surveys
- Digital

Departmental Comms

Software Self-Service
- Casper (Mac)
- Zenworks (PC)

Printing

Service Status Notifications
- SMS
- Email

Social

Intranet
- T4 SiteManager

MyArts Landing Page
- News
- Comms
- Links

iTrent
- ESS
- MSS
- Midland

Marval/MySupport
- Knowledge
- User Guides
- Service desk

QL (internal)

Student Self-Service (external)

Telephony Switchboard
- VOIP
- Vodaphone

Web

WiFi

MILLBANK

PSS

VIRTUAL SERVER

E&C

Events
- Salesforce

Library

Moodle

Celcat

ORB

MyUAL
- Campus M
- App Manager

AMSTERDAM

Office 365
- Sharepoint
- Proof ID (3rd party)

IRELAND

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.

Project Manager

↓

PMO

↓

IT Communications

Content reviewed by IT Comms

↓

PM approval & sign off

No | Yes

↓

IT Communications sign off

↓

Audience

ual:

Programmes & Projects

Communication Pack

OUR SERVICES

...services we provide to encourage consistency of communications ...d 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.

...an, or need help deciding which comms channels are best for your ... can help you.

...argeted audience and collate results.

...ogramme and project intranet updates, any suggested changes will ... the project or programme manager

CHANNELS WE USE

...els are best suited to your communications item. We also manage ...annels:

...cebook and Yammer)

...ff IT pages)

...es, Service Desk and IT Support Services)

CHANNELS WE COORDINATE

...udience, we can coordinate communications to the channels ...t that had final approval from the appropriate staff ...

...o student and all-staff announcements as well as news feeds to ...Newsletter

...d to all staff on Mondays or Tuesdays. The deadline for content is ...he following week's newsletter.

...e their own newsletters distributed to staff and sometimes staff ...

...d at students only:

SENDING OUT COMMS

…and **policies**…

IT NETWORK AND ACCEPTABLE USE

FOR STUDENTS

This is a UAL policy

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

IT SERVICES CATALOGUE

February 2017

MY ACCOUNT

MY IT SUPPORT

MY DEVICE

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

ual:

IT SERVICES
BI-MONTHLY REPORT

May & June 2017

Jim Nottingham

1

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.

Top 5 requests

1. Accounts & passwords	858
2. Information request	580
4. Access request	284
3. Software support	163
5. Equipment setup	119

Resolved by service desk
Resolved by the rest of IT

Technical Incidents
May 2017

No Major Incidents

Major Security Incidents*

53 of which IP6 Incidents 14

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

Technical Incidents
June 2017

**Major incident:
No network connection at Curtain Road 22 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 ports replaced. Network services restored in 5 hours.

Major incident: Unable to access Office365 services 30 June

Cause: 3 party error

Fix: 3 party services restored in 33 minutes.

Major Security Incidents*

45 of which IP6 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 ArtsTemps 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.

