



What's inside

Wireless Printing	2
Microsoft Office 2010	2
ECDL (<i>European Computer Driving Licence</i>)	2
Bangor University Website	3
Learning Technology	4
⇒ Workshops	
⇒ Equipment available for loan	
⇒ PowerPoint files	
Learning Technology	5
⇒ Case Studies	
⇒ Y Porth	
Printing & Binding Unit	6
Access Centre Survey	6
ResNet News	7
Telephones	7
⇒ Message Waiting Indicator	
⇒ Unified messaging	
Helpdesk System	8
IT Services staff changes	8
Administrative Computing	9
IT Support Centre	10
Award for Excellence	10
IT Services Staff Changes	10

IT Services
Bangor University
Adeilad Deiniol
Deiniol Road
Bangor
Gwynedd
LL57 2UX



Welcome!

Welcome to the fifth issue of **ITS News**, the IT Services (ITS) Newsletter.

We keep a careful eye on two key measures of our service to you—reliability and our responsiveness. Reliability continues to be good, very close to 100%, and we are resolving 70-80% of the queries you raise with us in 1-2 days. Our performance indicators have highlighted that we

could do better in more challenging cases— after a concerted effort we have been able to reduce the queries taking a week or more to resolve from 20% to 12% a fair reflection of those queries which require spare parts, more information etc. I'm delighted with this progress, and hope you will notice the difference.

Julie Snelson
Director of IT Services

Lecture Capture

IT services has purchased the lecture capture system Panopto. This allows you to record a PowerPoint show with narration, video, notes and captions. Panopto recordings can be linked to your Blackboard courses.

Learning Technology and the AV and Media section are currently preparing support materials for Panopto and demonstration events will be advertised before the end of this semester. [See page 4 for details of workshops.](#)



For examples of Panopto recordings visit:

<http://www.panopto.com/site/CustomerSuccess/recordings.aspx>

Panopto Demo Content: Peter Lee's Introduction

Contents Notes Search Info

0:00 ...Peter Lee Carnegie Mellon University...Augu...

3:55 George Necula Berkeley...David Dill Stanford.....

6:56 *After a crew member mistakenly entered a zero ...

7:38 *If you have 'process' without 'inspiration,' a...

8:41 According to CERT, buffer overflow attacks are ...

9:36 +

0:00

Slides

“After a crew member mistakenly entered a zero into the data field of an application, the computer system proceeded to divide another quantity by that zero. *The operation caused a buffer overflow, in which data leaked from a temporary storage space in memory, and the error eventually brought down the ship's propulsion system.* The result: *the USS Yorktown was dead in the water for more than two hours.*”

Wireless Printing

Wireless Printing

It is now possible for users to print to the open access printers from their own laptops via the **DiogelBangorSecure** wireless network. Wireless printing uses the same printer credit accounting system as the open access room pcs.

Further information including connection guides and printer locations are available here: <http://www.bangor.ac.uk/itservices/wireless/printing/WirelessPrinting.php.en>

The service is currently only available in certain areas of the University.

To request that an additional open access printer be made available over wireless: email helpdesk@bangor.ac.uk with the printer make/model and location.



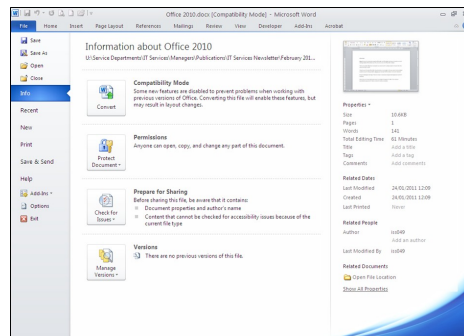
Microsoft Office 2010

Many of you will currently be using the Office 2007 (or Office 2003) software. This year we will be making available Office 2010. New PCs will soon arrive with Office 2010 installed.

new version to be installed (subject to your PC being suitable). Features such as easy PDF file creation will be well received!

Anyone needing any training on the new version is welcome to request training sessions via the IT helpdesk.

We will be emailing users soon to arrange the migration to 2010. This will be an automated process and will take a number of weeks to complete.



There is very little difference in using the new version and it is actually easier to move to than the move from 2003 to 2007.

