News from IT Services - Trinity 2019

The Applications Catalogue is coming soon

Over the past few months we've been looking in detail at the software applications used across UAS and GLAM to help with future decisions about how applications are used.

To start our adventure we investigated the information that we already have available; this included CaseWise (our enterprise modelling tool, find more information below), our Service Catalogue, the IT Services website and even active projects. We discovered that over 280 applications or packages are in use today, some supporting a few users and others supporting many hundreds. And this doesn't include the desktop applications (email clients, photo editing etc.) that are available for individuals to download and install as they wish.

To help us understand why people want and use these applications, we developed a simple framework to capture information on them. This looks at where they are used (**Context**), what they are (**Details**) and how users view them (**Profile**):

Context
Capability (e.g. financial management)
Used for (e.g. timetabling)
Support Centre (who looks after and provides support?)
Org unit (where does the Business Owner sit?)
Details
Name
Description
Status (active, retired, removed)

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Application or Platform
Profile
Technology lifecycle (new, stable, sunset, retired)
Development process (ad hoc, manual, automated)
Dedicated team
Business fit (functional, cost to operate, value for money)
Architecture (would you build it like this again?)
Platform (linked to)
Infosec (certified all, restricted, closed)

Using this framework as its basis, the Applications Catalogue will help us, and others, to make informed decisions, and will be invaluable in answering the perennial questions of 'what do we have that does x?', 'how many applications are near end of life?', 'which applications don't fit our architectural blueprints?', and more.

Over the next months we will make the information we have gathered so far available in CaseWise and also via our website. Looking to the future, we want to make our model available to other parts of the university (such as departments and colleges).

For more information about CaseWise and the amazing things we have planned for this tool, contact Angela Lewis (angela.lewis@it.ox.ac.uk). To find out more about the Applications Catalogue, contact Dave Smith (dave.smith@it.ox.ac.uk).

More information will be shared about the Applications Catalogue in the coming months.

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Highlights

Successful migration of IT infrastructure to new Data Centre

Good progress is being made to ensure that the University's critical IT systems are hosted in two reliable, inter-connected data centres. One site is the University's existing Shared Data Centre (USDC) in Oxford, the other is the Jisc-Virtus data centre (JDC) in Slough.

A major phase of the work, to migrate University IT infrastructure, previously housed in the 'Beach' data centre in Oxford, to the JDC in Slough has been completed successfully.

This was one of the most technically complex pieces of work ever undertaken by IT Services and involved teams throughout IT Services and support from colleagues across the wider University. Over 60 pieces of hardware and more than 500 cables were carefully disconnected, packed away and transported to Slough. The migration saw 380 virtual machines and over 300 terabytes of data make the move.

The outcome of the migration is that 25 key services are now provisioned from both the Oxford and Slough data centres, including BI, DARS, HRIS, Oracle R12 Financials, SITS and X5.

The project continues and the next major phase will be the migration of services out of the Banbury Road Data Centre, currently being scheduled for July 2019, which will see us move services including Chorus, Nexus Sharepoint and Private Cloud Services. Consultation with colleagues that own or support impacted services will continue, as planning progresses.

For more information about the project please visit the Data Centres project website, or email the team, datacentreprojects@it.ox.ac.uk.

Feedback surveys - how are we doing?

Cumulative Customer Satisfaction Scores

We've been gathering feedback through survey responses to support calls since October 2018, and we are delighted that so many of you have chosen to respond so far. Invitations to participate are emailed to every fifth incident logged and resolved by our Service Desk, and within the first six months we received over 800 completed surveys and more than 200 individual comments.

Your feedback is helping to improve our understanding of the issues and challenges that you, our customers, are facing. Constructive feedback also allows us to address individual instances where you may have been disappointed with our service which, of course, we want to resolve.

As well as following up on individual pieces of feedback, we are monitoring monthly satisfaction scores, and are pleased that the overall picture is positive. As shown in the graph, the overall satisfaction score (satisfied and completely satisfied) in the first six months was 86 per cent.

Equally important to us are your suggestions for where to focus our efforts and we are working hard to address these – thank you for your ideas so far.

We are always delighted when an individual or team does well, so do please keep letting us know if someone has truly made a difference to your day.

