

# News from IT Services: Trinity 2018

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## Seán Duffy, Chief Information Officer



We are delighted to introduce Dr Seán Duffy who joined the University as Chief Information Officer (CIO) in February 2018. A career IT professional, Seán has over 20 years of experience in the manufacturing sector, has lived and worked

internationally and, most recently, spent 8 years leading the University of Birmingham's IT Services organisation.

In his first few months, he has been busy familiarising himself with the University's structures, processes, opportunities and challenges. He's also been enjoying getting to know people in the University and IT Services and connecting with departmental initiatives such as leadership development and Women in IT.

His vision is "for the University to have IT capabilities commensurate with its academic standing, irrespective of who delivers them." So it's not surprising that one of Seán's key priorities is to understand better the relationships between divisions, departments, other IT service providers and IT Services. He is also looking to build on and enhance the strong relationships between our major customers, such as the other departments delivering professional services, and IT Services.

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Seán recognises the University's need for predictable delivery of IT. IT Services needs to ensure projects deliver quality outcomes to the agreed timescales and costs, and that operational services are always there when you need them. Work will start shortly on establishing an updated IT strategy which will be strongly informed by the University's new Strategic Plan.

As an advocate of innovation, Seán believes IT Services needs to be facilitating and undertaking speculative explorations into innovative use of IT (with a view to possibly becoming mainstream services) – more than simply the next versions of existing products. The students and research academics of tomorrow will expect and value an up-to-date and progressive set of services and facilities. So the University and IT Services needs to be keeping up with (and in selected areas driving) the pace of technological and service development.

Prior to starting here, Seán had only visited Oxford once before. However he has already embraced something of the local culture, being a keen “park and cyclist”. Having been a competitive mountain biker earlier in life, the streets of Oxford obviously hold little to fear. Most of all though, he loves the vibrancy and stimulation; the “buzz” from the city, and connecting with academic colleagues who are world leaders in their disciplines.

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## Highlights

### Nexus365 update

The Nexus365 project to move Nexus email and calendars to the cloud-hosted Microsoft Office 365 service is now underway with main migrations starting on 3rd April. So far approximately 28,000 mailboxes have been moved to the new service (out of a total of more than 63,000).

The project implementation team is liaising with key contacts in departments, faculties and colleges to ensure that suitable support arrangements are in place for users on the day their email accounts have migrated. The main aim of this work is to ensure people can access their emails as quickly as possible via their preferred method or device, whether that is their desktop, laptop, tablet or mobile phone.

See the [project website](#) for more information about the project, including the schedule and what to expect.

For help with using Nexus365 (including the additional applications like OneDrive for Business, Skype for Business, etc.) please go to our [support pages](#) in the first instance. If you cannot find what you require there, contact your local IT support staff or call the central Service Desk on (01865 6)12345 (available 24/7).



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## Data centres update



IT Services is working to consolidate and support two inter-connected data centres to house administrative and general purpose IT systems. The expansion of the University Shared Data Centre (USDC) is complete and administrative systems were migrated from the Begbroke data centre to the USDC in February. Work is now focussed on the commissioning of, and migration to, our second data centre: the Jisc shared data centre in Slough.

The availability of high performance, reliable networking between the two data centres is crucial to IT service delivery. The data centres will be connected with dedicated fibre-optic networking, with sufficient bandwidth and capability within each data centre to meet anticipated requirements. Network testing, and the installation of some non-critical systems, is expected to commence during Trinity term.

In preparation for migrating systems to the Jisc data centre from our legacy machine rooms in Banbury Road and Human Anatomy, a detailed audit of systems and interdependencies has been completed. The project team is liaising with service owners to complete a workable migration plan that avoids service outages, or high risk, during critical periods in the academic year.

For further information please see the [project website](#) (requires Single Sign-On) or contact the project manager, Gavin Eadie, via [datacentreprojects@it.ox.ac.uk](mailto:datacentreprojects@it.ox.ac.uk).

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## IT Services to deliver Windows 10 upgrade

Plans are underway to upgrade desktop devices managed by IT Services from Windows 7 to Windows 10. The upgrade will apply to all devices in UAS (University Administration and Services) and GLAM (Gardens, Libraries and Museums) which are currently operating under Windows 7.