Those of you still using Office 2003 should contact us to arrange for the



ECDL (European Computer Driving Licence)



The ECDL can help you become more efficient and confident in developing your IT skills and further enhancing your career prospects. Information on the ECDL and how to gain this IT

qualification can be found at: <http://www.bangor.ac.uk/itservices/ecdl>

IT Services provides information to allow you to study for the ECDL and the tests can be taken at the Test Centre located in IT Services, Adeilad Deiniol.

Contact: Maggie Williams
Email: ecdl@bangor.ac.uk

Did you know

Every year we have to extend the amount of storage and back-up capacity we have. So, please help the University save, and have a spring clean of your old files and emails!

Out with the old, in with the new...

Bangor University website

Over the coming weeks you'll start to notice some pleasant changes on the BU website, with the update of our existing website look and feel to a new wider page layout, refreshed header graphics and a range of new page layouts that we've been developing based on our conversations with our contacts throughout the Schools, College and Services at the University.

Evolutionary, but noticeable, change...

The changes you'll see are perhaps best described as evolutionary, rather than revolutionary - in that the basic fabric and appearance of our pages will remain, but the changes we're making are noticeable and provide further opportunities for developments to take place. They provide:

- ⇒ more flexibility in how we lay-out your page content
- ⇒ increased integration with our social networking presences on Facebook, YouTube and Twitter
- ⇒ increased cross-site promotion between our sites - such as those providing information on courses, student life, studying at Bangor, accommodation, finance, student support and employability.

Visually you'll notice the pages will be wider, have the University shield integrated as a watermark, have a more defined site specific page footer containing contact details and useful

links. We have also planned our template changes to accommodate a number of other options including:

- ⇒ large, clickable, rotating hero images at the top of the page
- ⇒ clickable, data-driven page header images - highlighting events and news items and which take you to detail pages
- ⇒ clickable, rotating page header images that can include text based content and act as 'calls to action'
- ⇒ static hero images which mirror those used in more recent BU publications following the BU brand guidelines
- ⇒ improved display options for embedded video and photo galleries

These changes will be available for all sites supported by the WebTeam and we'll be working with many of you over the coming weeks to implement them.

If you'd like to discuss your site then, as ever, all you need to do is contact Sam Foster, the University Web Team manager.



Did you know

DNS is the method used to translate legible addresses such as www.bangor.ac.uk into the 0's and 1's that computers and networks speak. At peak times our halls of residence network generates around 750,000 DNS requests an hour.

A Guide to IT Services for New Staff can be found on the New Staff webpage at: <http://www.bangor.ac.uk/itservices/new-staff>

A Guide to IT Services for New Students can be found on the following webpage: http://www.bangor.ac.uk/itservices/new_users/newstudent



Latest from Learning Technology

Learning Technology Workshops

The Learning Technology Team has been busy delivering workshops during February on various Blackboard tools including TurnitinUK and Categorical Marking.



We have further workshops planned for April on using Flip cameras and the lecture capture software 'Panopto'.

A list of the workshops available can be found on the following web page:

<http://www.bangor.ac.uk/itservices/lt/training.php.en>

As places are limited please email ltech@bangor.ac.uk to book a place.

If you would like to attend one of the workshops listed but the times and dates are unsuitable, or you've missed one of the previous workshops please get in touch with us and we will try to make alternative arrangements with you.

Did you know

Your module enrolments are passed on to Blackboard from Banner (student records system), so if you're not on the right course(s), visit your departmental Banner administrator as soon as possible!

Equipment available for loan

The Learning Technology section has equipment available for loan:

Headphones with microphones – record audio feedback or podcasts.

Digital Voice recorders – record audio feedback, interviews, seminar groups or lectures

Flip cameras – we now have six of these easy to use cameras that can be loaned by staff. We can also loan these cameras to groups of



students involved in creating video podcasts for assessment.

Webcams – useful for recording video podcasts, desktop video conferencing etc.

Digital Video Camera and Tripod – record experiments, lectures, fieldtrips etc. Once you have made your recordings the ltech team can help you publish your video on the streaming server

All equipment should be pre-booked by emailing ltech@bangor.ac.uk

Do you know

...how big your PowerPoint files are?

Large PowerPoint files may be quick to upload to Blackboard from your office PC but can take forever for students to download at home.

Large images embedded in the PowerPoint file are often the cause of bloated file sizes. In PowerPoint 2007 you can compress the images in your presentation by going to the Picture Tools, clicking on the format tab and then choose the compress photo option.



