During 2015-16, the University's continued investment in ICT staff and equipment allowed us to enhance and expand our range of services, building upon the transformation work carried out in previous years.

I am delighted we have been able to improve the student and staff experience through the launch of “Apps Anywhere”, which delivers software to wherever it is required when previously it was restricted to a fixed location or device. We have also been working closely with academic colleagues to pilot a new lecture capture service and we continue to upgrade our learning and teaching facilities, standardising equipment across the University where possible to ensure it is of high quality and easy to use.

The University’s research activities have been strengthened through the provision of a secure and stable environment for its High Performance Computing facility and expanded data storage. The start of term on-boarding process for students is now established and customer satisfaction surveys indicate we maintain an efficient support service in classrooms and across the campus.

In a rapidly evolving digital world, delivering an innovative yet cost-effective service supporting the varied and complex needs of diverse and demanding stakeholders is a major challenge. Inearing our agility is therefore a key focus. In the area of cyber security we see many threats targeted at us on a daily basis and ensuring a secure and compliant IT environment will remain an imperative. Work continues on developing a second data centre site to improve business resilience.

A highly successful IT apprenticeship scheme and ongoing staff development ensures we continue to develop the talent required for the future.

Steve Watt
Chief Information Officer

Steve Watt in the Data Centre
As part of our rolling programme of upgrades, we replaced AV facilities in the following rooms:

- Arts Lecture Theatre
- BMS Seminar Room 1.13
- Buchanan – Multimedia Centre Rooms 1 and 2
- Brae Lecture Theatre A and D
- Brae PC Classroom
- CentrePod-DG
- Economics Computer Classroom
- Gateway Meeting Rooms 1 and 2
- Gateway Main Hall
- Gateway Pearce Room
- Irvine 301, 327 and Computer Classroom
- Maths Lecture Theatre A, C and D
- Physics Lecture Theatre C
- Psychology Seminar Room
- Pataka Lecture Theatre A and C
- School I and School II
- Sir Mary's Lecture Room 3
- Younger Hall

In rooms with natural light, laser projectors were fitted, providing brighter, sharper images in high resolution. To further improve usability, we continued to standardise button and touch-panel controls on Extron technology, which has proved sturdy and reliable.

**Interactive Projection systems**

We added interactive projection systems to Arts Building Seminar Rooms 1, 4 and 7, which means all new rooms now offer interactive facilities for teaching.

**Gateway upgrades**

The four small meeting rooms in the Gateway now have 55" TV monitors along with the necessary cabling to allow users to connect their own device. Some of the larger rooms are now fitted with interactive SMART podiums and pens.

**Apps Anywhere**

After consultation with students and staff, the University has launched a pilot service to video record, live stream and webcast lectures. The service, called Lecture Capture, is integrated with the Virtual learning Environment (Moodle) to ensure students can access and review lecture materials.

Lecture Capture provides a personalised approach to learning with simple and effective revision tool. It acts as a driver to promote and support modern methods of learning and teaching and provides a platform to grow and enhance the distance learning education. Moreover, to better support students with disabilities and comply with the recent changes to the Disability Discrimination Act (DDA) capital funding, we want to have a strong focus on the provision of assistive technology.

We are confident this addition will enhance the student experience through the provision of an enriched learning environment. The pilot will run for 12 months to allow the University to evaluate how this technology will fit into our environment.

**Microsoft System Center Configuration Manager (SCCM)**

The SCCM provides Microsoft Windows build management and software application deployment services. We designed, implemented and configured the SCCM to replace numerous disparate systems and previously, including PXE/ADS, IASC and Novell ZENworks. This change has offered a more reliable, sustainable service and facilitated the use of self service to deliver an improved customer experience.

**Technology Enhanced Learning**

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**Events and Film Production**

The Media Services team provide live-streaming and recording capabilities for University and external events. They cover events such as:

- Opening ceremonies
- Graduation ceremonies
- Valedictory Lectures
- Gregory Lectures
- Official lectures
- Retirement events

The films can be found on the University's Vimeo channel: [https://vimeo.com/user20577780](https://vimeo.com/user20577780)

**Apps Anywhere**

In summer 2016, we launched a new service to allow students and staff to access specialist software applications from any University PC across the University. Historically, this software has only been available on PCs in the School where the applications are taught, which can be restrictive.