click to play
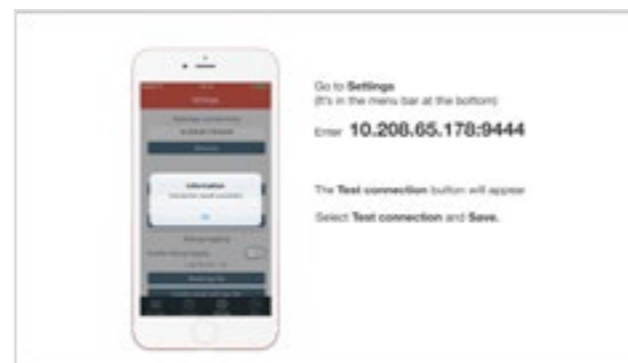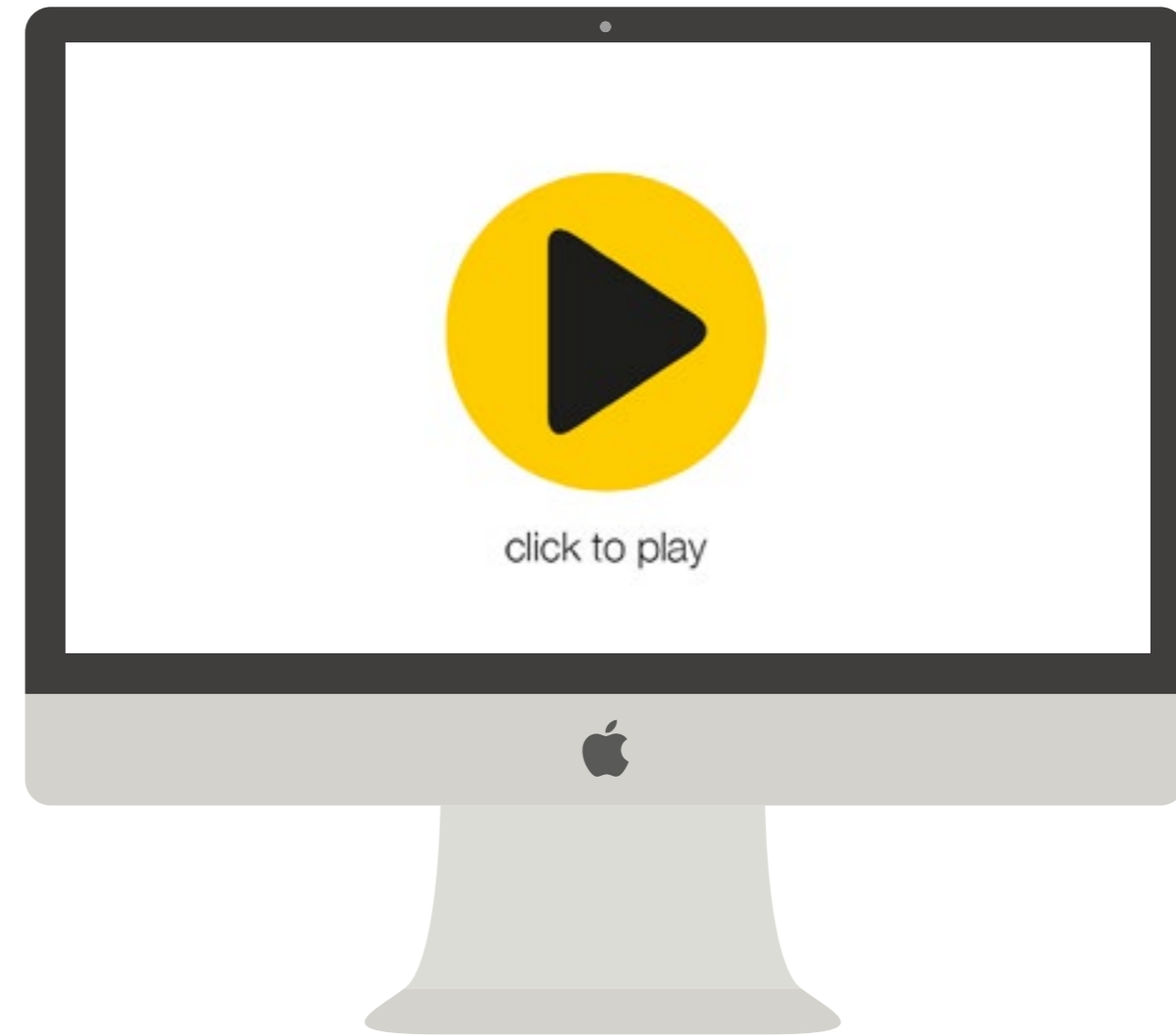
We produce **creative** and **engaging** poster campaigns…

ual:

Don't bite the bait!

Phishing scam emails look tempting and pretend to be from legit sources. Protect yourself: **think** before you **click**.

Outsmart the scammers: search Phishing Scams on MyArts

ual:

Jailbreaking opens you up to hackers

Jailbreaking compromises your **device** and **personal data**. UAL reserves the right to deny jailbroken devices access to IT systems, including Wi-Fi.