Learning Technology Case Studies

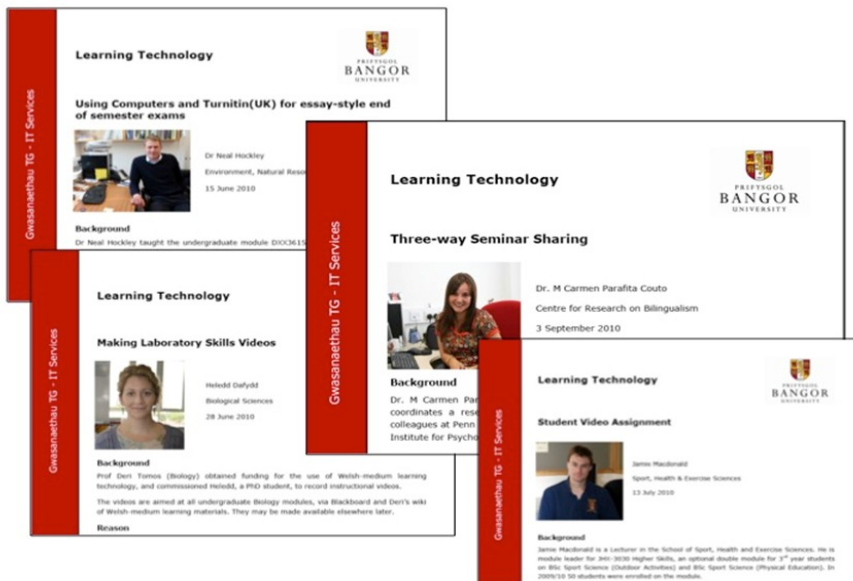
Case studies of how Bangor Teaching staff are using learning technology are now available on the Learning Technology Website.

<http://www.bangor.ac.uk/itservices/It/casestudies.php.en>

The case studies give brief, digestible accounts of staff experiences using

technologies such as audience response systems, videoconferencing, video podcasting and online assessment.

Between now and September we will be updating these with case studies from the current academic year. If you would like to share your learning technology experiences, please contact the ltech team at ltech@bangor.ac.uk



Don't forget—we're here to HELP!

For help and advice about the range of Learning Technologies and how you can use them in your teaching, contact:

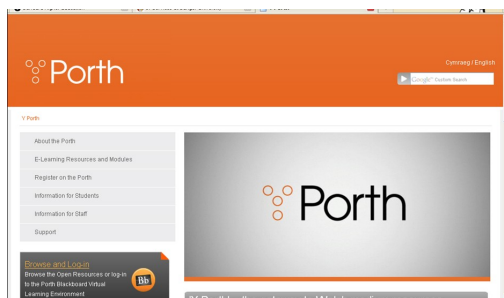
ltech@bangor.ac.uk

Y Porth

Y Porth – a national Welsh medium version of Blackboard

Y Porth <http://www.porth.ac.uk/en/> allows universities across Wales to share Welsh medium resources nationally and deliver cross-institutional university modules. A range of learning technologies are employed to create the content, which is then presented via Blackboard.

Bangor University lecturers have contributed resources in areas such as: Biological Sciences, Nursing, Law, Environmental Studies and Business. These resources are available to all Welsh medium staff and students from all HE institutions in Wales. Go to <http://www.porth.ac.uk/en/register/> to register on Y Porth to view the resources.



Y Porth will be central to the establishment of the Coleg Cymraeg Cenedlaethol (national Welsh college). For further information about [contributing resources](#), visit the website.

Alternatively, if you wish to learn more about using some of the Blackboard features on Y Porth, go to <http://www.porth.ac.uk/cy/staff/hyfforddiant/> to watch the training video clips (available in Welsh only).

Printing and Binding Unit

One-Stop Shop for thesis printing and binding

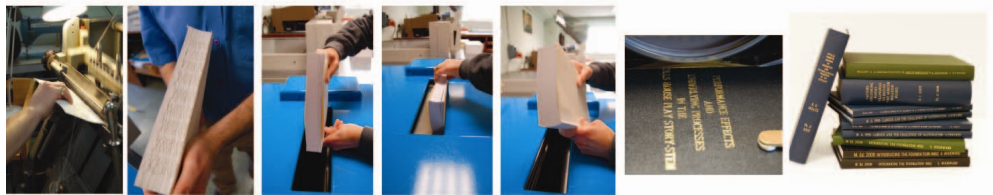
E-mail a pdf of your thesis, along with instructions - we'll print and bind ready for you to collect.

