During 2016-2017 we have shifted our focus towards an enhanced management of projects, to allow for the future development and provision of high quality services to the University.

We have been working with colleagues in Schools and Professional Service units to consolidate University resources and deliver modern, efficient systems for the benefit of our applicants, students and staff. With the completion of the Senate Efficiency Review programme, we have replaced the old Advising system with a robust and intuitive student-focused solution. We have also delivered an improved decision making tool to ensure consistent processing of applications to study at the University.

One of our primary aims is the standardisation, where possible, of software and devices used across the University. With the introduction of Apps Anywhere last year, we made it easier for students to access software applications from any location in the University. This year, we made Apps Anywhere available to student personal devices and we deployed Windows 10 to more than 1,300 classroom PCs. To align with the Professional Service units relocation to Eden Campus, we have introduced a standard staff offering that supports a more flexible way of working and promotes a self-service approach to accessing software applications.

Cyber security remains a priority and will continue to be so for the foreseeable future with a considerable focus on resilience across the sector. We have been strengthening our posture by building automated reporting and monitoring tools, redirecting phishing attacks and reviewing our password guidance to help protect our community from continuously emerging threats. Preparation for an audit of our award-winning datacentre has begun and work continues on developing a second datacentre site.

We continue to develop the skills and knowledge of our staff, providing training in new technologies and giving them the opportunity to attend external events. We have also expanded our IT Apprenticeship scheme by introducing a new Office 365 role and are seeking opportunities to develop further posts in different areas.

I am delighted customer feedback continues to be very positive, with 99% of users saying they were satisfied with the service they received. This is an outstanding result and I would like to thank all the staff in IT Services for the organisation, preparation and commitment that goes into ensuring the University community have the very best IT experience.

Steve Watt
Chief Information Officer

Steve Watt with Jake Laing, Zian Allen and Glen Lucas – IT Apprentices who joined us in 2017
Supporting Learning, Teaching & Research

University Issued Devices
To support a more flexible way of working at the University, we have made changes to our standard staff offering to include a laptop with a docking station and associated peripherals, moving away from the traditional fixed PC approach.
We continue to develop a standard build for University issued devices that promotes a self-service approach to installing software applications in a secure environment.

Windows 10
In January 2017, we updated student PCs in the Main Library to Windows 10 to allow our students to evaluate the new operating system. After subsequent user consultation and feedback, all student PCs in computer rooms and open access areas were updated to Windows 10 in preparation for the start of term in September.

To offer a consistent experience between students and staff, all new staff PCs (laptops and desktops) we issue run Windows 10 (unless there is a compatibility issue with particular software).

Technology Enhanced Learning
Following a successful pilot last year, the University has launched a service to video record, live stream and audio-cast lectures. The service, called lecture Capture, is integrated with the Virtual Learning Environment (Moodle) to ensure students can access and review previous lecture materials.

Changes to our front line IT Support
The IT Service Desk is the ‘front face’ of IT Services - and we are constantly analysing and reviewing our service offering to ensure it is effective, and yet efficient. During the reporting period, we made two small but significant changes to our front line service.

Recognising that meetings, events and events often begin or end at 08:00, in September 2016 we decided to change our IT Service Desk contact hours from 08:00-18:00 hours to 08:00-22:00 hours in order that IT support can be accessed on all University events. This has not required additional resource in the team; we were able to adjust our rota to cover the service from 08:00-18:00 hours (Monday-Friday).

Early in 2017, analysis was carried out of the demand for IT support services across the Academic year (summer and winter breaks) and it was clear that whilst there was still a requirement it was greatly reduced (in terms of the number of visits and the complexity of the requests for help). By working with colleagues in the Library, we came up with a proposal that would merge our weekend support services during vacations. Following training, existing Library staff now provide this service at the weekends during these periods. This has worked well and we will continue to look at adopting this model going forward.