"I'd like to pass on a big thank you to all staff that helped resolve this issue as I know my communication was quite wide reaching. In particular xxxx and xxxx who were quick in both response and action."

Stay Secure

Information security awareness 2019 - online module update

Everyone has a role to play in keeping our data safe; that's why information security awareness training is compulsory for all University staff.

A new version of the online data privacy and information security module was launched in February and we are proud to say that, to date, over 11,000 people have passed the new module.

The Information Compliance Team and the Information Security Team worked jointly on this endeavour, rebuilding the module to reflect changes in national and European data protection legislation, improve the content, increase the test question bank, and delivering a robust solution. The module is available to any member of the University with an SSO account.

We also invited feedback via a survey; 2,000 responses have been received. The feedback has been pretty positive with the majority ranking their knowledge higher than previously and 75 per cent saying that their colleagues would benefit from taking it. Improvements have been suggested including printable resources but the loudest call has been for adding feedback to the module and we are investigating what can be put in place. We recognise that it hasn't all been plain sailing and thank all those who have experienced technical issues and reported it. We are working to resolve these.

What's next?

The next big change will be our hosting – things will start to look a little different by the end of July. The Oxford Learning Institute (OLI) Moodle platform has been 'home' for the last few years, and we thank the OLI team for all their support keeping it upright. The module will be moving to AccessPlanit, a learning management system supported by IT Services, and used by the IT Learning Centre and Finance among others. There will be further communications about the change so keep an eye out!

In the longer term, we will also be looking at data quality and reporting improvements as well as providing training to those without an SSO account but this will be subject to securing additional resources and funding.

If you haven't taken the module already, please do so before 31 July 2019. Or if you would like to leave us some feedback on your experience, you can either fill out our survey or drop us a line at grc@infosec.ox.ac.uk.

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Learning, Teaching and Research

Video – a step change in teaching and learning techniques

Video is becoming more and more important in getting messages to audiences, whether for creating instructional short videos, or for teaching complex subjects that perhaps require slides and illustrations. Many people think it's too much trouble, too expensive, or takes too long, but this is not necessarily the case!

Our Rapid Video set-up is easy to use, inexpensive, and you can create professional quality videos in a very short amount of time. The system is simple to use and interlinked with the University's Lecture Capture system using Panopto – this means that staff and students can access and edit videos easily from anywhere after creation.

With the use of our studio 'green screen', lecturers can also create interactive presentations where they appear inside the presentation. This can also be useful for training videos, online presentations, guest lecturers, feedback videos or focused content creation.

Worried about security? All recordings are secured behind the University's SSO, unless you publish them elsewhere.

Get in touch with replay@it.ox.ac.uk for more information, and book time to create your video. Our digital video production web page also has useful information about this and other video production services.

Canvas: One year on

Canvas is the virtual learning environment (VLE) that will replace WebLearn for teaching and learning at Oxford. A year ago the Programme team held a number roadshows to introduce the University to the VLE, during which we showcased some of the features and high level benefits. It's been an exciting journey since then, during which we launched a successful early adopter phase, and are now working to roll Canvas out across Oxford.

More than half of all academic departments and faculties have now been contacted with a view to moving to the new VLE, with demonstrations delivered to nearly a third of them so far. Departments and faculties who will be moving some or all of their first year programmes of study to Canvas in Michaelmas term include the Department of Continuing Education, the Faculty of Law, the Department of Economics and the Faculty of Philosophy. Some of our early adopters will also be moving additional programmes of study to Canvas in Michaelmas term.

The programme is also actively exploring how Canvas might be used in the college environment. We have been in discussions with academic staff at St Hilda's College about piloting a preparatory course for first year students about to start their BA English degree. The course would equip the students with skills in essay writing, critical reading and notetaking prior to their arrival at Oxford. We are also in talks with a tutor at Exeter College about using Canvas for his tutorials.

Canvas: One year on event - 26 June

Join us to hear from colleagues from other departments about their Canvas journey so far, as well as updates on progress and wider plans for Canvas. The event is free but you need to book your place on Eventbrite.

More information about Canvas can be found on the Digital Education website or email canvasoxford@it.ox.ac.uk. For details about what will happen to WebLearn, please visit the What will happen to WebLearn project page.

