

IT Services eNEWS

Issue 8 | September 2021



University College Cork, Ireland
Coláiste na hOllscoile Corcaigh

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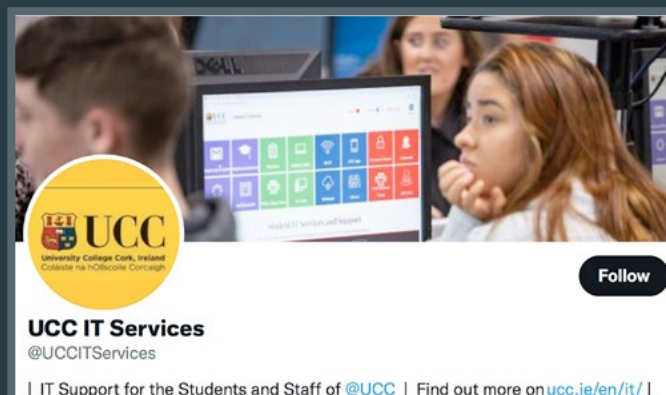
Returning to Campus



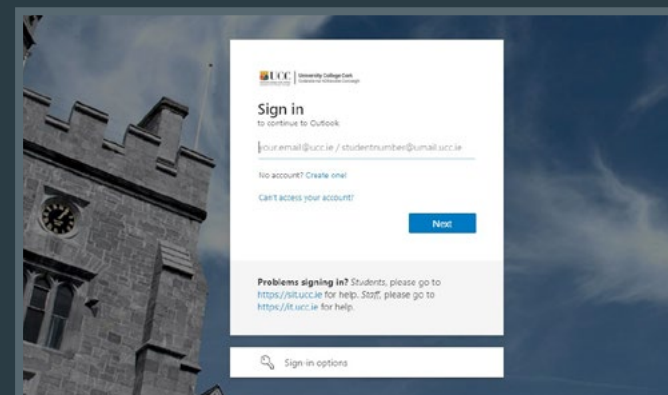
Prepare for Teaching



A Day in the Life



IT Services Twitter

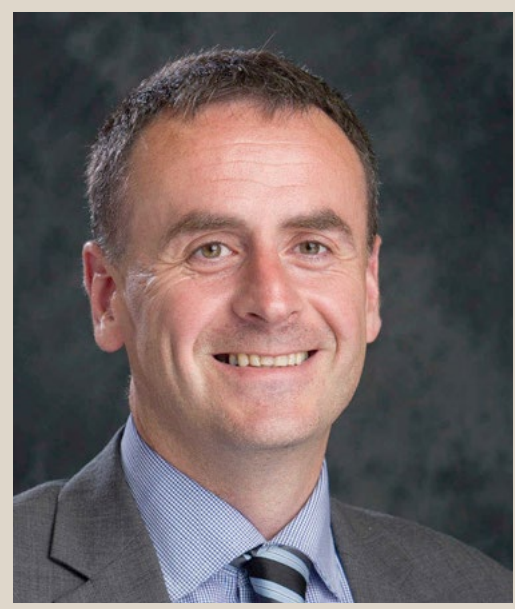


Single Sign On



Digital Master Plan





Welcome to our latest Newsletter

Dear Colleagues,

As we begin a new academic year, we are delighted to bring you the latest edition of our IT Newsletter. The focus of this edition is the start of term and includes advice for colleagues returning to campus, staying mobile and advising how to get the maximum flexibility and security from our IT systems as we continue a blended mode of working.

This edition also includes information and advice on the latest technology in our teaching rooms to support blended learning, improvements we have made on simplifying and securing how we login to our services, and a new service, status.ucc.ie, which provides a real time update on all our systems. We are also launching a Digital Master Plan for the University later this Autumn. IT Training will commence the next series of the MicroSessions on the 14th September, with more details in the newsletter.

We want to share a huge thank you to our colleague, Jerry Buckley, who retired in July.

Finally, our systems are all about connecting people with the services they need, we have a day in the life feature of our IT Security Officer, Barry Foley.

