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Welcome!

It is my pleasure to welcome you to the first issue of **ITS News**, the IT Services (ITS) Newsletter. Through this newsletter we aim to provide you with information on new services and improved services and to remind you of existing services.

We are committed to providing staff and students with excellent and cost-effective IT services. I'm very pleased that feedback is very positive, indicating that we are providing good services and that we are moving in the right direction. For instance, in the 2008 National Student Survey,

students responding to the statement "I have been able to access general IT resources when I need to" rated their satisfaction as 88%, an improvement of 3% over the rating for 2007 and the second highest score for Bangor University overall.

I am very pleased with what we have accomplished during the last year and hope that you will continue to communicate and engage with us to ensure we continue to develop the services you need.

Julie Snelson
Director of IT Services

DesktopAnywhere

Want to work at home, but can't access the necessary software?

Working within the University and need access to specialist software?

DesktopAnywhere may be the solution to your problems. DesktopAnywhere is a new service from ITS which allows you to access a selection of University licensed software through any web browser from home, in study bedrooms, within labs, in fact anywhere you have a wireless, broadband or better network connection. You shouldn't need to install any additional special software



on your PC or Apple Mac and DesktopAnywhere will also allow you to save work directly to your secure M: drive from the program you are working with and to print to your own printer.

<http://desktopanywhere.bangor.ac.uk>

Looking for a wireless zone?

The blue wireless zone signs springing up all over the University were derived from one produced by the London School of Economics and made freely available to the UK education community. Bangor's bilingual version is now in use in other Welsh universities. www.bangor.ac.uk/itservices/wireless



ResNet reaches 100

This autumn, seven years after our first networked hall, we have achieved 100% network coverage. Every one of the University's 2,250 single study bedrooms has a fixed network point or wireless coverage. Both give excellent performance at no extra cost over the room rent.

This year we were able to give new students their account details as soon as they entered hall, meaning most were able to get on the Net as soon as they unpacked their computers. Academic visitors staying in halls

are able to obtain visitor accounts and use ResNet too (see later article).

This autumn we became a victim of our own success when the equipment we bought three years ago to provide ResNet became overloaded and slow at busy times. Over the Christmas Break a third server was installed to rectify the problem.

More information and the latest news on ResNet can be found at <http://www.bangor.ac.uk/itservices/resnet/>



100% Network Coverage

Did you know

that the total length of all the strands of optical fibre laid around Bangor is equal to the distance from here to Cardiff?

BangorTV

Starring role for Bangor University students and staff!

Prospective students who want to find out more about life at Bangor University have a new website to turn to. Newly launched BangorTV contains a whole host of videos on student life and studying at Bangor, from settling into an action packed first week at Bangor right through to Graduation. BangorTV, which is hosted on Bangor University's website, contains six channels with an ever expanding collection of videos.

Sam Foster, WebTeam manager, said, "Those of us who live, study and work in Bangor know what a fantastic place it is, but BangorTV brings a taste of Bangor University to people from all over the world.

"The videos contain highlights of pinnacle events at Bangor, such as Welcome Week, the Summer Ball and Graduation, as well as interviews with students and lecturing staff and tours of the university

and the area.

"We also feature footage taken by our students and are keen to give anyone watching a real insight into the Bangor experience."

To access BangorTV, visit <http://www.bangor.ac.uk/bangortv/>



Did you know

BangorTV has had over 5,000 visits from over 70 countries in the first 2 months since its launch on 20th October 2008

Software available for University Staff

Under a number of the University's licence agreements members of Bangor University staff are entitled to cheap copies of the software that can be used on home PCs for the duration of their employment. This includes MS Office 2007, Windows Vista Business (upgrade), MS Project 2003, SOPHOS, SPSS, SAS and ArcGIS. Some of the software listed is also available to students whilst they are registered. A complete list of software that can be purchased from IT Services, along with prices, is available on the Software Database –

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

Phone system

After the excitement of replacing the core of the phone system last year, we are making good progress with the task of replacing all the old handsets with new, networked ones. We met our target of putting 600 IP telephones on desks in the first year and now have around 750 installed. Target areas for the remainder of this academic year include Main Arts, the Hên Goleg Site and the College of Natural Sciences.

The new phone system has built-in voice conferencing capability. Conferences are easier to set up using a new handset, but older phones

and external numbers can be included in the conference. Conferences start with a normal two-person call. Additional people are added by pressing the Transfer/Conference Button and



New Handset

dialling their number. When they answer, press Transfer/Conference again to include them in the conference. You can conference with large numbers of people and, unlike the previous

system, more than one member of the conference can be external or mobile. All the new handsets have a hands-free button for local groups. However, you must leave the handset on the rest when using hands-free to avoid hearing an echo. The mute button is often useful in large conferences to cut out extraneous noise from your site and to allow you to have off-line discussions.