We can even deliver the bound copies to your department once payment has been received.

Contact:

printing@bangor.ac.uk
(01248) 383997

binding@bangor.ac.uk
(01248) 382969



Access Centre Survey Results

Did you know
The Main Arts assistive technology room has moved to its new permanent home in the Social Learning Area on the ground floor of the Main Arts Library

The Access Centre conducts Study Needs Assessments for students who are applying for the Disabled Students Allowances. The aim of the service is to recommend support and/or equipment which will enable the student to access their course on a level playing field with their peers. The student's funding body then decide what support can be funded.

We assess on two sites and occasionally conduct home visits. Our Main Centre is in Adeilad Deiniol, Deiniol Road, Bangor, and we have an Outreach Centre at Aberystwyth University. Between the two sites we assessed 293 students in the last calendar year. After each assessment we send the student a survey. Last year 153 students (52%) responded and we were delighted with what they had to say.

100% said — The assessors were friendly and listened to my views

97% said that — The assessors understood my disability and the likely effects of it on my study

97% said — The report was clear and easy to read

Our survey also offers the opportunity for students to leave a comment:

"My assessment was extremely helpful and [my assessor] was very understanding. The report reflects my needs exactly. Overall, what I thought would be a daunting experience was made to be very relaxed and [my assessor] was very understanding. Excellent!!!"

"I consider the AC performance to have been EXCELLENT - ... very impressed with the overall - attitude, Professional approach!!!"

"Very impressed by the knowledge and depth of understanding of my condition and also my needs, things I hadn't really considered were discussed and this is going to help me in my course"

"My assessment was extremely helpful"

"Professional approach"

"Very understanding"

Over the last four months we have been changing the way users in halls of residence log on to the network. ResNet authentication now works the same way as the new secure wireless and eduroam services described in the last issue. The previous "web portal" system required people to enter their user ID and password into a web page every time it connected to the network, and after periods of inactivity. Now, account details are held on the computer, which then logs itself in automatically when it sees our network and stays logged in until switched off. Step by step connection instructions for Windows XP,

Vista and 7 and for Macs running OS X 10.4, 10.5 and 10.6. can be found on the ResNet web site.

ResNet now uses the [OpenDNS](#) service to restrict access to known malware and phishing sites. It does this by refusing to translate any web address it recognises as undesirable into the IP address needed to reach the site. Many Internet Service Providers offer similar blocking services and some do it through OpenDNS. Only sites which are known to be harmful to computers, or are being used for fraud are hidden. Access to the rest of the Internet is unaffected.

For more information on halls networking see <http://www.bangor.ac.uk/itservices/resnet/>

Telephones

IP Phone Message Waiting Indicator

The new IP Phones have a **MWI** (**Message Waiting Indicator**) which will flash when a caller has left a message in your voicemail (if one has already been setup). By pressing the **MWI** you will be transferred directly to your voicemail where you can access any messages left for you.

Did you know though that the **MWI** has a second function called 'Call Back'.

You are the caller:

If you call an extension number and that number is busy or does not pick up then by pressing your **MWI** you can send that extension a 'Call Back'. The **MWI** of the called extension will flash.

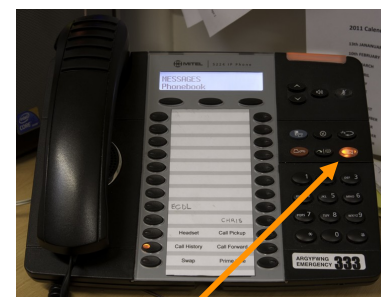
This is an indicator requesting the called number to call you back.

You are the receiver:

Your **MWI** flashes and by pressing it you will either be transferred directly to your voicemail or be prompted to respond to a 'Call Back' which will be displayed on your phone's LCD screen with the words ***Erase and #Call**.

If the **MWI** is a 'Call Back' then by pressing **#** you will call the number who left the 'Call Back'. If that caller does not pick up then your **MWI** will continue to flash until they do.

To stop the **MWI** flashing you can yourself initiate a 'Call Back' back to the original caller or wait for a timeout period.