The IT services staff are competent, efficient and always helpful and friendly.
Undergraduate, The University of St Andrews

Computer Rooms and Audio Visual Enhancements
At present of our rolling programme of upgrades, we replaced over 250 student PCs in Botany, the Main library and Physics & Astronomy with new all-in-one PC equipment.
We have also replaced the Audio Visual facilities in the following rooms:
- Botany Lecture Room 1
- Barrett - Graham Room
- Buchanan Lecture Theatre
- Boswell Room
- Everse Room
- Hill Room
- Lawton Rooms
- Maths Lecture Theatre B
- Parliament Hall
- Saunders Room
- School of Philosophy
- St Mary’s Lecture Room 1 and 2

Apps Anywhere
We made enhancements to our service to allow access to essential software applications from personal devices, including Windows and Mac.
In April 2017 we carried out a short survey to find out what students think about the Apps Anywhere service. We were pleased that almost all respondents welcomed the new service. However, we took suggestions on board and made minor adjustments to the way it is rolled out on classroom PCs.
In May, a short film about Apps Anywhere at the University can be found at: https://vimeo.com/users/20577783

Computer Availability
PCs in computer rooms and libraries.

“A short film about Apps Anywhere at the University can be found at: https://vimeo.com/users/20577783”

“PC Availability
We have developed a new tool that allows students to check in real-time how many PCs are available in computer rooms and libraries.
Initially, the service was made available in the Main Library – a screen in the library’s entrance displays how busy the Library is, how many computers are available and on what level (see page 7).

After further consultation, we expanded the service to include information from all the computer rooms in the University.

The service can be accessed from a PC, mobile phone or tablet via: www.st-andrews.ac.uk/pc-availability

Library – a screen at the Library’s entrance displays how busy the Library is, how many computers are available and on what level (see page 7).

Our Library colleagues Rachel Scott, Lee Maps and her Associate offered IT help over the summer weekends in the Main Library.

Events and Film Production
We provide live streaming and recording capabilities for University and external events. They cover such events as:
- Opening ceremonies
- Graduation ceremonies
- Senate Lectures
- Gregory Lectures
- Gifford Lectures
- Roman Re-enactments
- Gregory Lectures

The films can be found on the University’s Vimeo video channel: https://vimeo.com/user20577783

Changes to our front line IT Support
The IT Service Desk is the ‘front face’ of IT Services - and we are constantly analysing and reviewing our service offering to ensure it is effective, and yet efficient. During the reporting period, we made two small but significant changes to our front line service.

Recognising that meetings, events and events often begin or end at 08:00, in September 2016 we decided to change our IT Service Desk contact hours from 08:00-18:00 hours to 08:00-22:00 hours in order that IT support can be accessed on all University events. This has not required additional resource in the team; we were able to adjust our rota to cover the service from 08:00-18:00 hours (Monday-Friday).

Early in 2017, analysis was carried out of the demand for IT support services across the Academic year (summer and winter breaks) and it was clear that whilst there was still a requirement it was greatly reduced (in terms of the number of visits and the complexity of the requests for help). By working with colleagues in the Library, we came up with a proposal that would merge our weekend support services during vacations. Following training, existing Library staff now provide this service at the weekends during these periods. This has worked well and we will continue to look at adopting this model going forward.

The ‘IT Services staff are competent, efficient and always helpful and friendly.’

Undergraduate, The University of St Andrews

PC Availability
We have developed a new tool that allows students to check in real-time how many PCs are available in computer rooms and libraries.
Initially, the service was made available in the Main Library – a screen in the library’s entrance displays how busy the Library is, how many computers are available and on what level (see page 7).

After further consultation, we expanded the service to include information from all the computer rooms in the University.

The service can be accessed from a PC, mobile phone or tablet via: www.st-andrews.ac.uk/pc-availability

Library – a screen at the Library’s entrance displays how busy the Library is, how many computers are available and on what level (see page 7).

Our Library colleagues Rachel Scott, Lee Maps and her Associate offered IT help over the summer weekends in the Main Library.

Events and Film Production
We provide live streaming and recording capabilities for University and external events. They cover such events as:
- Opening ceremonies
- Graduation ceremonies
- Senate Lectures
- Gregory Lectures
- Gifford Lectures
- Roman Re-enactments

The films can be found on the University’s Vimeo video channel: https://vimeo.com/user20577783

Changes to our front line IT Support
The IT Service Desk is the ‘front face’ of IT Services - and we are constantly analysing and reviewing our service offering to ensure it is effective, and yet efficient. During the reporting period, we made two small but significant changes to our front line service.

Recognising that meetings, events and events often begin or end at 08:00, in September 2016 we decided to change our IT Service Desk contact hours from 08:00-18:00 hours to 08:00-22:00 hours in order that IT support can be accessed on all University events. This has not required additional resource in the team; we were able to adjust our rota to cover the service from 08:00-18:00 hours (Monday-Friday).