I hope you find the newsletter informative, and if you have any feedback or suggestions please contact deirdre.keane@ucc.ie

A handwritten signature in black ink, appearing to read 'Gerard Culley'. The signature is written in a cursive style and is positioned above a horizontal line.

Dr Gerard Culley
Director of IT Services, UCC
gerard.culley@ucc.ie

RETURNING TO CAMPUS, STAY MOBILE

Since March 2020, UCC staff have coped with significant changes in how we work. During the coming months we will face additional challenges as we start to return to work on campus. The aim is to retain the useful parts of how we worked throughout COVID as things return to normal and we return to work on campus. The advice herein will also support staff looking to apply for the Government’s Remote Working scheme by providing the systems needed to work remotely.

Stay Mobile!

We will need your help here to re-open the campus services, our advice is **Stay Mobile** and **Stay Flexible**. This is our new way of working, and will support the University’s remote working plans.

How and Why?

Please visit our **SharePoint Site** to learn more about our advice when returning to campus and staying mobile. You can watch this quick **video** which may answer questions you might have.



IT Tips for Staff Returning to Campus

Stay mobile, use your laptop



Continue to use Wi-Fi



Use Cloud Storage



Use Teams, SharePoint, OneDrive etc.



Remember:

- Our cloud resources are accessible from any device and hold your data securely
- To use Multifactor Authentication when accessing cloud resources <https://www.ucc.ie/en/it/services/mfa/>
- Save UCC documents securely on the cloud or on an encrypted UCC device



Device Procurement (ICT) Controls

There has been a significant increase in the amount UCC spend on computer devices in the last 3 years. These devices are more critical than ever to how we work, and we face growing threats from cybercrime attacks. If devices are not properly configured, or if they are not a recommended device, they will not be capable of defending against attacks. The University’s Governing Authority took the decision that IT Services need to approve any **non-standard computer device purchases** going forward. IT Services have worked with our colleagues in the Finance Office to draw up a set of new controls, which are now in place.

These new controls will help us to ensure we continue to get value for money, support our remote working plans, and finally, that the device we purchase can keep you and the rest of the University safe from cybercrime attacks.

Should you need to purchase a standard device, full details are available **HERE**.

Teaching Space Update

Audio Visual Media Services

The switch to remote teaching during the pandemic was challenging for all and it was incredible to see how well everyone in UCC adapted to online platforms to collaborate with and deliver lectures to students. September will see a transition back to on-campus teaching and to assist with this AVMS has prepared the teaching spaces and put together several supports.

Blended Learning

With COVID-19 restrictions, many may incorporate a blended approach for on-campus teaching in September and beyond. Advice on blended learning can be found on OVP L&T's **Teaching Today** pages. All central rooms have been prepared to accommodate blended options.

Teaching Spaces

All central teaching spaces have been visited, serviced, and tested. In many areas, we have added document cameras, webcams, and audio equipment. Visit our **detailed list of all AV facilities** in centrally bookable rooms where you will find specifics on equipment, links to instructions, as well as photos and 360-degree images of all central rooms.

Support and Training

We will be providing a number of live online Panopto training courses. The

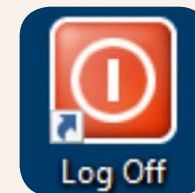
course will be held online every Thursday between 11 a.m. and 12 p.m. from August 19th to September 23rd. You can attend by clicking on this **MS Teams meeting link**.

We have updated the **Teaching with Technology** Canvas course with practical guides to using technology. Here you can learn about Canvas, Panopto, MS Teams and Teach Digi, we have also added a new section called Teaching Room Technology.

Student support staff will assist in ensuring that all facilities are operational in September. They will be on campus for the first three weeks of the semester, performing daily checks prior to the start of classes, and will be present for the first two lectures of the day in case any of the facilities require attention.

Logging Off

When you are finished using the teaching room PC, you must **log out** of all applications. Use the Log Off desktop icon to ensure that you are logged out of all applications.



We wish all staff and students the very best when they return to campus in September, and we look forward to seeing everyone.