Whilst Windows 10 offers a number of new features and improvements, the upgrade is essential to protect the security of devices when support for Windows 7 ends and also because new hardware will soon only run on Windows 10.

The Desktop Services team will work with teams across UAS and GLAM over the coming months to establish practical arrangements for the upgrade, provide support and share learning resources to aid the transition to Windows 10.

For more information, visit the Windows 10 upgrade [project website](#) or contact [windows10@it.ox.ac.uk](mailto:windows10@it.ox.ac.uk).



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## Change to eduroam id



Eduroam is the most widely used University wireless (wi-fi) service. On 7 August the settings for eduroam at Oxford are changing and you may have to take action to update your username. With the new settings, you will need to use the complete SSO username *including* the suffix @OX.AC.UK (in capitals).

Many people have already set up eduroam correctly with the full SSO username including the suffix. For example, if you have ever used eduroam outside Oxford on one of your devices, you will have the correct set up on that device.

We are in the process of identifying people who are using just their SSO username and will contact you individually if you need to make any changes.

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## HR Self-Service coming soon!

HR Self-Service will be available to all staff with a University contract from the beginning of June. Accessible via the Staff Gateway, the online portal will enable staff to:

- view their current contractual and pay information
- update some personal details
- view their payslips and P60s

A manager dashboard, which will be rolled out between June and July, will allow designated line managers to view some basic information



about their team.

Early next year, staff will have access to the service from anywhere with an internet connection. At that point paper payslips will be withdrawn, except where staff are unable to access them online.

HR Self-Service brings a number of benefits. The move to online payslips in 2019 will save the University approximately £31.5k per year in print costs and will have a positive environmental impact by saving around 25 trees a year. By providing staff with visibility of some of the data that the University holds about them, the service will also support the University's compliance with the new General Data Protection Regulation (GDPR) that comes into force in May 2018.

For more information, please visit [www.ox.ac.uk/hrss](http://www.ox.ac.uk/hrss) or contact [HRSelfService@admin.ox.ac.uk](mailto:HRSelfService@admin.ox.ac.uk).

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## Stay Secure

### New Information Security website

The University's Information Security Team (IST) have launched a [new website](#). IST is a central service which aims to empower the department and wider collegiate-University to deliver against its strategic aims and reduce the risk of data breaches and significant security incidents. This website is a key tool in disseminating guidance on policy implementation and guidelines on secure working practices. The latest update to the website, hosted on the Oxford Mosaic platform, is a big improvement for a number of reasons.



Building on the work the IST have done to provide general good practice advice for all staff and students, there is now guidance on how to apply that in an Oxford context, providing clear answers to frequently asked questions. All of the "I want to" pages focus on actionable, Oxford-specific advice on secure working practices.

Ultimately, the Information Security site is about giving users access to the information they need. Hopefully the site offers the right balance between policy, guidance, and the focus is always on what users need to actually do.

The IST hope you like the site, but more importantly they hope it's useful to you. Feedback and suggestions are welcomed via [infosec@it.ox.ac.uk](mailto:infosec@it.ox.ac.uk).

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### Information Security Special Interest Group

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The Information security Special Interest Group (IS-SIG) will be held on 31 May, 2.00-4.30pm in rooms 1/2/3, University Offices, Wellington Square. These meetings are open to all who are interested in IT security and cover a range of topics.

If you'd like to attend, please register via the [ITSS Workshop Booking page](#) or email [infosec@it.ox.ac.uk](mailto:infosec@it.ox.ac.uk). Also get in touch if there is a particular topic you would like to hear about.

## Learning, Teaching and Research

### Canvas@Oxford - Trinity term roadshows

Canvas is the new Virtual Learning Environment (VLE) that will replace WebLearn. The [Canvas@Oxford](#) project will be hosting a number of roadshows during Trinity term. The roadshows are a great opportunity for attendees to:

- Understand how Canvas will support teaching and learning at Oxford
- Discover what Canvas has to offer students, academics and administrative staff
- Hear about our early adopter approach, and meet some of our early adopters
- Get the latest updates on the process to identify technologies to replace the non-teaching and learning activities in WebLearn.



A light lunch will be provided. Click on the link below to register for the roadshow of your choice.