Early in 2017, analysis was carried out of the demand for IT support services across the Academic year (summer and winter breaks) and it was clear that whilst there was still a requirement it was greatly reduced (in terms of the number of visits and the complexity of the requests for help). By working with colleagues in the Library, we came up with a proposal that would merge our weekend support services during vacations. Following training, existing Library staff now provide this service at the weekends during these periods. This has worked well and we will continue to look at adopting this model going forward.

The ‘IT Services staff are competent, efficient and always helpful and friendly.’

Undergraduate, The University of St Andrews

PC Availability
We have developed a new tool that allows students to check in real-time how many PCs are available in computer rooms and libraries.
Initially, the service was made available in the Main Library – a screen in the library’s entrance displays how busy the Library is, how many computers are available and on what level (see page 7).

After further consultation, we expanded the service to include information from all the computer rooms in the University.

The service can be accessed from a PC, mobile phone or tablet via: www.st-andrews.ac.uk/pc-availability

Library – a screen at the Library’s entrance displays how busy the Library is, how many computers are available and on what level (see page 7).

Our Library colleagues Rachel Scott, Lee Maps and her Associate offered IT help over the summer weekends in the Main Library.

Events and Film Production
We provide live streaming and recording capabilities for University and external events. They cover such events as:
- Opening ceremonies
- Graduation ceremonies
- Senate Lectures
- Gregory Lectures
- Gifford Lectures
- Roman Re-enactments

The films can be found on the University’s Vimeo video channel: https://vimeo.com/user20577783

Changes to our front line IT Support
The IT Service Desk is the ‘front face’ of IT Services - and we are constantly analysing and reviewing our service offering to ensure it is effective, and yet efficient. During the reporting period, we made two small but significant changes to our front line service.

Recognising that meetings, events and events often begin or end at 08:00, in September 2016 we decided to change our IT Service Desk contact hours from 08:00-18:00 hours to 08:00-22:00 hours in order that IT support can be accessed on all University events. This has not required additional resource in the team; we were able to adjust our rota to cover the service from 08:00-18:00 hours (Monday-Friday).

Early in 2017, analysis was carried out of the demand for IT support services across the Academic year (summer and winter breaks) and it was clear that whilst there was still a requirement it was greatly reduced (in terms of the number of visits and the complexity of the requests for help). By working with colleagues in the Library, we came up with a proposal that would merge our weekend support services during vacations. Following training, existing Library staff now provide this service at the weekends during these periods. This has worked well and we will continue to look at adopting this model going forward.

The ‘IT Services staff are competent, efficient and always helpful and friendly.’

Undergraduate, The University of St Andrews

PC Availability
We have developed a new tool that allows students to check in real-time how many PCs are available in computer rooms and libraries.
Initially, the service was made available in the Main Library – a screen in the library’s entrance displays how busy the Library is, how many computers are available and on what level (see page 7).

After further consultation, we expanded the service to include information from all the computer rooms in the University.

The service can be accessed from a PC, mobile phone or tablet via: www.st-andrews.ac.uk/pc-availability

Library – a screen at the Library’s entrance displays how busy the Library is, how many computers are available and on what level (see page 7).

Our Library colleagues Rachel Scott, Lee Maps and her Associate offered IT help over the summer weekends in the Main Library.

Events and Film Production
We provide live streaming and recording capabilities for University and external events. They cover such events as:
- Opening ceremonies
- Graduation ceremonies
- Senate Lectures
- Gregory Lectures
- Gifford Lectures
- Roman Re-enactments

The films can be found on the University’s Vimeo video channel: https://vimeo.com/user20577783
The University has been granted £1.5 million from the Economic and Social Research Council (ESRC) to create and manage a new Micro Safe Settings Network (MSSN) to support, strengthen and widen remote access to sensitive data held by data centres.

The establishment of the MSSN will offer a standardised network of micro safe settings, called SafePods, providing researchers with dedicated space to remotely access project data. SafePods have been designed and developed at the University to provide the security and safety features that exist in a traditional safe setting, but are also compact enough in size for placement into institutions.

We have been involved in the development and prototyping of the SafePods, and we will be managing some of their technical systems such as CCTV, door access and firewalls. We have also participated in the “SafeDesk” project, also part of the ESRC government funding, to provide SafePod-like services into existing safe setting locations in Glasgow, Aberdeen and Dundee.