PREPARE FOR TEACHING



VIEW TEACHING SPACE FACILITIES ONLINE



LEARN ABOUT TEACHING WITH TECHNOLOGY

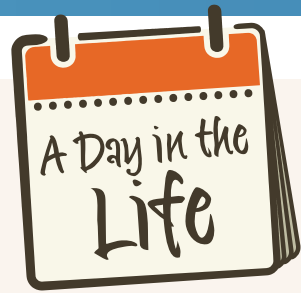


LOGOUT WITH DESKTOP ICON



SEE BLENDED LEARNING SCENARIOS

VISIT AND TEST OUT ROOMS YOU WILL USE



A day in the life of Barry Foley, IT Security Officer

07:00 - My day starts (as it does for everyone in the house) when my 4-year-old wakes me up. She has worked out how to ask Alexa for the Frozen soundtrack so sometimes that wakes me. Either way, she's so consistent that there's no need to set an alarm.

08:00 - After cooking breakfast, I have a very short commute to UCC main campus, so I jump on the bike and I'm in the Kane Building 10 minutes later.

08:15 - I check the cyber security reports from the previous night and follow up on alerts that required immediate action. Education is the most attacked sector with 62% of reported enterprise malware encounters - UCC detects an attempted attack every 2-3 seconds. I catch up on security news from technical news sites and forums and analyse any recent breaches for UCC accounts. Today's news includes a large-scale ransomware attack and information on recently discovered flaws in Windows and MacOS that IT Services will address in the coming days.

09:30 - MS Teams meeting to discuss security strategy, findings from a recent attack simulation and to set priority levels for the resultant mitigation actions.

11:00 - MS Teams - Technical Change Advisory Board. We discuss how the recent heat wave has led to an increase in failures and how this is driving some of the changes. We discuss the potential impact of proposed IT changes on the operation of the University and advise accordingly.

11:45 - Get coffee in the Student Centre with Arthur Shinnick, who's onsite today and sit out in The Honan Plaza.

12:15 - Call with HEAnet to schedule security awareness sessions and security assessments over the next 6 months. The people aspect of IT security is of utmost importance as, despite new attack techniques used by cyber criminals, the vast majority of attacks can still be traced back to a malicious email.

13:00 - Cycle home for lunch.

14:00 - My colleague Ruth Butler has been monitoring the security alerts that have arisen and we discuss any suspicious activity and decide whether further action is required.

14:45 - Conference call with other IT security personnel in the public sector where we discuss the HSE cyber-attack and the ransomware attacks against two higher education institutes in Ireland this year. The sharing of information is extremely useful in identifying the tools and techniques involved in successful attacks. The IT security challenges facing organisations are similar across all areas. It is noted that the higher education sector presents unique challenges - diverse IT requirements, large fast networks, large number of servers visible to attackers. Additional workshops dedicated to cyber-attack response are arranged.

16:00 - Catch up on email and review requests for external hosting of data. IT Services, the Office of Corporate and Legal Affairs, the Data Protection Office and Procurement meet monthly to advise on external hosting.

17:15 - Cycle home and cook dinner. In the evening, after playing with the kids, I usually go for a cycle - a routine that I've tried to keep going from lockdown. I head out to Blackrock and on to Passage and back in through town. My attempt at digital downtime in the evening doesn't always go well but I'm reading a good book at the moment, The Power by Naomi Alderman, so that helps.



Barry Foley. Image credit: Tomas Tyner

Single Sign On - One account to rule them all ...

IT Services have been grappling with the issues around people having multiple accounts and passwords for decades. Shared passwords with post it notes on desks, phone calls to support as the wrong account was used and it seemed every time you logged into a system it asked for a password change!

The solution seems obvious, a single account for everything. Isn't that less secure I hear you ask? All our eggs in one basket? Most people tended to reuse the same password so there was no extra security with multiple accounts. In fact, when one was breached, it tended to affect all their accounts. With all our eggs in one basket, we can use all our resources to protect the basket. When people have only one password for work it can be both complex and memorable.