[Thursday 17 May, 12.00-1.30pm](#): Andrew Wiles Building, Maths Institute

[Wednesday 23 May, 12.00-1.30pm](#): Osler House, Headington

[Wednesday 30 May, 12.00-1.30pm](#): Martin Wood Lecture Theatre, Department of Physics, Parks Road

If you have any questions please contact [edu-it@it.ox.ac.uk](mailto:edu-it@it.ox.ac.uk) or to find out more about the Canvas VLE go to [the project website](#).

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### New series of make: talks for Trinity

The logo for the 'make:' series, featuring the word 'make:' in a lowercase, sans-serif font. The colon is replaced by two red dots.

The make: series of talks returns in April, May and June showcasing a range of interesting ways technology has been used by people from around the university. Topics range from *Build your own 3D models with photogrammetry* and *Mapping noise levels in intensive care* to *Modelling the global distribution of Dengue* and *Effective PowerPoint animations for presentations*.

Further details, including how to book, are available on the [make: blog](#).

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## Are you ready to take on Replay lecture capture?

It is the time of year when budgets are being agreed and plans for the coming academic year are being finalised. If you are considering a refresh of a lecture theatre or a review of your lecture room AV equipment, now may be the time to consider the Replay lecture capture service supported by IT Services.

Replay provides a free, opt-in service for the automated recording of lectures, supporting student learning and revision. Developed in response to student feedback, it is not intended as a replacement for live lectures but provides a valuable supplementary learning activity focussed on Oxford's internal student audience. The system is simple to use and places the control with the lecturer; recordings can be managed with minimal effort and without the expense of specific equipment.



Why use lecture capture?

- Enhances student satisfaction – facilitates an inclusive education at Oxford allowing all students to review what they have learnt in the lecture theatre
- Free, opt-in service – centrally supported but locally managed
- Flexible – delivery options include audio plus slides with optional video, supplementary materials can be added
- Secure and private - fully integrated with WebLearn, authenticated via Single Sign-On
- Simple to use - no complex infrastructure required, can be operated by the lecturer alone without technician support

More information is available via the Replay lecture capture [webpages](#) including Frequently Asked Questions which seek to address any initial concerns. Free training is scheduled each term and the friendly Replay team is available to discuss your requirements and demonstrate the benefits, please email [replay@it.ox.ac.uk](mailto:replay@it.ox.ac.uk).

Thousands of hours of lectures have been recorded since January 2014 and Replay is being used by 36 departments and colleges across the University.

[Get in touch](#) now to discover how this free service can benefit your students.

# Engagement and Global Reach

## Livestreaming to reach a global audience

One of the many services on offer from our Educational Media Services (EMS) team is [livestreaming](#) (also known as webcasting).

This service is perfect for events designed to reach the widest possible global audience and is used with great success by the University's Widening Access and Participation team as part of their [Explore](#) initiative. Explore has been built and created by the University of Oxford for young people as part of its commitment to [reach the best students from every kind of background](#).



By using the flexible studio space in our Banbury Road offices, Explore is able to benefit from the expertise of our in-house team providing a cost-efficient service to a potentially very large audience. The broadcast quality is high, with two cameras to ensure an engaging presentation, and reports say that the events have been well received so far.

Another livestream is planned for 15 May entitled 'Could we live on another planet?' and more will be scheduled in the future to build the Explore audience. This and other livestreaming recordings can be found via <https://livestream.com/oxuni>.

The EMS livestreaming service also broadcasts the University degree ceremonies to friends and relatives unable to attend and provides a live professionally filmed webcast of events or conferences at all the major venues across the University. The team will look after all the technical set-up and testing and will bring all the lights, cameras and microphones needed for a high-quality multi-camera broadcast for a global public audience. If you wish to find out more about the livestreaming service, please contact the team via [media@it.ox.ac.uk](mailto:media@it.ox.ac.uk).

## Helping new staff discover IT Services

There can be a lot to learn in your first few days of a new job. IT Services have a number of ways to help you get to grips with IT at Oxford.

We attend [UAS induction events](#) several times a year to talk to new UAS, academic, departmental or faculty staff and run our own [Breakfast at IT Services](#) event every term. Our termly Roadshow events are open to all staff and students and offer advice and information. See the [Events](#) section for details of the latest one. Online, the [Welcome to IT website](#) is specifically written for new staff and students.