The MSSN will enable a far greater amount of public benefit research to be carried out, particularly within research institutions historically disadvantaged by being distant from national safe data settings.

Remote Access to Sensitive Information

Outside of a SafePod

Inside of a SafePod

Supporting University Business and Beyond

Business Intelligence

The Business Intelligence (BI) team continues to support several business critical reporting applications across HR, Finance, Estates, Admissions, Registry and IT Services. New applications were released to support Workforce Planning activity and the tracking of charitable donations to the University. A further six dashboards were upgraded to align with the University’s Digital Pattern Library.

Across the diverse range of 15 live applications, we saw increases of 9% in users and 25% in usage. There are six new applications currently undergoing development. A number of staff changes took place during 2016 with the team growing to a full complement of the FTE by January 2016. The new staff members have quickly integrated with the team using iterative Agile working practices and a rota system for responding to IT Service Desk calls.

The Management Information Group continues to accept and prioritise work on behalf of the BI team to ensure we align with the University’s Management Information needs. We continue to play a significant role in reviewing the current infrastructure, tools and governance supporting Management Information and will take a lead role in the delivery of key institutional reports.

Identity Management

We continue to enrich the data held in our Identity Management (IDM) systems to help us manage University accounts in a more secure and efficient manner, lowering manual intervention. Each account is linked to various external systems such as SITS, HR and Data Warehouse, which allows us to securely generate dynamic groups and mailing lists for Schools and Units.

As part of the Senate BM efficiency review (SER) programme, we developed new IDM policies that allow both Admissions staff and associates to create accounts for prospective students, allowing them to access MySaint and manage their applications.

Sabbatics Transition

To streamline the handover of the Students’ Association Sabbatical Officers, we created a process that allows them to access role-appropriate services without the need to have a password. Since June 2017, all Sabbatical entitlements are assigned to their roles, meaning they can access appropriate shared folders and their mailboxes from PCs or mobile devices without the need to enter a password for anything other than their own student account.
We have focused our efforts on improving satisfaction with the service, collaborating with the software vendor (Tribal Education) to address software usability, performance, and introduce functional enhancements, continued to provide configuration advice and technical support to the SER programme as SID and new eVision tools are adopted across University Schools and Service Units, reformed user access within the SITS application and related data connections, augmenting data security and ensuring where possible that the user experience is consistent, maintained our commitment to the University’s partnership with Tribal Education through our participation in inter-institutional product meetings to discuss SID product development and best practice, and testing pre-release versions of the software.

The Computer-aided facility functionality was extended in house to facilitate the compliance team gaining access to asbestos survey data. This resulted in the reduction of time spent by Estates Trades and Management in checking data prior to work being undertakend, and improved auditing procedures.

This year we worked closely with our HR software vendor, Northgate, to upgrade ResourceLink to R19. This piece of work also involved the Systems team building an entirely new infrastructure.

Aptos Year End efficiencies were gained due to dataguard and flashback functionality implemented by the System team, new budgeting tool purchased by Finance (Collaborative Planning) is in the final stages of testing, provision of technical support for move to new corporate credit cards supplier and related management systems which resulted in better reporting and reduction of data issues.

With the appointment of a new Application Services Manager, we have been working closely with the Library and Museum Collections to stabilise and improve their business critical and enterprise-level systems. Enhancements include:

- Regular service reviews;
- Tailored service level agreements;
- A service catalogue;
- An annual service improvement plan;
- A Library Staff Portal using SharePoint;
- New software application for testing off-campus e-resources;
- A web interface for access to the Museum collections;
- A Library Occupancy Display application.

With the move to Office 365, there has been an increasing demand to integrate the University’s internal mailing lists more tightly with other digital resources. Historically, we have been using the Majordomo and mlist systems, however, these are no longer fit-for-purpose and have limited compatibility with the Office 365 tools.

Due to the constantly changing nature of our users and staff data, we have created automated identity management lists for specific purposes. Staff can now view staff members based on their status, year of study or module they are taking, similarly, staff are divided into different groups such as academic and professional, which helps targeting specific groups much easier.

We also continue to use the Sympa system for mailing lists that contain users outside of the University, or where there is a need for staff to manage the subscriptions to their own mailing lists.

The University partners with O2 to provide staff with University mobile phones. As part of this agreement, staff can also gain a personal contract with O2 at a discount price.

Roaming Charges:

- The EU roaming charge on roaming charges within the European Union, staff can now call and have their mobile phone numbers available at no extra charge when travelling within the EU.