The credentials that you use for your email, now work on a host of other systems. **Canvas** and **G-suite** were two of the big one's last year with **ESS** and **Agresso** moving earlier this year. What you might not know is that:

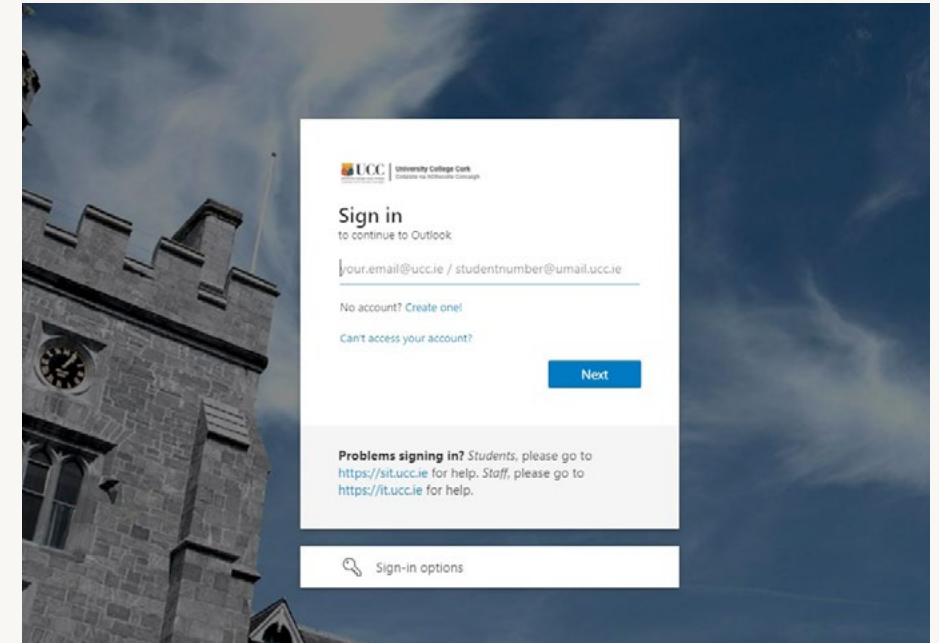
- Any account with **Multi-Factor Authentication (MFA)** enabled now has a non-expiring password (no more having to change your password!).

- The **password reset tool** works with any mobile number not just Irish numbers.
- Our security team monitors unusual activity on all central accounts as well as disclosed breaches with UCC email addresses to let you know of potential attacks early.

New automated processes mean that accounts are created within hours of appearing on the HR system and we are working with our colleagues in HR to get records setup sooner. This spawns processes to setup accounts on multiple other systems, with more being added, so that new starts in UCC can hit the ground running.

Having a single account has also proven invaluable for using collaboration tools. So much so, colleagues in the **IMI** and **Tyndall National Institute** collapsed all their accounts/email into UCC within the last 12 months.

If you have an application that could use the benefits of Single Sign On and simplified account management, contact **Patrick Nagle** in **IT Services** who would be happy to discuss it with you.



Launch of status.ucc.ie

Status.ucc.ie is a new system that provides information on the availability of the main IT services and applications in UCC.

Status.ucc.ie provides updates when a service is unavailable, as well as a record of previous outages that have occurred. It will also provide information on planned service maintenance windows of our main IT systems and applications.


Status.ucc.ie is a great place to check if you think there might be a problem. We will keep it updated during the day and will provide timely updates and notifications on any ongoing outages.


Through the **subscribe option** on the website, users can select to be notified via email of any issues or events relating to all services or to selected services that are of interest to them. Just click on the subscribe option on the top right-hand side of the website.

Further benefits of the system include:


- Check the status of the main IT services and applications
- Access real-time updates on outages
- Provide a record over time of service outages
- Mobile friendly site
- Cloud based system to ensure availability if campus networks are unavailable.