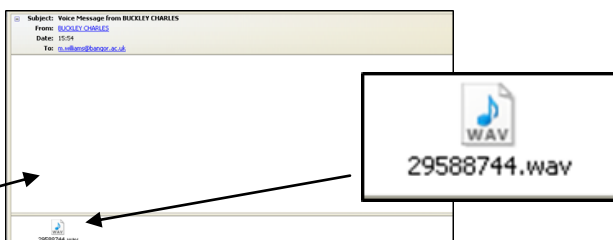


Message Waiting Indicator

Unified Messaging

The new phones system has a feature called Unified Messaging. This means that when you have been left a message in your voicemail you will receive that message as an attachment via email.

If you have been away from your phone you may sometimes wonder why you have received an email message with a voicemail attachment but your MWI on your IP phone is not flashing. This is because of the timeout period of 24 hours.



Alternate method of accessing your voicemail

Did you know that you can also access your voicemail by dialling 8899. Please see <http://www.bangor.ac.uk/itservices/phones/> for more details.



New Helpdesk System

Over the last few months IT Services have been implementing a new helpdesk system, which is part of the Altiris solution that we are also using to provide the Streamline service to your desktop. This is allowing us to integrate the two systems providing a more consolidated service, whilst saving the University money.

You will be able to request help via a web portal. To log into the system you will need to use your normal username and password and then click on the Login button. Once logged in the Home screen will show all cases that you have already created in the new system.

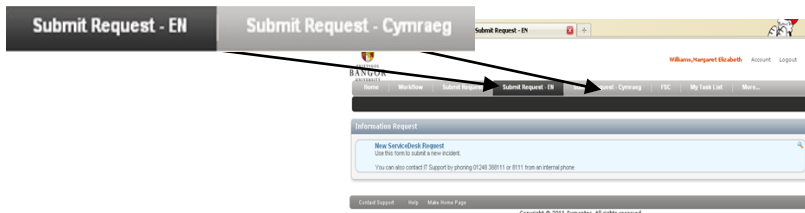
New tickets can be created in either Welsh or English from the respective tabs.

The Urgency and Affected users will allow us to prioritise cases more effectively.

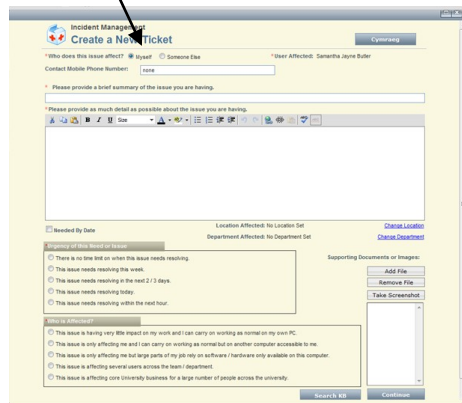
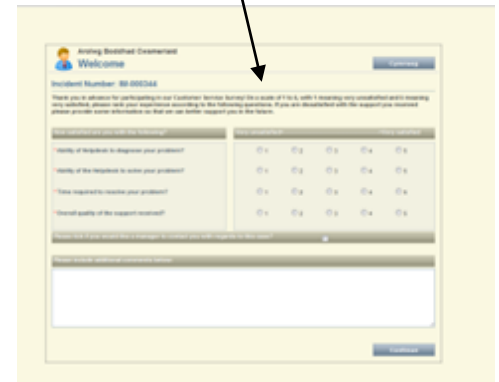
Any supporting documentation, images, screen shots can be attached to the ticket at this stage. Attachments will also be accepted when emailing helpdesk@bangor.ac.uk.

Once a ticket has been created in this way, or by emailing helpdesk@bangor.ac.uk / telephone x8111 you will receive an email with a link to the Portal where you can track the progress of your ticket. If we require additional information to be able to complete your ticket you will be contacted and the case status set to pending.

Once we believe the case to be resolved you will be informed of this, and the resolution, and asked to complete a very short Satisfaction Survey. This will allow us to continually improve the service that we offer to you.



This can be done by clicking on the required link and select "New ServiceDesk Request" You can create tickets either for yourself, or for a colleague. The more information that



This is an additional way of creating helpdesk tickets and does not in any way replace

x8111
or
helpdesk@bangor.ac.uk

you can provide at this stage the quicker we are likely to be able to resolve your ticket.