New Wi-Fi Calling Feature:

Since July 2017, O2 customers with eligible devices can make and receive calls from anywhere where the user is connected to a Wi-Fi network. This may be particularly useful in areas where mobile coverage may currently be limited.

We continue to provide systems and infrastructure support for the improvement of the University’s Sports Centre facilities. We have been involved in the extension and upgrade of:

- the XN leisure and TechnoGym systems;
- a person-counting system to support safe operation of the fitness suites, and the installation of fixed coaching cameras, allowing the recording of events for subsequent analysis.

We have focused our efforts on improving satisfaction with the service, collaborating with the software vendor (Tribal Education) to address software usability, performance, and introduce functional enhancements, continued to provide configuration advice and technical support to the SER programme as SID and new eVision tools are adopted across University Schools and Service Units, reformed user access within the SITS application and related data connections, augmenting data security and ensuring where possible that the user experience is consistent, maintained our commitment to the University’s partnership with Tribal Education through our participation in inter-institutional product meetings to discuss SID product development and best practice, and testing pre-release versions of the software.

The University partners with O2 to provide staff with University mobile phones. As part of this agreement, staff can also gain a personal contract with O2 at a discount price.

Roaming Charges:

- The EU roaming charge on roaming charges within the European Union, staff can now call and have their mobile phone numbers available at no extra charge when travelling within the EU.

New Wi-Fi Calling Feature:

Since July 2017, O2 customers with eligible devices can make and receive calls from anywhere where the user is connected to a Wi-Fi network. This may be particularly useful in areas where mobile coverage may currently be limited.
**Fife Park Residence**

During 2017, the University completed the redevelopment of the Fife Park site to include additional residences for students. We have been involved with the installation of the complete equipment and commissioned various services, including CCTV, BMX, Wi-Fi and door access.

The Fife Park site is the University’s large scale development of the Ayrshire Abbey. Apeos door access system which integrates with the University-wide ARX access control system – used for the student and staff ID cards. The Apeos system has been configured to integrate with the room booking system used by the University to manage residence bookings for the summer period across the University. Staff and students are encouraged to contact the University’s IT Service Desk to explore the systems which integrate with the University-wide ARX access control system – used for the student and staff ID cards.
We have continued to build on the foundation of previous successful initiatives. The district heating scheme is now fully operational, and the control data is being passed between St Andrews and Guardbridge across the University’s dark fibre cables, which run alongside the district heating pipework. A number of changes have been made to the University network in support of enhanced mobility, which will allow users of managed machines to move seamlessly between buildings in the Eden Campus and St Andrews.

As part of our Professional Services Relocation project, we procured lower-energy laptop devices to replace our desktop offerings and reduce the amount of power draw required. Laptop computers consume up to 40 percent less electricity than desktop computers and get by on between one-fifth and one-third as much energy. As an added bonus, laptops are an additional 20 percent more power efficient when running on AC adapter power over battery power.

As part of our Professional Service Relocation project, we procured lower-energy laptop devices to replace our desktop offerings and reduce the amount of power draw required. Laptop computers consume up to 40 percent less electricity than desktop computers and get by on between one-fifth and one-third as much energy. As an added bonus, laptops are an additional 20 percent more power efficient when running on AC adapter power over battery power.

Infrastructure & Green IT

Building on the foundation of the University’s core network which is 40 gigabytes, we have upgraded the core switching devices in our data centres. The 40 gigabytes upgrade improves the cross connect speed between the data centres in support of synchronous replication of data between our Storage Area Networks. It also enhances the switch capacity between the data centres and our core network, supporting the high performance computing system. The cut through latency of the switches has been improved by a factor of 3 to 1 microsecond, offering faster query speeds.

Data Centre Core Network Migration

Certified Energy Efficient Datacenter Award

During summer 2017, members of the Data Centre Operations Group have been analysing data, carrying out checks and preparing all necessary reports in advance of our forthcoming re-assessment of our data centre (October 2017) in relation to the EU Code of Conduct and CEEDA criteria. We have been audited twice in the past (2012 and 2014) and are currently the only university in the world to receive a GOLD award for meeting the requirements in full.