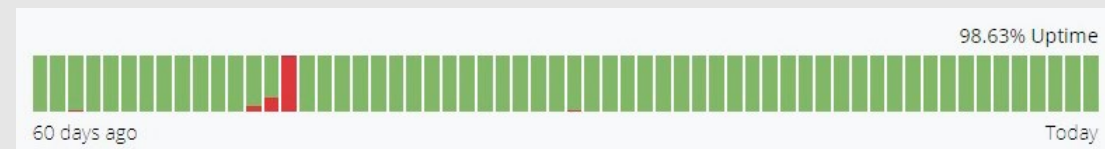


All systems operational 

All systems operational 

This is University College Cork's status page, here you'll find the current status and incident history of University College Cork.

SIT Website	Operational 
Canvas	Operational 
Turnitin	Operational 
Umail & Gsuite Meet, Drive etc.	Operational 
Microsoft 365 Teams, Onedrive etc	Operational 
My Student Admin	Operational 
Authentication Services	Operational 



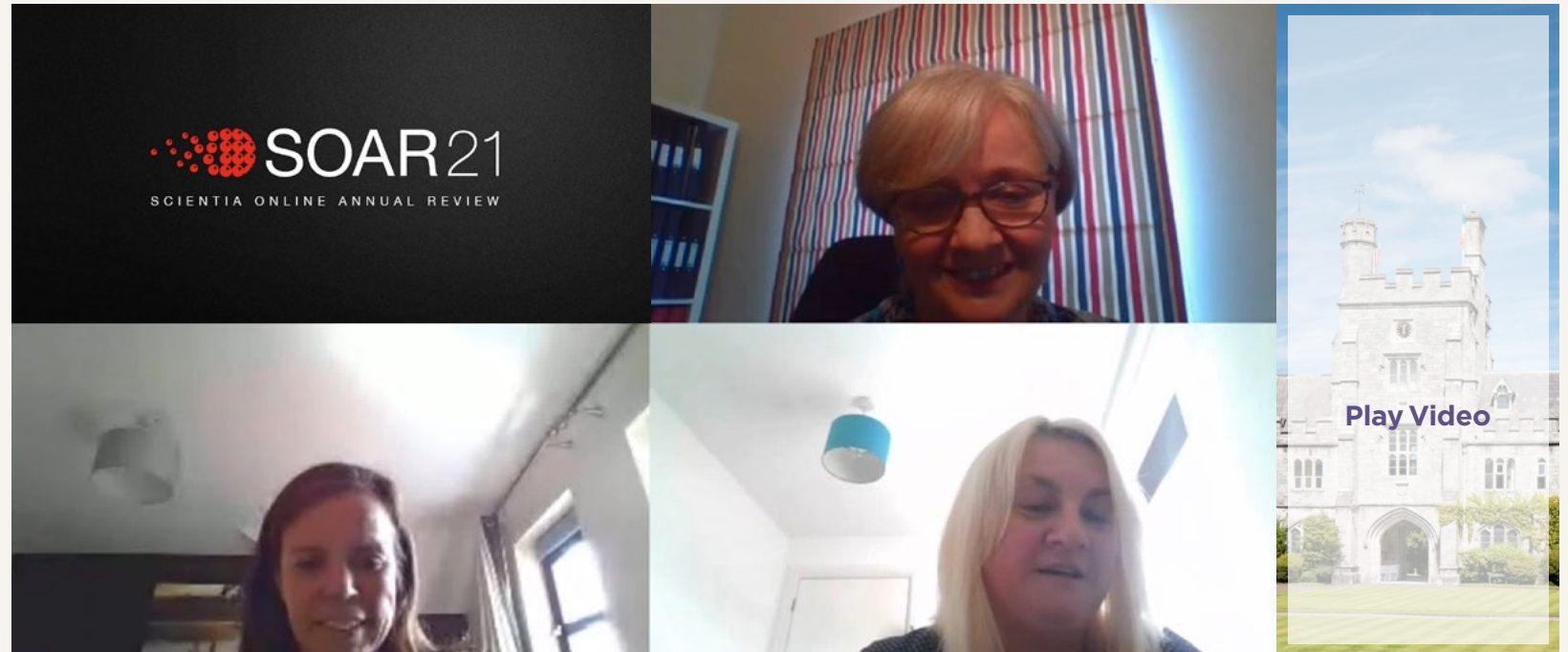
Day Week Month



CONFERENCE NEWS

Sunday Business Post CIO Summit

On June 24th, the **Sunday Business Post CIO conference** took place. This is Ireland’s premier information technology conference, where IT leaders from across the public and private sector discuss the main digital challenges and opportunities of our time. Our Director of IT Services, Ger Culley, spoke at this year’s conference on UCC’s experience of moving all services online in March 2020 and also about UCC’s work on cyber security and the IT support UCC have provided the HSE over the past 18 months throughout COVID and during the cyber-attack in May. The event was very well attended, and the contents of the presentations were also circulated across the Department of Further and Higher Education. You can watch Ger’s full presentation below.



Global Audience for UCC’s roll out of Resource Booker

UCC was invited to present at **Scientia’s Online Annual Conference 2021** on foot of the successful collaborative implementation of Resource Booker as UCC’s Enterprises Room Booking Management System. This year’s conference was conducted online bringing together 671 delegates from over 150 universities and 34 countries worldwide.

Resource Booker was a collaboration implementation project between IT Services and Buildings and Estates. Since going live in July 2019, Resource Booker

has provided an easy to use self-service room booking management system to all UCC staff and students.

At the conference Margaret O’Grady, IT Services, presented on the Resource Booker Implementation Project journey and outcomes as well as lessons learned along the way. Breda Good, Buildings and Estates, reported on the impact of COVID-19 on the administration of Resource Booker at UCC since March 2020. You can watch Margaret and Breda’s full presentation above.



UCC DIGITAL MASTERPLAN

Connecting Our University

Digital Master Plan for UCC

We are excited to finalise a Digital Master Plan for UCC. This Digital Masterplan sets out how digital services at UCC will support the teaching, learning, and the research journeys of our students and staff by connecting people with technology via a 21st century campus.