More information on using the new phone system, with old and new handsets, can be found at <http://www.bangor.ac.uk/itservices/phones/>

Did you know

that 25,000 Prospectuses are requested through the Bangor website each year?

Learning Technology

The team have been very busy supporting staff in using technology whether it's Blackboard or developments in project work. A new version of Blackboard is about to be released (V9.0), promising new tools and a new look to the interface. The latter



Blackboard

Blackboard version 9.0 - the Next Generation

will be much more customisable and incorporates elements from the WEBct product for those of you familiar

with that. We will test it first with the intention of a summer implementation. No doubt there will be workshops to show you "what's new" in the summer.

Another major part of our work is the HEFCW funded Enhancing Learning and Teaching Through Technology project. The three strands to this are:

- Assessment and feedback
- Welsh medium provision
- Integration of library resources into Blackboard

Work has commenced and we will be asking for interested parties to pilot

and evaluate small scale activities with students. Please get in touch if you have any burning idea you wish to pursue which could come under the project.

Audio and video available on line as downloadable files or podcast subscriptions has increased this year. The department has a streaming server so files can be placed there and



linked to, which means the student will be able to view the files more smoothly and quicker than putting them on a standard server. Again, get in touch for guidance or help.

Did you know

in the academic year 07-08 there were 26,745 papers submitted into the Turnitin plagiarism detection software

and

the Learning Technology team gave 70 workshops/events to academic and support staff

Developing the services you need!

We are very keen to ensure that our services support the University Strategy and provide you with what you need. If you contact the IT Support Centre/Helpdesk, we ask you to feed back to us whether you were satisfied with the help and advice you received. We do review this feedback and use it positively to develop our services and improve what we do. If there are things you would like us to provide, or do better, we want to hear from you, either directly to our management team/staff (<http://www.bangor.ac.uk/itservices/contactus.php>) or via regular meetings we have with your colleagues.

We have an annual meeting with College Heads and College Managers to inform strategy and planning, a regular meeting with College Managers to monitor, refine and implement the strategy, a formal University Task Group (Library and IT Task Group) and a regular 'IT Forum' meeting to discuss ongoing developments, including IT related developments in Colleges and Departments, to which any IT related/interested staff across the University are invited (via the csoc@bangor.ac.uk e-mail list).

Guide to IT Services for New Staff



IT Support have written a short guide full of useful information for new staff with helpful pointers and information. A copy of this guide can be found on the New Staff page from the IT Services website: <http://www.bangor.ac.uk/itservices/new-staff>

Restoring deleted/lost work



Coming Soon!

A new service will be rolled out this summer which will allow users to recover their own files instantly from backup without the need to request the restore via the helpdesk. This will run in addition to the restore service currently

available from IT Helpdesk (Mon-Fri 9am-5pm).

The service will take daily snapshots of the home directory (M:\) which will be available for you to browse through as required 24/7. (Snapshots will only be available for a specific period i.e. daily snapshot available for 1 month). Users will be able to select the required

files/folders to be restored and simply drag them to the M:\ drive.

More details of the service, including the snapshot schedule and retention policy, will be posted on the Intranet announcement page nearer the roll-out date and will include a link to the help/instruction guide.

Network access for visitors

Did you know

that at busy times we receive information from the Internet at a rate equivalent to a complete copy of the Encyclopaedia Britannica every ten seconds?

Like all universities, we welcome large numbers of visitors to meetings, conferences and on short-term research projects. Because it is not always appropriate to give them university user accounts, we have been working on ways to provide temporary access.

Visitors can get short-term accounts which allow

them to connect their laptops to the wireless network covering many areas of the University and ResNet in halls. After providing their contact details and signing a form agreeing to abide by university rules, they are given a special user ID and password which will only work on the wireless and ResNet networks and expires after a fixed

period. Conference delegates will have their accounts provided by the Conference Office and other visitors can get them by calling the Helpdesk on 8111. The Management Centre issues short-term accounts for course delegates and members of the Business Club.

Teaching facilities update

IT Services support AV & IT technologies in the University's centrally timetabled rooms (50+). Several hundred thousand pounds have been spent in making AV (data projection, DVD/VCR playback, sound) and IT (networked computer attached to AV system) available in these teaching spaces. These rooms with a capacity of more than 40 now have such extensive facilities available as well as traditional equipment – whiteboards, flipcharts or OHPs.