The Administrative Computing Team of five staff, provides the support required to run enterprise-wide systems such as the student system (Banner), Finance/HR/Payroll system (Agresso), timetabling system and many others, including the IT systems and databases which underpin them. The team devotes resources to development projects in addition to maintenance and upgrading existing systems.

Business cases for development projects are channelled through the Administrative Systems sub-group of the IT Task Group to focus resources on strategic projects, and to help match demand with resources.

As part of an ongoing work to transition the University's finance system to Agresso, the final project of 2010 was to



migrate legacy Financial data to new hardware and software to allow the University to meet its audit requirement of being able to view some data for up to 14 years. As part of the work, the team were able save money by moving to an open source database platform, and decommission other legacy systems for HR and Estates.

Looking forward, the major maintenance project in 2011 is to upgrade Banner to version 8 prior to Easter. This is a massive and time



consuming job involving staff around the University to test the new upgrade, making sure it all works as planned. In tandem, there is an ongoing programme of work to migrate the Oracle databases underpinning all systems to version 11 by July when support for version 10 ceases.

All our systems are resilient and loss of service is very rare apart from the times we have to upgrade systems in normal office hours, but all data is backed up nightly to enable us to recover should we be struck by catastrophic hardware failure.

During the year, the larger development projects have been development of the University's CRM system for keeping in



touch with prospective students and applicants as they apply to University; a continuing programme of work to drive value out of the Agresso Finance, HR and Payroll system, largely focussed at present on best value procurement; and after Easter, further development of the University's Business Intelligence system which is providing high level management information from core administrative systems for staff across the University.

In addition, there is a continued drive to provide an increasing number of useful on-line services for students. Two on-line services have been added this year - the ability to apply for a place in halls on-line, and the ability to buy printer credits on-line.

Development bids for work in the next cycle starting August 2011 have been invited by the Administrative System Task Group, and are being prioritised.

Did you know

Bangor University operates 24 hours a day 365 days a year. That is why we have 24 hour, year-round, quick-response maintenance cover on key network hardware.



The IT Support Centre (01248) 388111

This is the first point of contact for all your IT queries! Where possible the team will resolve your issue over the phone. Often tools can be used to connect to your PC remotely to help resolve any issues. If issues cannot be resolved immediately, then your problem is recorded on our "Helpdesk" system and assigned to the relevant team in IT for attention. Sometimes a visit from an engineer is required and the Support Centre team will arrange this with you. Our aim is to keep IT working for you!

The Support Centre can be contacted by phone x8111 (8.30 to 17.00) where you will be directed through a bilingual queuing system – calls are answered in turn. If there is a queue, then you will be notified – you may prefer to submit your query electronically via the web page:

<http://www.bangor.ac.uk/itservices/helpdesk>

Support Centre staff also try and prevent problems before they arise – by providing skills training and online "help sheets". They also provide a face to face advisory service to students and staff from an office in the Deiniol Building.



8111 facts

(Nov 2010-Jan 2011)

- ◆ Student Helpdesk requests - 1045
- ◆ Staff Helpdesk requests - 4256
- ◆ Number of 8111 calls - 4463



E-mail: helpdesk@bangor.ac.uk

Award for Excellence

University Award of Excellence for Diane Moreland

As you know the University has a scheme which recognises and rewards outstanding achievements or service by members of the University support staff.

This year four University staff members were recognised, Clive Jones from Estates, Ian Nichols from Ocean Sciences, Noor Al-Zubaidi from the Academic Registry and Diane Moreland from IT Services.

With support from six different sections of the University we are very pleased Diane Moreland has been credited with this award.

As you may know Diane Moreland is a key member of the IT Support Centre, helping students and staff every day, and working with colleagues in the infrastructure team to develop new and improved IT services for students and staff.



Diane Moreland

IT Services staff changes

We are pleased to announce the following staff changes within IT Services:

LEAVERS

Tom Giddings (left December 2010)

NEW STAFF

Ian Price—IT Helpdesk Support Technician (start date 14 March 2011)

ITS News is printed by the Bangor University Printing & Binding Unit. Printed copies are available at the IT Support Centre and are also distributed on request. Please contact Maggie Williams, E-mail: m.williams@bangor.ac.uk Telephone: (01248 382425)