We will officially launch the UCC Digital Master Plan later this Autumn, with details of the launch to follow.



MicroSession Series Continues

IT Services are continuing to run one-hour live micro sessions delivered by IT Training staff via Teams. The Summer Sessions covered **Tips for Hybrid Working & IT Wellbeing**, click the links to view the recordings.

Our autumn sessions will be open for bookings in early September 2021, the schedule is available [HERE](#). We are delighted to announce many new sessions using our scenario-based option to help you choose

the right sessions. These scenarios include, Getting Started with O365, Create a Survey and Analyse results, Word for Reports & Documentation, Create & Deliver Presentations using PowerPoint, Create & Share a Newsletter using Sway, Working Collaboratively using O365, Teams for Teaching, SharePoint for creating a Communication Site & Managing your Time using O365.

Click [HERE](#) to view previously recorded sessions.



IT Tips and Tricks, including IT Wellbeing Tricks

Since March 2020 IT Services have shared weekly IT tips and tricks on topics including Teams, Excel, IT Training and much more. We created a [SharePoint Site](#) where you can easily browse all the tips and tricks shared to date and we recently included an **IT Wellbeing Tips and Tricks Section**. You can also view the recording of the IT Wellbeing Summer Sessions [HERE](#).

@UCCITServices



Are you following us on Twitter?

If not, follow us on @UCCITServices where we share updates, news and other useful information. Here are some of our tweets over the last couple of months.

UCC IT Services @UCCITServices

Our very own @TomasTyner listed as one of the best University photographers to follow on social media by PhotoShelter @psforbrands Well done Tomas 📸👏
stories.photoshelter.com/the-best-unive...
 @photoshelter @ucc @Gerculley @UCCLibrary



The Best University Photographers to Follow on Social Media
 The University Photographers' Association of America (UPAA) starts on June 22, and we are thrilled to be supporting this conference for another year! In honor ...
 @stories.photoshelter.com

12:41 PM · Jul 2, 2021 · Twitter Web App

Gerard Culley @Gerculley

Fair play to @UCCITServices staff and students. Volunteering this week in CUH to help the HSE recover critical IT services as quickly as possible @UCCSUEducation @UCC #partnershipinaction . Thank you Liz, ryan and team .