For new students, we have a popular stand at Freshers Fair and Graduate Orientation days and meet prospective students and parents at Open Days. Our IT Learning Centre (ITLC) team attend many graduate induction sessions each year to do a short presentation and distribute the ITLC termly brochure.

[IT Support Staff Services](#) (ITS3) run regular induction sessions for unit IT staff covering a range of widely used technical services offered by IT Services.

If you run your own induction sessions, we are very happy to provide materials and leaflets aimed at new staff and students, for example explaining jargon and the names given to IT services (such as "Nexus") or what is available for free. If you would like to order materials or find out more, contact the Communications Office at [communications@it.ox.ac.uk](mailto:communications@it.ox.ac.uk).

If you would like a member of ITLC to present at your graduate induction session, please contact [induction.courses@it.ox.ac.uk](mailto:induction.courses@it.ox.ac.uk).

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## Other news

### Collaboration and remote working beat 'Beast from the East'

A major upgrade of the University's research costing and pricing tool, X5, was completed successfully in challenging conditions thanks to the unique working relationship between Research Services and IT Services.

Whilst we were all battling the 'Beast from the East', the teams involved were planning how this move to a newer version delivering new functionality and bug fixes could go ahead. With excellent contingency planning the internal upgrade work planned for 1 and 2 March was managed by all staff working remotely because of the snow. Using the collaborative tools available to them, such as Skype and conference calls, the teams successfully delivered the upgrade on 2 March.



Staff were working late into the night to keep the upgrade on track, and the bad weather presented new challenges which had to be overcome. Our own Business Systems Support and Microsoft Platforms teams worked hand-in-hand with Research Services and the supplier, Unit 4, to manage the upgrade work within a tight timeframe.

Completing upgrades on-site is clearly preferable due to faster connection speeds and co-location of the teams, but this exercise has proven that major upgrade work can be completed successfully despite the best efforts of the British weather.

## New Botanic Garden website goes Mosaic



The new [Botanic Garden and Harcourt Arboretum website](#), has launched on the [Oxford Mosaic web platform](#). The engaging new site provides information on how to explore the gardens, including guides to what's in season, and events for all the family. It also provides a door for the scientific community to access the range of unique collections.

Georgina Brooke, Project Lead and Web Content Manager at the Botanic Garden commented:

*"The new Botanic Garden site is great case study for the benefits of Mosaic. The team at the Gardens needed to very quickly move platforms, and we were able to migrate to Mosaic quickly and easily – not something that would have been possible using a new technology and external provider."*

The website is part of the [Gardens, Libraries and Museums](#) (GLAM) division that comprise the four University museums, the Bodleian Libraries and the Botanic Garden and Harcourt Arboretum. The Ashmolean Museum became the first department within GLAM to move to the Mosaic platform, launching a brand new [Ashmolean Museum website](#), on 27 September.

The build went smoothly and the team saw the benefits of the previous Ashmolean project bear fruit as only minor changes had to be applied in order to optimise the design of the site. The project has been a great testament to the reusability of a central platform, allowing high quality websites to be created at a low cost.

## Want to know what services we offer you?

Our [service catalogue](#) brings together contact, user and business information to provide a holistic view of all the services we offer. You can browse by role to see what might be appropriate to you, choose to see all services or search the catalogue. Services are also arranged by key area, such as *Desktops and devices* or *Research support*.

Typical questions the catalogue can help with include:

- How do I raise an incident for a particular service?
- Who do I contact for support?
- Is there training or more information available?
- Do I have to pay for the service?



With all the key information about our services, this is the hub for all central IT Services information.

If you have any questions or comments please contact the [Service Management Office](#).

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## Events

### Breakfast at IT Services Meet SharePoint users IT Services Roadshow in the SNUG



New members of Oxford University staff are warmly invited to join us for breakfast at IT Services, Banbury Road on 18 May from 8.30am. Join IT staff and other newcomers over croissants and coffee. Please [book your place](#).



[SharePoint Nexus User Group](#) meeting on **Thursday 28 June** to meet with members of the Nexus SharePoint team and fellow SharePoint site owners. [Please book](#) for this session.

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Join us at the



We will be

setting up a help and advisory centre on the John Radcliffe Hospital site, Tingewick Foyer upstairs, 10am-4pm on 5 June. Come talk to us and browse our leaflets.

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## 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](mailto:communications@it.ox.ac.uk).

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