Outsmart the scammers: search Phishing Scams on MyArts

…addressing a host of **IT-related issues** across the University.
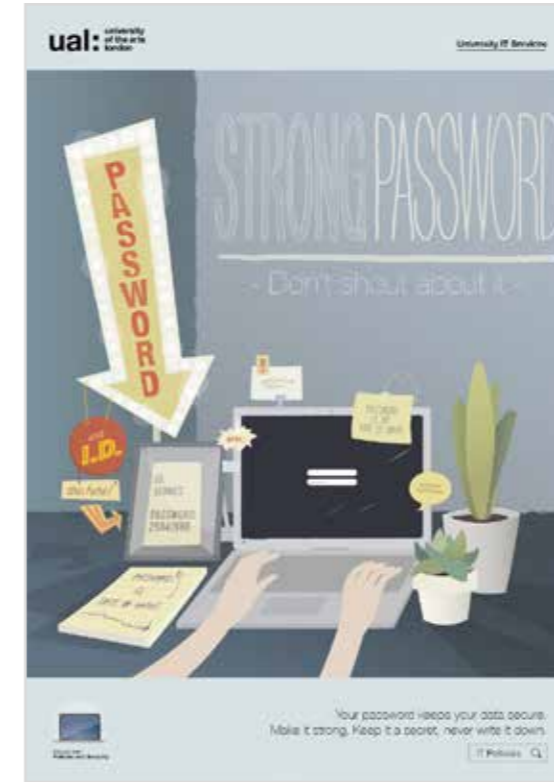
We update and curate
IT knowledge articles
on MyArts.