Fedhmeannacht na Seirbhíse Sláinte
 Health Service Executive
 HIGH STREET HOUSE
 Tigh na Sráide Airde

UCC IT Services @UCCITServices

Check out @Gerculley in conversation with @cliodhnacal in this weeks Ag Caint series. A great discussion on all things IT in UCC ☀️ #ucc

Clíodhna O'Callaghan @cliodhnacal · Jun 8

What a pleasure it was to meet with Dr. Ger Culley @Gerculley, Director @UCCITServices for this week's #TeachDigi Ag Caint podcast style chat! We discussed pedagogy first approach, zoom, cyber security, lecture recording, the future & much more! #IUDigEd ucc.cloud.panopto.eu/Panopto/Pages/...



4:25 PM · Jun 8, 2021 · Twitter Web App

UCC IT Services @UCCITServices

Our colleague Jerry Buckley will retire today after 43 years working in UCC. We want to share a massive thanks to Jerry for everything and wish him all the best in his retirement. Jerry will be missed by everyone in IT Services and across UCC. Happy retirement Jerry 🌈



Happy Retirement Jerry.

Thank You!


UCC IT Services
 University College Cork, Ireland
 Coláiste na hOllscoile Corcaigh

Gerard Culley

UCC IT Services @UCCITServices

Student IT are happy to advise of 2 new ways in which you can contact us for IT support and advice. On MS Teams: Join Student IT Support and by email sit@ucc.ie.

@UCC



Need IT Support?

NEW STUDENT IT SUPPORT AVAILABLE VIA EMAIL & MS TEAMS

Email: sit@ucc.ie
 MS Teams: Student IT Support

YOU CAN ALSO CONTACT US VIA

Phone: 021-490 2120
 Self service call logging on sit.ucc.ie

Above left: Tomas Tyner listed top university photographer. **Above right:** Our IT staff and students who volunteered to help the HSE following the cyber-attack. **Top right:** Ger Culley chats to Clíodhna O'Callaghan as part of the Ag Caint series. **Bottom right:** Jerry Buckley retires from UCC. **Far right:** New Student IT Support via email and Teams.



THANK YOU JERRY BUCKLEY

When Jerry Buckley started working in the then Computer Bureau in 1979, as a trainee Analyst/Programmer, the internet was still a decade away from being born; the Boole Library was being built on the site of the old Quarry, and UCC IT systems ran on one IBM mainframe that had less power than today's iPhone.

Jerry worked for many years as the project manager on the implementation of Ireland's first online library system, Dobis/Libis, and then went on to project manage the roll-out of the University's first enterprise collaboration software, which was based on WordPerfect Office and exploited the latest computer and networking infrastructure to support university administration.

In the mid 1990's, Jerry turned his focus to replacing the then student records system, and project managed the selection and installation of ITS which went live in 1997. In 1999 Jerry became the University's first Data Administrator and directed the building of the University's Data Warehouse, which still supports the University's reporting and analytics services. In 2002, Jerry formally took over the management of the Enterprise Applications Group (EAG), consolidating all the systems that support the business of the University into one team. Over the past 10 years Jerry has been key to implementing the new cloud-based systems that run the University today, from initiating the Digital Hub and championing Microsoft CRM and the O365 rollout, to the transitioning of many of the key business systems from on-premise to cloud.

Much of the digital systems architecture that runs UCC today is built on the foundations that Jerry and his colleagues in the Computer Bureau pioneered, and we are indebted to him for his vision, his diligence and the legacy he has left the staff and students of UCC. Jerry retired from UCC in July and we wish Jerry, and his wife Geraldine, the very best of luck for the future. The team in EAG and all of IT Services will greatly miss Jerry's good will and positive outlook, which never waned despite the many IT challenges he faced over the years.



A PROUD KERRY MAN! Pictured above: A signed Kerry GAA jersey, gifted to Jerry from his team in EAG.



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Visit our website: www.ucc.ie/en/it