Data Centre Core Network Migration

Certified Energy Efficient Datacenter Award

During summer 2017, members of the Data Centre Operations Group have been analysing data, carrying out checks and preparing all necessary reports in advance of our forthcoming re-assessment of our data centre (October 2017) in relation to the EU Code of Conduct and CEEDA criteria. We have been audited twice in the past (2012 and 2014) and are currently the only university in the world to receive a GOLD award for meeting the requirements in full.

Access Control

We have been working closely with our colleagues in Residential and Business Services (RBS) and Estates and have agreed a standard approach to the implementation of access control systems and services in new and refurbished residences across the University. Our first project was the Fife Park redevelopment, where 250 access control doors were successfully installed and linked to RBS’s accommodation system. Residence staff no longer have to manually input access control data onto a different system and students no longer have to carry an extra card as their student ID card now opens the door(s) to their accommodation. All parties involved have been very positive about this first project and it bodes well for future builds and redevelopments.

Pam Kent, Access Control Supervisor, completed her “Passport to Administrative Excellence” course during 2017.

Certified Energy Efficient Datacenter Award

During summer 2017, members of the Data Centre Operations Group have been analysing data, carrying out checks and preparing all necessary reports in advance of our forthcoming re-assessment of our data centre (October 2017) in relation to the EU Code of Conduct and CEEDA criteria. We have been audited twice in the past (2012 and 2014) and are currently the only university in the world to receive a GOLD award for meeting the requirements in full.

All IT staff are helpful, friendly and willing to go the extra mile for me. Thank you so much.”

Z Ossowska, Student

We respond to information requests processed under the provisions to the Freedom of Information (Scotland) Act 2002 and the Environmental Information (Scotland) Regulations 2004. Activity in the area continues to grow with 2015-2016 seeing a 24% increase in activity on the previous year. The University’s performance in terms of responding to requests within 20 working days remains high with 97% of the 305 information requests receiving a response within the statutory timescale. This achievement would not have been possible without the continued support of colleagues across the University.

Five requests for an internal review were received in 2016-2017 – this is where a requestor expresses that they are unhappy with how the University has managed their information request. In one case, the University refused to carry out a review as the request was found to be vexatious. An internal review was carried out for the remaining four requests of which were found to have been managed correctly.

If there is an internal review process request remains unhappy with the handling of their information request, they can then apply to the Scottish Information Commissioner for a decision. In 2015-2016 there were two applications made against the University. The Information Commissioner agreed with the University that one of the requests for information was vexatious requiring no further action to be taken. The decision in the other application was made in favour of the applicant and the University subsequently disclosed the information that had previously been withheld.

We respond to information requests processed under the provisions of the Freedom of Information (Scotland) Act 2002 and the Environmental Information (Scotland) Regulations 2004. Activity in the area continues to grow with 2015-2016 seeing a 24% increase in activity on the previous year. The University’s performance in terms of responding to requests within 20 working days remains high with 97% of the 305 information requests receiving a response within the statutory timescale. This achievement would not have been possible without the continued support of colleagues across the University.

Five requests for an internal review were received in 2016-2017 – this is where a requestor expresses that they are unhappy with how the University has managed their information request. In one case, the University refused to carry out a review as the request was found to be vexatious. An internal review was carried out for the remaining four requests of which were found to have been managed correctly.

If there is an internal review process request remains unhappy with the handling of their information request, they can then apply to the Scottish Information Commissioner for a decision. In 2015-2016 there were two applications made against the University. The Information Commissioner agreed with the University that one of the requests for information was vexatious requiring no further action to be taken. The decision in the other application was made in favour of the applicant and the University subsequently disclosed the information that had previously been withheld.

We respond to information requests processed under the provisions of the Freedom of Information (Scotland) Act 2002 and the Environmental Information (Scotland) Regulations 2004. Activity in the area continues to grow with 2015-2016 seeing a 24% increase in activity on the previous year. The University’s performance in terms of responding to requests within 20 working days remains high with 97% of the 305 information requests receiving a response within the statutory timescale. This achievement would not have been possible without the continued support of colleagues across the University.

Five requests for an internal review were received in 2016-2017 – this is where a requestor expresses that they are unhappy with how the University has managed their information request. In one case, the University refused to carry out a review as the request was found to be vexatious. An internal review was carried out for the remaining four requests of which were found to have been managed correctly.