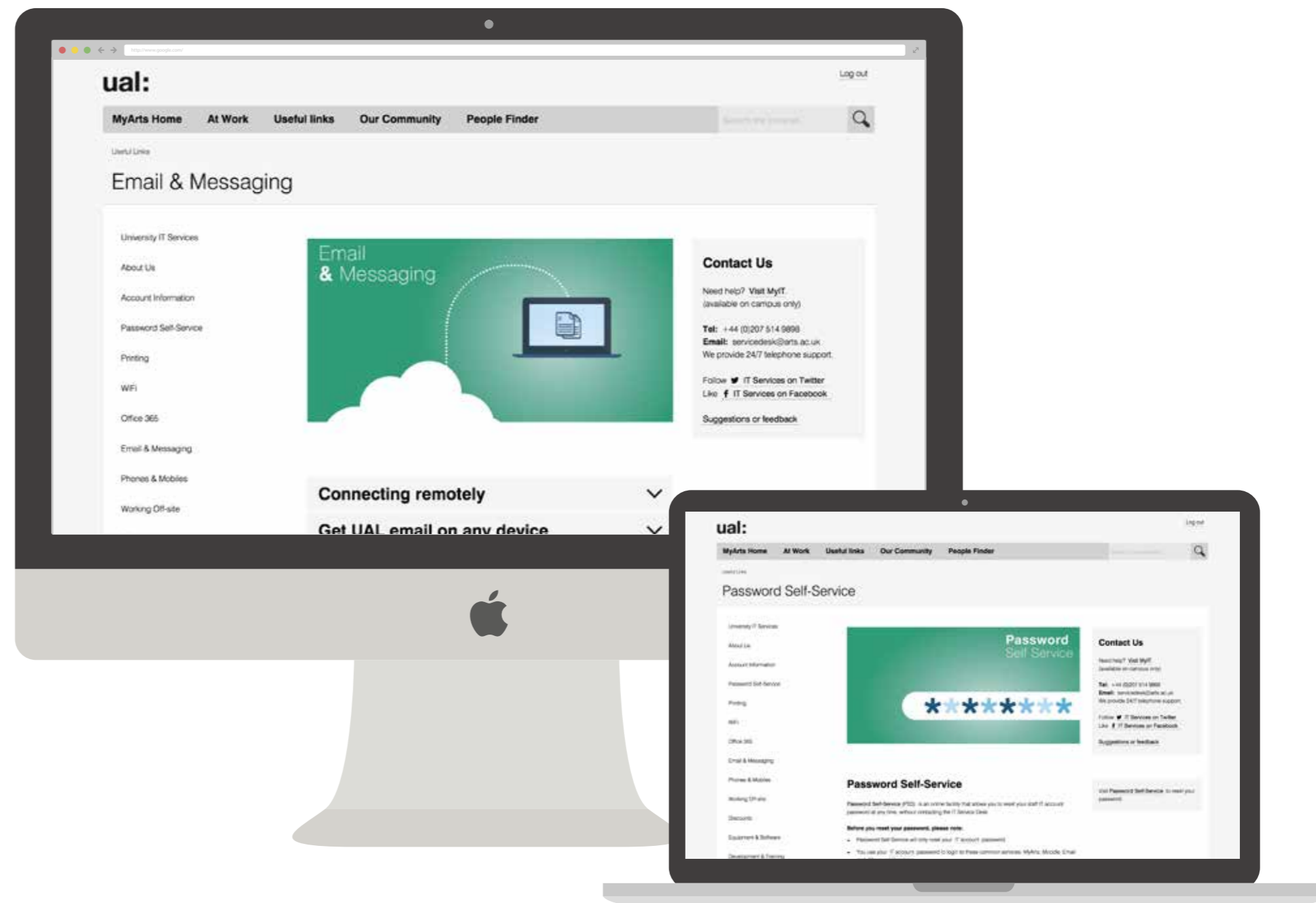
We **promote** and look after the **MyIT** self-service portal…
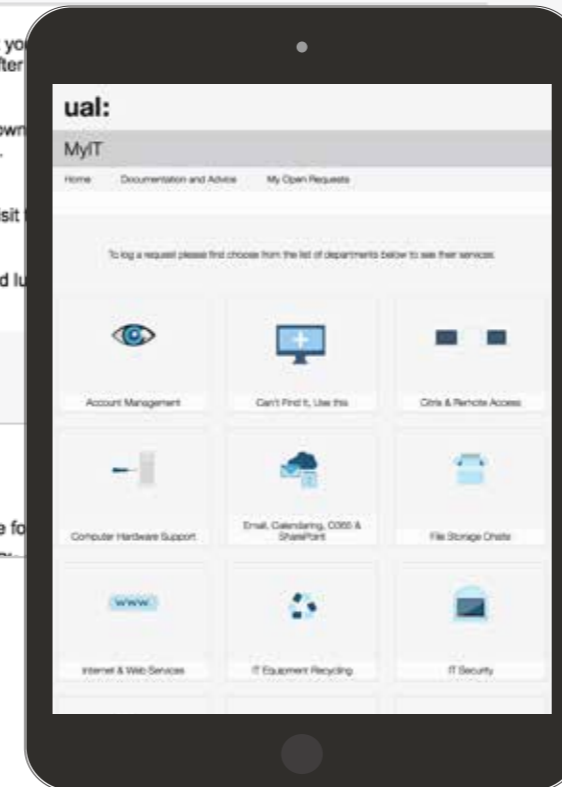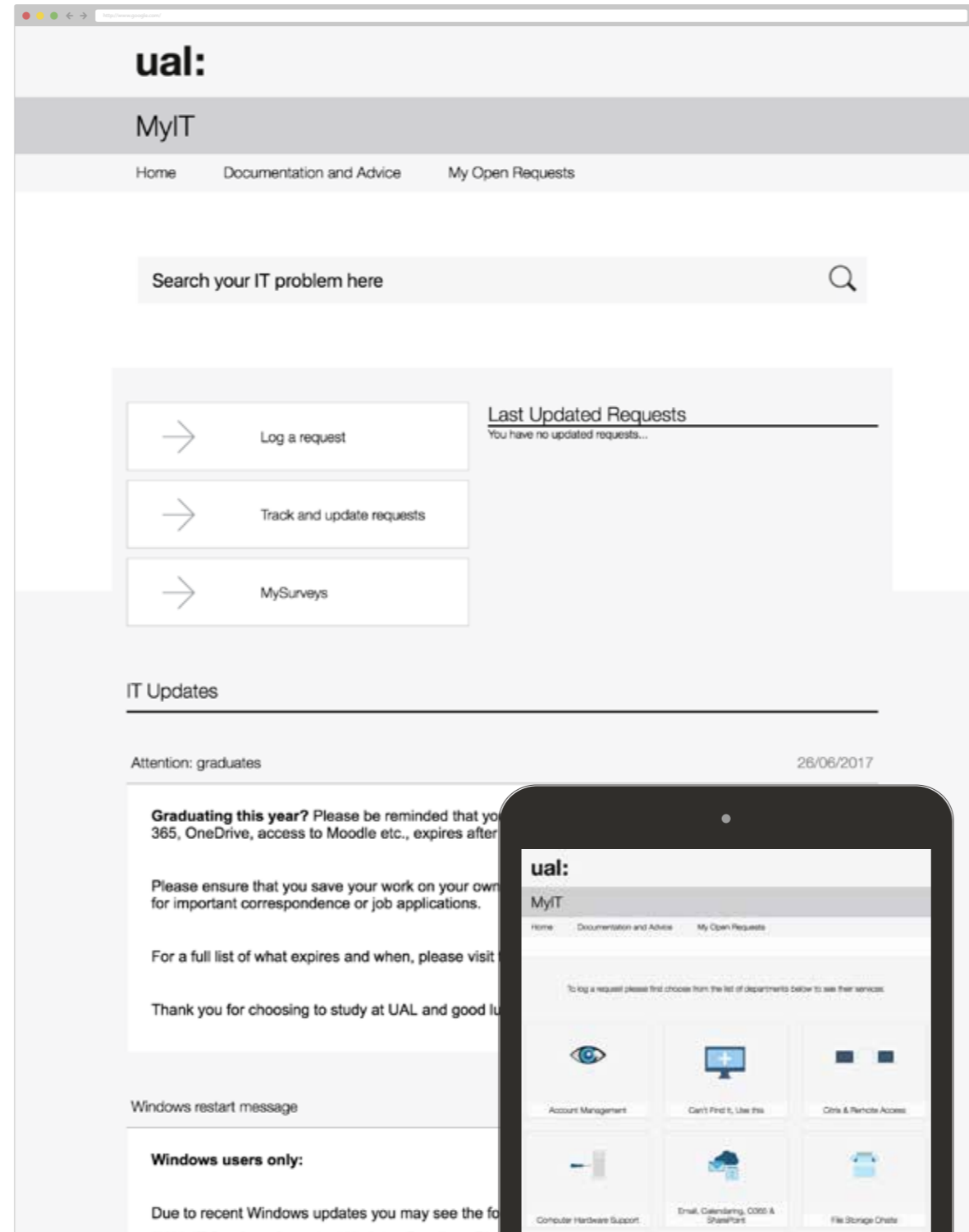
…which we are **improving** and **redesigning** from the ground up.