Nexus365 Teams is transforming collaboration across Oxford

With the migration of email and calendaring to Nexus365, we've also rolled out Teams, one of the fastest growing collaboration environments Microsoft has ever released.

The University now has nearly 600 active Teams spread across various units and departments, covering a wide variety of collaborative uses from project management to document authoring, messaging and communication to arranging and holding virtual meetings.

Teams is also supported by many other useful Nexus365 tools such as *Microsoft Forms* (which can be applied to custom lists created within Teams), *Microsoft Planner* (a simple task management tool to keep track of project tasks and activities) and *Microsoft OneDrive* (which can be used as a source for user documents shared within Teams channels).

Your department or unit can request the creation of a Team by contacting your local ITSS representative or University Administration Services staff.

Our IT Learning Centre also offers a chance to learn about Microsoft Teams, showcasing the product itself and getting you 'hands-on' with the most commonly used Nexus365 tools. To find out more about Teams, just search for 'Nexus365' in the course booking system to find relevant courses.

Microsoft Teams is constantly evolving, with many new enhancements and features scheduled for the 365 2019 Roadmap. Keep an eye on the IT Services website for information about these features as we bring them online at Oxford.

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Engagement and Global Reach

New UAS websites – first moves to Mosaic complete

The first group of UAS websites have recently completed their move to the University's Oxford Mosaic platform. As part of a project to migrate all UAS websites to the centrally managed platform over the course of this year, these websites show the new consistent design. Take a look at the new sites:

- Academic Support (AAD)
- Childcare Services
- Compliance
- Legal Services
- Proctors' Office
- Sheldonian Theatre
- Staff Gateway
- Sustainability
- Travel
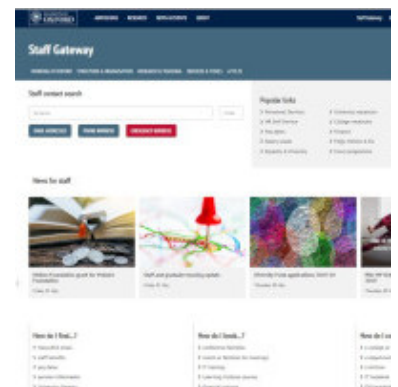
All sites have adopted a common look and feel, and follow a single style guide, improving access to information related to the professional services offered by the departments involved. In some cases information previously held within a larger department site has been split out into a new separate website, for example Travel has been separated from the rest of Estates Services, to help visitors find the information they require quickly and easily.

The project has checked for broken links and activated redirects to reduce the disruption to you as users, but you will need to update any pre-existing bookmarks you have to these sites.

We welcome your feedback but ask that any issues or questions regarding individual websites are directed to the contacts advertised on those sites.

The Finance, IT Services and Equality & Diversity websites are expected to launch by July, while further UAS websites, including HR and Estates Services, will be migrated by the end of the year. We ask for your patience while we are in this transitional state with some sites having moved to Mosaic and others not.

For further information, please visit the [Mosaic project website](#).

IT Innovation Challenges funds four GLAM Labs projects

This year, the IT Innovation Challenges team collaborated with GLAM to invite project ideas that add value to the user experience of GLAM's collections, buildings, resources or programmes through digital means.

Running from May 2019 until February 2020, the following four projects are being funded by the IT Innovation Challenges scheme:

- A physical and digital show and tell – creating a portable 'station' for use in the museum galleries to present both 3D models in Virtual Reality and tactile models / 3D prints. Based in the Oxford University Museum of Natural History and the Weatherall Institute of Molecular Medicine

- Digital makers – developing staff coding skills and piloting digital making activities for families and young people. Based in the Radcliffe Science Library and Ashmolean Museum.

- Replicating historic musical instruments – testing the accuracy of 3D printouts of historic musical instruments. Based in the Pitt Rivers Museum.

- Mapping playful spaces in the museum – using social data to examine how visitors engage with Oxford's museums to understand visitor engagement. Based in the Oxford Internet Institute working with a number of GLAM sites.

More information about these and other projects is available on the [IT Innovation Challenges page](#). Keep an eye out for updates as the projects progress.