Apps Anywhere is built on Cloudpaging (formerly Application Jukebox) technology and allows applications to stream to devices "on demand". The new service is available to all student PC classrooms, residences and open access spaces with a view to making it available for personal devices in 2016-17.

**SCCM**

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Research Data Storage

We procured a Dell Compellent SC9000 system to provide data storage to research staff and students. The storage is mirrored between two sites across the University campus and consists of 722TB of raw storage in two tiers. Tier1 comprises 84TB of Solid State Disks with the rest of the storage provided on Hard Disk. The procedure of migrating research data onto the new storage is underway with over 120TB of data already moved. To ensure optimum performance we offer virtualised servers co-existing with the research data. The storage is mirrored between two sites across the University campus and consists of 722TB of raw storage in two tiers. Tier1 comprises 84TB of Solid State Disks with the rest of the storage provided on Hard Disk. The procedure of migrating research data onto the new storage is underway with over 120TB of data already moved. To ensure optimum performance we offer virtualised servers co-existing with the research data.


collaboration tools

Co-locating the High Performance Computing (HPC) platform with the Data Centre provides a level of infrastructure redundancy not previously available at St Andrews, ensuring a highly available and robust service.

High Performance Computing (HPC) Hosting

Our Data Centre was selected to house the new High Performance Computing (HPC) platform. The cluster was procured from Bull, the HPC division of Atos Technologies, and contains more than 13,000 Intel Xeon E5 Broadwell-EP CPU cores, supporting over 3,000 compute threads. The system also features a pair of NVIDIA K80 Graphical Processing Units, 10Gbps of storage and a 56Gbps InfiniBand interconnect. It is connected to our University network through multiple 10Gbps Ethernet links, and is a scalable architecture, enabling future expansion. Co-locating the HPC with the Data Centre provides a level of infrastructure redundancy not previously available at St Andrews, ensuring a highly available and robust service.

Call Management

We provide a comprehensive range of services, including answering questions, fulfilling requests and resolving normal levels of service when problems arise. The first point of contact is our IT Service Desk where calls are logged on our call-management system. The system allows us to monitor and analyse the volume and types of incidents and service requests received. We are also able to connect our University network to multiple 10Gbps Ethernet links, and is a scalable architecture, enabling future expansion. Co-locating the HPC with the Data Centre provides a level of infrastructure redundancy not previously available at St Andrews, ensuring a highly available and robust service.

Supporting Research

Supporting Research Services Annual Report (September 2015 - August 2016)

Supporting Research Services Annual Report

Research Data Storage

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Service Delivery

The PC Clinic service was extremely popular this year with 1,319 requests (up from 1,148 in the previous year). The service operates through the IT Service Desk, providing staff and students with technical support and repairs for personally owned equipment. We have been working closely with colleagues across the University to simplify access to certain services, such as online payslips and library resources, by removing the need to use the Virtual Private Network (VPN). However, the VPN is still required for some services, including accessing shared drives, and in spring 2016 we upgraded to Cisco AnyConnect – a much more user-friendly interface.

During the summer months, the University is home to thousands of visitors who attend conferences, summer schools, events (including major golf tournaments), or enjoy a short break in one of our halls of residence. These guests also enjoy many of the facilities we have to offer, such as MUSA, the Sports Centre and the Byre Theatre. In the summer of 2016, through partnership with BT, we have been able to provide free BT Wi-Fi all across the University. Previously, if any University account holders forgot their password, they had to contact the IT Service Desk, which is only available during set hours. To ensure staff and students could access their account at any time, even if they did forget their password, we introduced Self-Service Password Reset facility. All staff and students have been encouraged to register for this service.