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.

click to play

University IT Services

James Biddlecombe
Information Centre Staff

26053

ual: x1
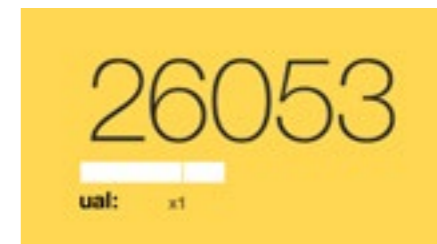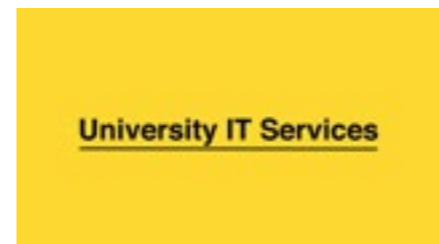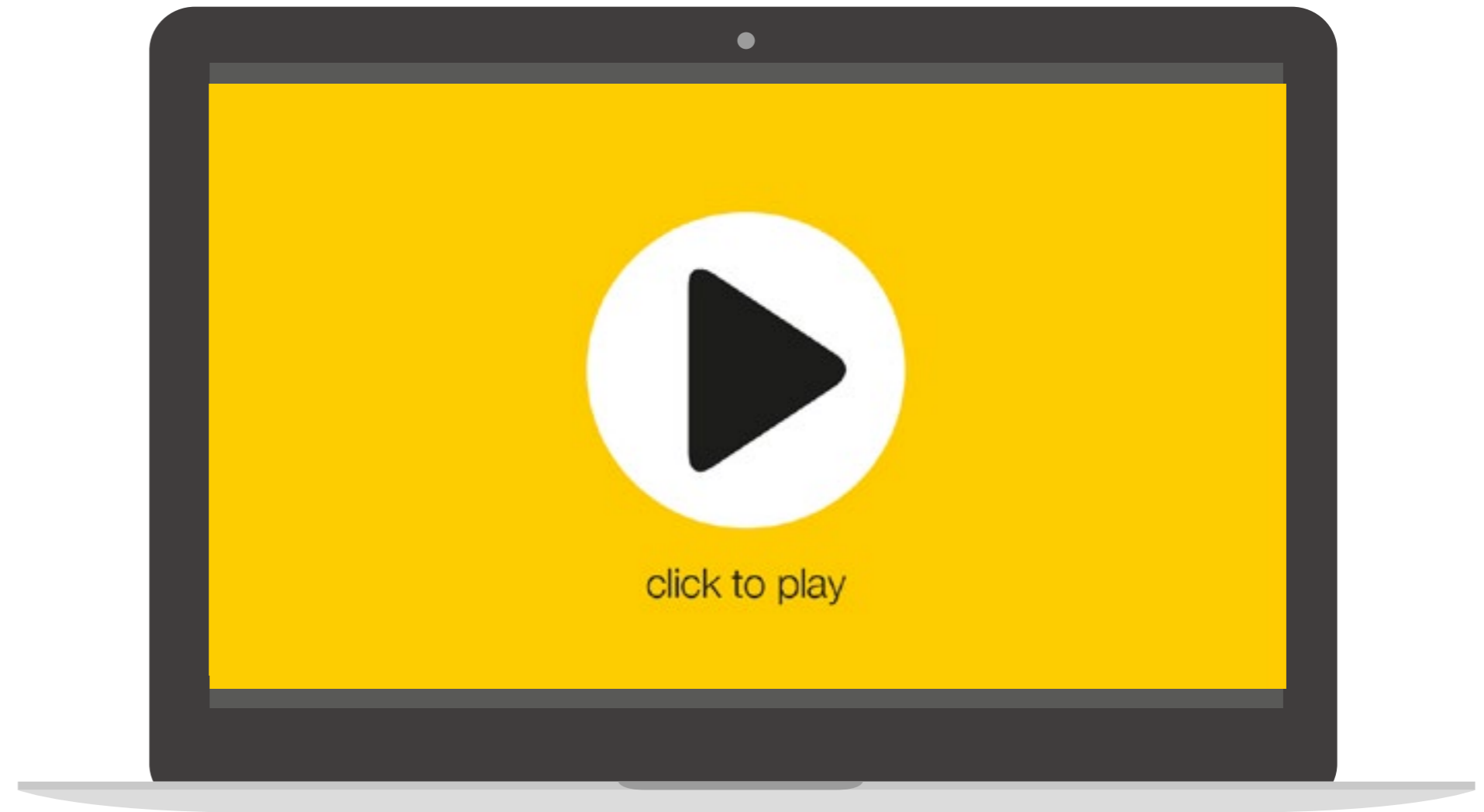
We **help managers**
motivate their teams.