Other news

Ensuring high quality IT projects across the University

Have you found yourself wondering what the Portfolio Assurance Group (PAG) does? Probably not. But PAG plays an important role, providing valuable independent oversight of the University's IT portfolio. The group ensures that the University's aims and objectives are supported, that the investment of resources provides value for money, and that IT Services delivers well-managed projects and services to meet users' needs.

Chaired by the University's Chief Information Officer, Seán Duffy, PAG membership includes individuals with expertise in project and/or service management from both within the University and outside of it, including members of IT

Services senior management. Service owners, project managers and other staff are invited to present their service or project to PAG, answering any questions that arise. They can also take this opportunity to ask for advice or help from the group. Presentations include an update on activities supporting delivery, such as the project methodology, service management processes, portfolio planning, Key Performance Targets, and more.

Members of PAG find this an excellent way to understand the challenges facing not only individual services and projects, but the portfolio as a whole. While an invitation to attend PAG is often not welcomed, it does provide an opportunity to explain what is happening with your service or project, and secure support from senior staff when needed.

PAG is not there to undertake formal audits, but provides a degree of assurance by identifying risks or issues, as well as providing support, recommendations, and independent advice. For further information about PAG, contact the governance team at governance@it.ox.ac.uk.

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New unit to focus on teaching and learning
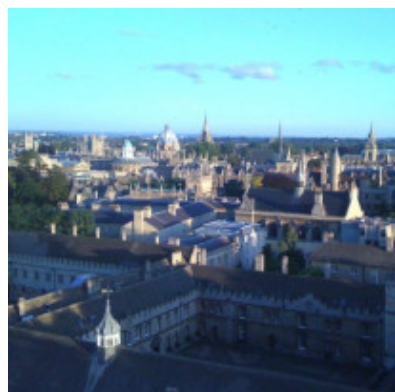
Earlier this year it was announced that there would be organisational changes affecting our Academic IT group.

The first change, affecting reporting lines within IT Services, completed on 1 May with the Educational Media team moving to Customer Services and the Research Computing and Support team moving to Infrastructure Services.

The second, and more significant, change involves the move of Academic IT's Technology Enhanced Learning team to a new unit with colleagues in the Educational Development Group from the Oxford Learning Institute (OLI). The new **Centre for Teaching and Learning** (CTL) will be created to focus on the academic development of teaching and learning and will be part of the Academic Administration Division from 1 August 2019. The new centre will support all those who teach at the University of Oxford. It will promote inclusive teaching practices that are relevant to Oxford's unique learning environment, and will offer a range of courses, support and services.

The OLI and Academic IT will continue to exist until 31 July 2019, and they will continue to provide and support their existing services after that date. The name for the new unit will be phased in over several months.

Further information can be found on the Digital Education website.

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HESA data futures at Oxford

HESA (the Higher Education Statistics Agency) collects, analyses and distributes quantitative information about higher education in the United Kingdom. Higher education providers like the University of Oxford must send an annual return of data to HESA once a year. The HESA Data Futures project is looking at changing this model so that submissions will be made at regular points throughout the year.

Since the delay to Data Futures was announced in March of this year, the programme team has been monitoring developments and consulting with other institutions. HESA will consider next steps at its June board meeting and update the sector as appropriate.

The Programme Team here at Oxford continues to focus on defining and delivering improvements that add real value to our own data collection and data quality processes, and so the programme of work continues apace. The wider ambiguity that exists across the sector is the direct result of the Data Futures re-validation exercise and wider consultation orchestrated by HESA itself, and the associated delay in timing, update and roll-out is beyond the control of universities, including Oxford. The Programme Team at the University will share updates as and when new information emerges. If you'd like to find out more about HESA Data Futures, please visit the project web page.

Events

Canvas: One year on - 26 June

Join us to

celebrate a year of Canvas, hear success stories from early adopters and about future plans.

Register on Eventbrite

ICTF19 Conference - 2 July

The ICTF19

Conference is now open for registration.

The IT Services website has more information and booking details.

IT training hits the road

We taking an

opportunity to go on the road and are delivering a series of pop-up courses at Old Road Campus and the JR Hospital site.

Find details and register on our IT training website.

Keep in touch

We hope you have enjoyed this edition of our newsletter. For contributions or comments, please contact the Communications and Web Office via communications@it.ox.ac.uk.

Interested in working for us? Check out our current Job Vacancies.

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