We have now embarked on an ambitious project to provide data projection in all currently centrally



timetabled rooms by the start of 2009/10 academic year. This will be focused on the smaller rooms remaining. Already equipment has been installed in seminar rooms on the third floor of New Arts. This includes the use of "Smartboards" and new wall mounted "ultra short

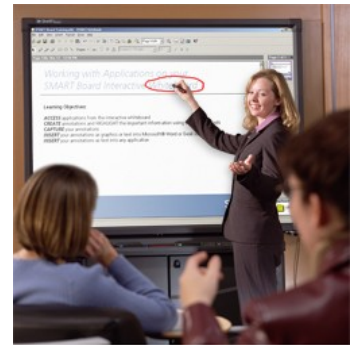


throw" projectors. This technology allows lecturers or groups to "chalk n'talk" at the whiteboard with their presence causing little projection shadow and without any projector dazzle on the presenter. Modern Languages staff arranged a demonstration workshop to see the technology in action and the systems were well

received. If you would like a demonstration yourself, then we plan to organise similar small group workshops – contact Learning Technology Services (x3949) to register your interest.

Other teaching rooms already containing full AV facilities will also be revisited with a view to ensuring that equipment is updated where required. (No projector/computer system will be more than four years old). Servicing of this equipment is performed by IT technicians based in Arts, Deiniol and Safle'r Normal. If you are having any difficulties in using the equipment, then please alert them via the IT Helpdesk x8111. Phones are located in almost all these teaching rooms or in the corridor outside them.

SMART Board™



Access Grid & Video Conferencing

The Access Grid was installed in partnership with the School of Computer Science and is located in Dean Street.



Access Grid (AG) in simple terms is an advanced videoconferencing application that uses audio and video tools allowing people in different locations worldwide to meet in a virtual venue (virtual

meeting room). In these virtual venues participants can see and speak to each other in realtime, use online chat and share applications simultaneously. Use of the Access Grid is encouraged to all our staff and researchers.

Our traditional video conferencing suites are also to be upgraded. Thanks to dedicated WAG funding to the Welsh Video Network we will benefit from new equipment in our Thoday and Dean St. studios. This equipment will utilise the

latest High Definition (HD) equipment to maximise the audio visual quality of our meetings and remote teaching. The Thoday studio will be upgraded in January 2009 with Dean St. to follow later in the year.

If you wish to arrange or discuss your video conferencing/AG needs then please contact Emlyn Parry on x8158 or e-mail e.w.parry@bangor.ac.uk

"meet in a virtual venue"



Roaming access for laptops

**Coming
Soon!**

Roaming access for registered/ University staff laptops

Laptops which have been setup for use on the Bangor network will soon be able to connect to the campus network from **any** office/department.



No additional configuration/setup should be necessary. There is no need to request the helpdesk to register the laptop for a different subnet/building/department. Simply connect the laptop to any wired network socket and login to the network in the usual way.

We will be rolling out the new service to each department during the first half of 2009 and staff will be notified of its availability via the Intranet announcements page.

IT security awareness

Did you know

15 years ago we received anti-virus updates quarterly on 3½" and 5¼" floppy disks. Now we download up to 20 updates over the internet every day!

**Keep
IT safe!**

Hardly a week goes by these days without an IT security issue hitting the headlines, be it phishing attempts, a windows security hole or a new virus spreading. Here are some tips to help you stay safe on-line, both at work and at home.

E-mail - if you receive an e-mail asking you to confirm your details on a web site or by return of e-mail, delete it. Neither banks nor on-line stores nor IT Services will ever ask you to do this. Be vigilant following any links in e-mails - it's better to type the address in yourself, especially for banks. If you're tempted to click on a link, position the mouse over the link first and check that the address it will take you to looks right - often it's different to the address quoted in the e-mail. Bear in mind too that it's as easy to forge the From:

address in an e-mail as it is to write a fake sender address on the back of an envelope!

Patches - make sure your computer installs operating system patches regularly. It should do this automatically, at least once a month on Windows computers. You should see messages that updates have been installed, but you can check using "Windows Update" from time to time. This is especially important for home computers as the University Firewall provides some protection for those in offices.