We find **engaging ways** to give students important information.
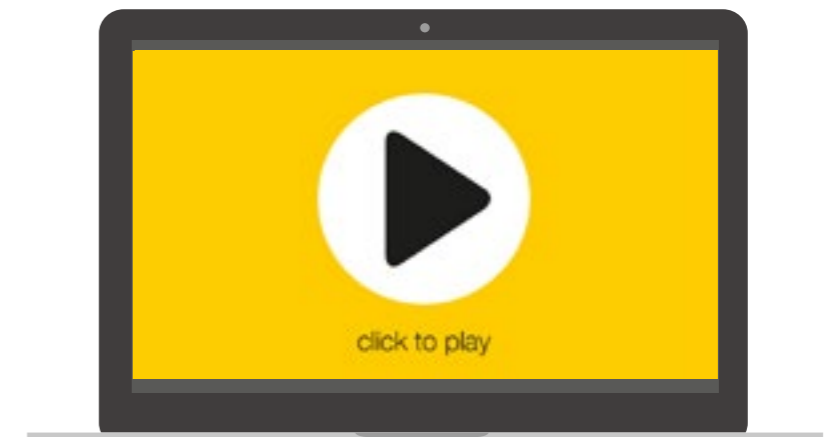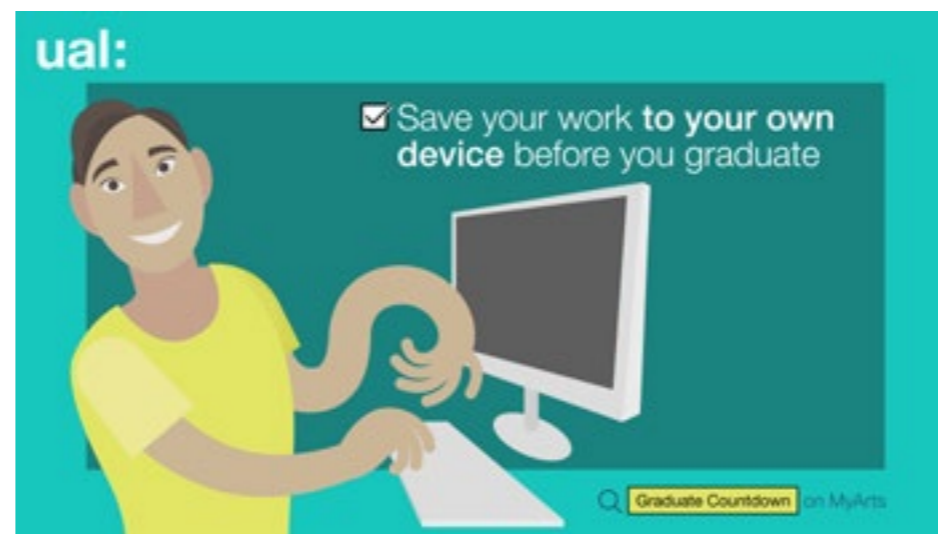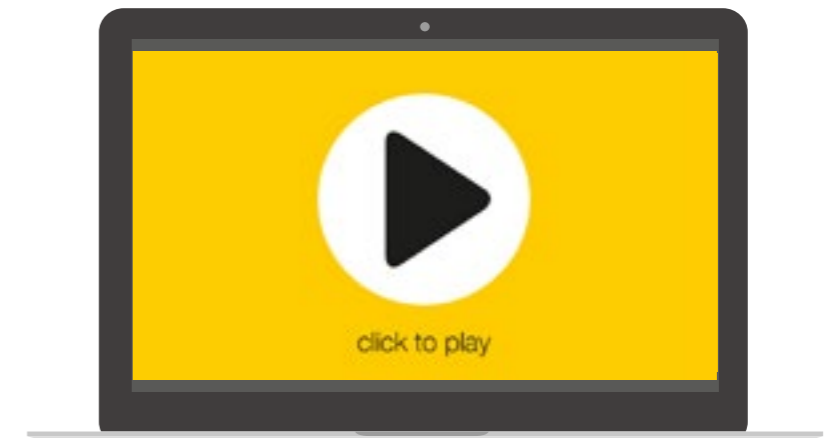