If there is an internal review process request remains unhappy with the handling of their information request, they can then apply to the Scottish Information Commissioner for a decision. In 2015-2016 there were two applications made against the University. The Information Commissioner agreed with the University that one of the requests for information was vexatious requiring no further action to be taken. The decision in the other application was made in favour of the applicant and the University subsequently disclosed the information that had previously been withheld.
We continue to expand our IT Security service and put mechanisms in place to protect the University from cyber threats. Our IT Security team is responsible for the protection of University data, managing responses to security incidents and identifying weaknesses in our systems. As this area is growing, we recruited an IT Security Assistant and are currently looking for an IT Security Apprentice to join our team.

Cyber Security Essentials
The Scottish Government’s Cyber Resilience strategy is currently aiming to support the development of a cyber resilience culture in Scotland. As a result of this, all public sector organisations are required to hold the Cyber Essentials accreditation, an industry supported scheme to help protect the public sector organisations from cyber attacks. As a result of this, all public sector organisations are required to hold the Cyber Essentials accreditation, an industry supported scheme to help protect the public sector organisations from cyber attacks.

"We estimate that the University is saving £200,000 per year by not having to pay for external consultants to scan for vulnerabilities."

Penetration Testing and Vulnerability Scanning
During this year we have provided guidance to staff from Schools and Units on how to perform a web vulnerability and penetration tests. These can be requested at any time, and we can set up a test environment to test against the University’s systems. This allows us to conduct a continuous assessment of our vulnerabilities and to respond to any threats.

WannaCry Cyber Attack
In May 2017, a cyber attack called WannaCry infected more than 230,000 computers in over 150 countries. The attack targeted a software application that acts as a vulnerability scanner and penetration tester. In response, a team of our staff worked to develop a solution to identify and mitigate the risk posed by this vulnerability.

Strong and Memorable Passwords
Following guidance from the government’s National Technical Authority for Information and the National Cyber Security Centre, we have updated the IT Security advice on our website. As part of this, we are encouraging our students and staff to use strong passwords to make them less vulnerable to cyber threats. We are suggesting some ways to help them in creating strong passwords that are easy to remember.

Redirection for Phishing Attacks
Instead of blocking phishing websites, we now use a system which informs students and staff that the email address was a phishing attack and gives advice on what to do by using this method, we actively prevent them from accessing malicious sites.

Cyber Essentials
With the increase of cyber attacks and the implementation of Cyber Essentials, we have seen an improved response to security incidents at the University. The St Andrews Cyber Team work together across the University to identify new attacks and trends when they arise.

Breach Investigation
As part of our ongoing improvement programme, we are currently looking for an IT Security Apprentice to join our team.

IT Security Services Annual Report in April 2017 and we are currently looking for an IT Security Assistant and are currently looking for an IT Security Apprentice to join our team.

IT Security Services Annual Report in April 2017 and we are currently looking for an IT Security Assistant and identifying weaknesses in our business systems. As this threats . Our IT Security team is responsible for the protection of University data, managing responses to security incidents and identifying weaknesses in our systems. As this area is growing, we recruited an IT Security Assistant and are currently looking for an IT Security Apprentice to join our team.

IT Security Services Annual Report in April 2017 and we are currently looking for an IT Security Assistant and currently looking for an IT Security Apprentice to join our team.

IT Security Services Annual Report in April 2017 and we are currently looking for an IT Security Assistant and identifying weaknesses in our business systems. As this threats . Our IT Security team is responsible for the protection of University data, managing responses to security incidents and identifying weaknesses in our systems. As this area is growing, we recruited an IT Security Assistant and are currently looking for an IT Security Apprentice to join our team.

IT Security Services Annual Report in April 2017 and we are currently looking for an IT Security Assistant and identifying weaknesses in our business systems. As this threats . Our IT Security team is responsible for the protection of University data, managing responses to security incidents and identifying weaknesses in our systems. As this area is growing, we recruited an IT Security Assistant and are currently looking for an IT Security Apprentice to join our team.

IT Security Services Annual Report in April 2017 and we are currently looking for an IT Security Assistant and identifying weaknesses in our business systems. As this threats . Our IT Security team is responsible for the protection of University data, managing responses to security incidents and identifying weaknesses in our systems. As this area is growing, we recruited an IT Security Assistant and are currently looking for an IT Security Apprentice to join our team.

IT Security Services Annual Report in April 2017 and we are currently looking for an IT Security Assistant and identifying weaknesses in our business systems. As this threats . Our IT Security team is responsible for the protection of University data, managing responses to security incidents and identifying weaknesses in our systems. As this area is growing, we recruited an IT Security Assistant and are currently looking for an IT Security Apprentice to join our team.