Office 365

During the summer of 2015, all University staff were moved from a hosted email service to Office 365. The new service provides an intuitive and unified way of email, Office applications and storage, supporting the University’s vision of enabling a more flexible approach to working. Staff who joined the University during the 2015-2016 academic year were also provided with an Office 365 account. Benefits include:

- 1TB of mailbox storage using Outlook or the Outlook Web App;
- Advanced calendar allowing staff and students to schedule meetings and share their availability;
- 1TB cloud storage and file-sharing capabilities using OneDrive for Business;
- Office Apps in the cloud (Word, Excel, PowerPoint, OneNote etc.) that are optimized for mobile devices;
- Five copies of Microsoft Office for personal use;
- Skype for Business (Staff only).

Password Self Service

Previously, if any University account holders forgot their password, they had to contact the IT Service Desk, which is only available during set hours. To ensure staff and students could access their account at any time, even if they did forget their password, we introduced Self-Service Password Reset facility. All staff and students have been encouraged to register for this service.

Major Incident Management

We formalised the process for handling situations where loss of service impacts a significant number of staff and/or students, putting in place protocols to ensure the right people are informed and kept updated. From events, a team of senior staff review the handling of the incident and take steps to ensure, as far as possible, future occurrences are prevented/managed.

Visitor Wi-Fi

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Supporting University Business and Beyond

Business Intelligence

The Business Intelligence (BI) team, often referred to as the Qlikview team, continues to support several business critical reporting applications across HR, Finance, Estates, Admissions, Registry and ITS. New applications were released to support Workforce Planning activity and to monitor charitable donations to the University. A further six dashboards were upgraded to align with the University’s Digital Pattern Library. Across the diverse suite of 19 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 2015 with the team growing to a full complement of 5 FTE by January 2016. The newer 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.

Since February 2016, we have provided a greater level of business support for Tribal’s Student Information Desk (SID) product suite, providing Service Units with analysis of business process requirements and user configuration. We want to enable the use of SID as part of the new processes and continue to provide a dedicated technical support to the SID programme to work the adoption of SID across Schools and Services.

Through the facilitation of the University’s SID internal users group, we have a platform for staff to continually review the efficacy of the product and propose enhancements through dialogue with the software vendor (Tribal Education). To strengthen the partnership with Tribal, the group has participated in testing of new software iterations and provided a presentation on SID at Tribal’s virtual conference.

We have also provided a programme of user training and created an institutional reference guide for user group members, to augment their knowledge of the product.

In June 2016, we upgraded the Student Record System (SITS) to version 9.1.0. This upgrade included an overhauled eVision framework that is responsive to screen width and therefore more suitable for use on mobile devices.

It also enabled us to bring consistency to the brand and styling of eVision itself. Previously there was a disparity between task-based content that had been customised to use the Digital Pattern Library responsive framework and the system-generated portal content. It is now far easier to achieve a standard look and feel across eVision, significantly improving the product aesthetics and reducing the time and effort required to develop new web-based applications.

Additionally, the upgrade enabled the development of an Applicant Portal, which relies on functionality only available in this latest version.

Senate Efficiency Review

The purpose of the Senate Efficiency Review (SER) is to deliver a programme of related projects to improve the digital student experience and related administration tools. The continuous improvement in student administration will seek efficiencies and enhancements to the student and staff experience within a culture of collegiate partnership and engagement.

During the academic year, the main projects developed and released were:

- A new workflow for submitting curriculum amendments and supplementary additions;
- Workflows aimed at amending student data when incidents change a student’s academic journey;
- Docman, a new student document management system storing supplementary documents against the student record;
- MySaint, a new student and staff portal, providing easy access to commonly used applications;
- Modules to facilitate the collection of bounty data, the allocation of awards and the reconciliation of financial data.

Improving Student Admissions Systems

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Additionally, the upgrade enabled the development of an Applicant Portal, which relies on functionality only available in the latest version.
Finance System Support/ Administration

We worked with Finance colleagues to deliver a major upgrade to the Financial Management System (Saffron) to version 10. In addition to providing new and enhanced functionality, this enabled us to upgrade our database and server operating systems.

We also configured the ITU student finance module, AIM, to work with the new configuration of the Fund Manager Module. Finally, we implemented the Accounts payable module for the Academic ITU.

Application Development

Our Application Development team ensures we provide custome-made solutions to our user community. We work with various software platforms at an institutional level. Our goal is to manage their implementation to offer seamless integrations between various software platforms.