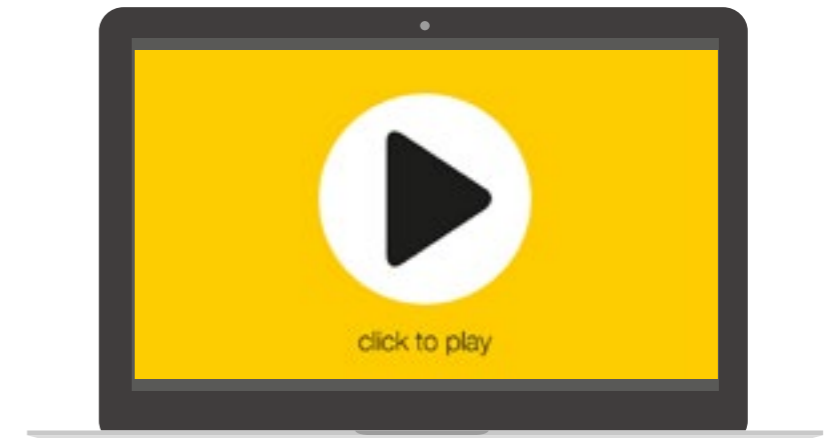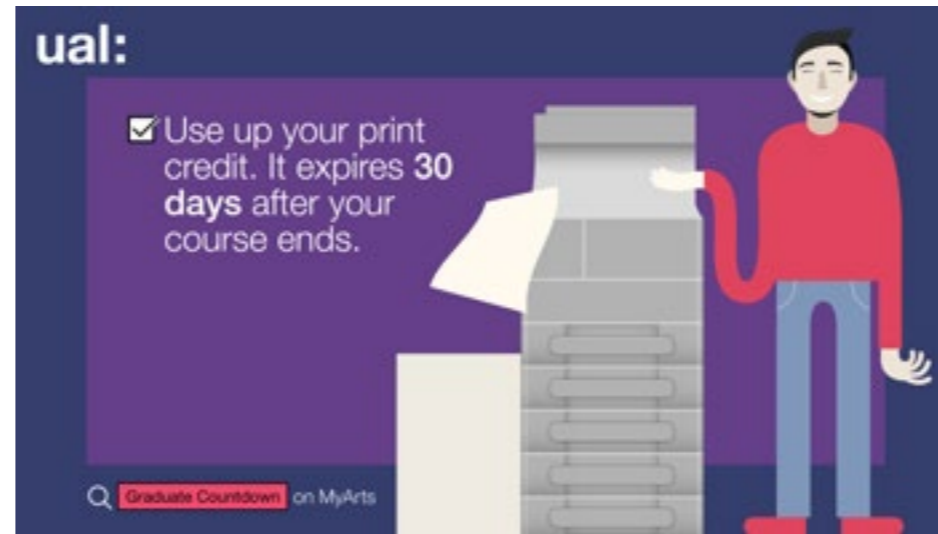
Plus a lot of rather-less-visual but **absolutely key** day-to-day work.