IT Security Services Annual Report in April 2017 and we are currently looking for an IT Security Assistant and identifying weaknesses in our business systems. As this threats . Our IT Security team is responsible for the protection of University data, managing responses to security incidents and identifying weaknesses in our systems. As this area is growing, we recruited an IT Security Assistant and are currently looking for an IT Security Apprentice to join our team.
Our staff continue to proactively engage with the University community to ensure we understand business needs. We work in collaboration with Schools, Units and students to identify areas for improvements to services. For key events in the University calendar, such as arrival weekend and matriculation, we work closely with colleagues and students across the University to ensure that new and returning students have access to the best possible support and services.

We represent the sector on a number of Scottish Government Boards (such as the Technical and Design Board) and have members of staff on various higher education groups (such as the Higher Education Information Directors Scotland (HEIDS) and the Universities and Colleges Shared Services (UCSS).

The University takes its responsibilities regarding corporate social responsibility and environmental management very seriously. We support this approach in the following ways:

- IT equipment is reused within the University where practicable;
- Where there is no reuse opportunity within the organisation, usable equipment is donated to Reusing IT – an organisation that repurposes IT equipment for use by NGOs within Scotland and in East and West Africa;
- Equipment that is not usable is dealt with through our WEEE stream. All our computer waste electrical equipment is aggregated and collected by Tes-Amm, based in Irvine, Ayrshire. This company then undertakes:
  - Disassembly (Triage) – our computers and screens are broken down to their component parts;
  - Detoxification (Removal of Hazardous Materials from waste stream);
  - Segregation;
  - Crushing;
  - Consolidation of Feedstocks;

More people are resorting to email to get in touch with us, trusting that they will receive a quick response to their issue or request. If someone is having an IT crisis, they would usually call us – and we are seeing a continual reduction in this type of call. The interface for our IT Self Service will be upgraded in 2018. We hope that it is more user-friendly and will encourage more staff and students to use this tool.

Despite more people using Unidesk year on year, we are seeing an annual trend of call volumes reducing slightly. We have been working hard behind the scenes to streamline access to services and improve the user guidance to make it easier for staff and students to provision access to systems and services for themselves, without the need to contact us.

### Facts and Figures

#### More people are getting in touch with us

![](image)

<table>
<thead>
<tr>
<th>Year</th>
<th>Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013-14</td>
<td>61,25</td>
</tr>
<tr>
<td>2014-15</td>
<td>58,766</td>
</tr>
<tr>
<td>2015-16</td>
<td>55,791</td>
</tr>
<tr>
<td>2016-17</td>
<td>51,125</td>
</tr>
</tbody>
</table>

#### How people get in touch

- **Email**: 4,280 per month (9.9%)
- **Telephone**: 4,260 per month (9.8%)
- **In person**: 3,896 per month (9.1%)
- **Web form**: 3,856 per month (9.0%)
- **IT Self Service**: 4,373 per month (10.0%)

### IT Assets Re-Use

<table>
<thead>
<tr>
<th>Year</th>
<th>Equipment Reused</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013-14</td>
<td>14.8%</td>
</tr>
<tr>
<td>2014-15</td>
<td>18.5%</td>
</tr>
<tr>
<td>2015-16</td>
<td>15.0%</td>
</tr>
<tr>
<td>2016-17</td>
<td>14.8%</td>
</tr>
</tbody>
</table>

More people are resorting to email to get in touch with us, trusting that they will receive a quick response to their issue or request. If someone is having an IT crisis, they would usually call us – and we are seeing a continual reduction in this type of call. The interface for our IT Self Service will be upgraded in 2018. We hope that it is more user-friendly and will encourage more staff and students to use this tool.
First line resolution rate

73.83% average
(2395 of 3252 requests received)

Resolution Rates

IT complaints

0.33 per month
(117 out of 348 requests received)

Incidents

1.58 days
(Target: less than 2 days)

Incidents handle time

2.33 days
(Target: less than 2 days)

Compromised Accounts per month

7.16
(227 out of 32 months)

Target: less than 8 per month

Number of phishing attacks that have targeted the University

97
(344 out of 20 months)

Number of telephone extensions

7,210
(428 out of 57 requests received)

Target: 500 or above

One Minute Survey outcomes

99%
average
(Target: 95% or above)

99% of survey respondents were happy with the service we provided in 2016-2017.