Anti-Virus - Sophos Anti-Virus is available **free of charge** for all staff and students of the University. It's

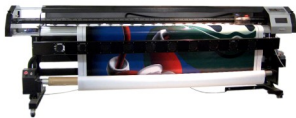
automatically installed on all Windows systems on campus and can be downloaded from the ITS web site for computers at home. Most security experts agree that it's as important to use anti-virus software on Macs these days as on Windows, as many malicious programs trick computer users into letting them infect their systems instead of relying on flaws in the operating system. If your home computer came with an anti-virus program pre-installed, it was probably only a trial edition and these usually expire after 3 months. If you think you're protected this way, check to make sure you're still receiving updates. If it's expired, uninstall it and replace it with a copy of Sophos.



Printing & Binding Unit

The Unit is able to help you with your printing needs! The unit is equipped with full colour printing presses, large volume photocopying and finishing equipment – ensuring the best quality results. Work can be sent to the unit online and is delivered to your building. A trip to Salfle'r Normal is not required though you are always welcome to come and meet the staff and discuss your needs.

The unit also houses the A0+ full colour printer – ideal for your conference poster needs.



The best print value for money is guaranteed and, if necessary, work will be outsourced to external companies for you using the North Wales Public Sector Print Framework agreement. No extra charge is added to your work if this is required.

The **New Xerox Docutech 6155** photocopying system is



able to handle huge copying jobs complete with on-line tape binding of your work if needed. Remember the time you spend in front your

departmental copier is time that could be spent more productively!

Our bindery offers skilled binding of Theses, dissertations and student projects, as well as binding the University's periodical collections.



A very popular service is the soft binding of undergraduates' projects – giving their work a truly professional finish.

For further details of the Unit's services, please contact Heledd on 8113, printing@bangor.ac.uk, or Andre on 2969, binding@bangor.ac.uk.

Did you know

the new high volume b&w production Docutech 6155 is a 155 page per minute system with a 1 million a month capacity. On-line finishing includes thermal binding of up to 125 sheets and stitching of up to 70 sheets.

Samsung notebook computers

IT Services have developed a preference for Samsung Notebook



computers after having experience of many brands over the years. Under the National Notebook Agreement several brands are available, but for consistent quality and reliability we prefer Samsungs.

In addition, the work under the three-year, on-

site warranty supplied when purchased through Compusys/Stone Computers is carried out by technicians who are trained to repair notebooks on-site - most other notebook warranties require the system to be taken away to be fixed.

The range of Notebook computers available these days is so big that many people want to try one for size before committing to purchase one. We've persuaded Compusys/Stone to provide us with samples of several different Samsung Notebooks so that staff can try them for size.

The units are available in

the IT Support Centre in Adeilad Deiniol and they're for sale, so if you like one and need a new notebook quickly, you can take one away with you.

Arrange an appointment with the IT Services Helpdesk team on ext. 8111



Why not try before you buy!

The IT Support Centre x8111

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

- ◆ Student Helpdesk requests (Oct-Dec 2008) - **925**
- ◆ Staff Helpdesk requests (Oct-Dec 2008) - **3,225**
- ◆ Staff Training instructor-led skills training courses (07-08) - **14**
- ◆ Staff attended skills training courses (07-08) - **86**



E-mail: helpdesk@bangor.ac.uk

Why is my e-mail slow?

Quite often when your e-mail is slow, it is not the fault of the IT Systems. If you have a large Inbox or Sent Mail folder, this will slow your e-mail substantially.

To improve the performance of your mail try the following:

Create a 'pending' folder and move any messages that you are not going to deal with immediately from your Inbox into this until you have time to file them into properly named folders.

Information on how to create folders and other mail maintenance information can be found on the following webpage:

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

Keeping your Sent folder clear of messages will help in **sending** your mail faster. If you need to keep any sent messages, create another folder called 'Sent *month*', then file the messages you wish to keep into this folder in the same way you manage

your Inbox.

If you are working from home or another office of the University campus, then you may prefer to use Thunderbird or Outlook to access your mail. Information on how to do this can be found:

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

Webmail is best suited for use on the move such as cyber cafes.

IT Services staff changes

We are pleased to announce the following staff additions and promotions within IT Services

NEW STAFF

Esther Griffiths - Access Centre Co-ordinator (started Nov 2008)

Mark Roberts – Access Centre Assessor (started Nov 2008)

Both above covering for Steph Horne's maternity leave (left end Oct 2008)

Ruth Coppell – permanent post as a sessional assessor (started Nov 2008)

PROMOTIONS & POSITION CHANGES

Sim Barbaresi and Paul Wood promoted to Deputy Directors of IT Services (May 2008)

Chris Edwards changed from part time to full time from November 2008 until 2010

LEAVERS

Andrew Jones IT Support – end of December