✓ 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 Higlight of the article as intro

Eu ultricies nisi tincidunt. Sed porta purus id faucibus mattis. Maecenas commodo at velit
quis pretium. Quisque congue, est eget imperdiet efficitur, tellus lectus iaculis diam, ac
suscipit risus tellus et lorem. Interdum et malesuada fames ac ante ipsum primis in
faucibus.

Kind regards
University IT Services

ual: University IT Services

SERVICE DISRUPTION

Dear colleagues

A Higlight of the article as intro

Eu ultricies nisi tincidunt. Sed porta purus id faucibus mattis. Maecenas commodo at velit
quis pretium. Quisque congue, est eget imperdiet efficitur, tellus lectus iaculis diam, ac
suscipit risus tellus et lorem. Interdum et malesuada fames ac ante ipsum primis in
faucibus.

Kind regards
University IT Services

ual: University IT Services

NETWORK SERVICE RESTORED

Dear colleagues

A Higlight of the article as intro

Eu ultricies nisi tincidunt. Sed porta purus id faucibus mattis. Maecenas commodo at velit
quis pretium. Quisque congue, est eget imperdiet efficitur, tellus lectus iaculis diam, ac
suscipit risus tellus et lorem. Interdum et malesuada fames ac ante ipsum primis in
faucibus.

Kind regards
University IT Services

Thanks for coming.