Our Application Development team is involved in.

- Enhancements to the Online Matriculation application.
- Improvements to the Student Record Card and the Student Planning System.
- Production of a set of tools that work collaboratively with the University’s Digital Pattern Library.
- Change to the appearance of eVision to a responsive layout.
- Introduction of a Staffing Complement additional data source.
- A project to formalise the composition of the ICT Catalogue.
- A project to provide real-time reporting of UniPrint costs.
- Finance System Support/ Administration.
- Professional Services Relocation.
- Wireless Town & BID

ICT Purchasing

Over the course of the last few years, there has been a focused effort to divert ICT purchasing away from IT staff and within this have been created by our dedicated ICT purchasing team.

This has been of benefit to:
- Free up time of technical staff - allowing them to better fulfills the requirements of their role.
- ICT purchasing staff on secure better deals through purchasing from frameworks and approved suppliers.
- An experienced ICT purchasing team who can provide advice and guidance about the best products and services.
- A move towards web-identified rather than local individual site services.
- Standardisation of ICT equipment, which makes providing services and support much more straightforward.
- Reduced in-house management and administration.
- Significant reduces in the number of items we purchase with university credit cards - and eliminates the need for some IT staff to have a university credit card.
- Improved budgeting and forecasting.

IT Purchasing Statistics

<table>
<thead>
<tr>
<th>Order Type</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td>Purchased</td>
<td>1,266</td>
</tr>
<tr>
<td>Returned</td>
<td>145</td>
</tr>
<tr>
<td>Canceled</td>
<td>1,650</td>
</tr>
<tr>
<td>Other</td>
<td>1067</td>
</tr>
<tr>
<td>Totals</td>
<td>1,213</td>
</tr>
</tbody>
</table>

The graph shows the almost 70% of IT Purchasing is now done by our dedicated ICT purchasing team.

Professional Services Relocation

Approximately 500 Professional Services Unit staff are responsible for Eden Campus in 2015-2016. We will play a significant role in ensuring services are in place to support this and much of the infrastructure planning is well underway.

As part of our Professional Services Relocation (PSR) project we have developed an engagement plan for 2015.

- Understand how colleagues currently work from an IT perspective, e.g. are the majority of the team desk-based, do they have a lot of meetings or do they travel extensively.
- A project for staff to think over the move and their teams and discuss their requirements for Eden.
- Discuss the current use of Office 365 collaboration tools, such as OneDrive for Business and Skype for Business.
- Discuss how teams may work in the future and explore how technology can support this.
- Understand how staff think the move will impact them and their team and discuss their requirements for Eden.
- Discuss how teams may work in the future and explore how technology can support this.
- The withdrawal see as demonstrations for all staff moving to Eden Campus. During these interactive sessions, we explored:
  - Proposed individual IT equipment on desks at the Eden Campus;
  - The technology required as staff will have access to the campus network;
  - How staff will work in the future and explore how technology can support this;
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Wireless Town & BID

In 2015, the town of St Andrews officially became a Business Improvement District (BID). This involved businesses working together and investing collectively in local improvements, in addition to those delivered by the statutory authorities. These improvements should benefit the businesses involved whilst contributing to the wider aspirations of the local community and contribute to growing the local economy.

As a significant employer and part of the town community, the University has a key role and significant contribution to make. We have been working with the BID team to explore the delivery of a ‘wireless town’ and ran a successful pilot scheme during 2015-16. For the University, this would greatly benefit the thousands of prospective students and their families who come to St Andrews; it would also benefit the thousands of current students and staff, in areas where our own wireless service does not reach.

New Staff Start Process

We worked with colleagues in HR to streamline the process for new members of staff. Initially, actually to record their account required a visit to three separate locations around the University. This was frustrating for everyone, including IT staff, who were being asked to provide additional information to their line manager. We have now reduced this to just one new location - HR at the Old Burgh School. Much of the work, including ID card production, is done prior to the new staff start day, creating a cleaner experience for everyone.

Support University Business and Beyond

Services Annual Report (September 2015 - August 2016)
### Data Centre Core

#### Network Migration

To improve the connectivity of our Data Centre and respond to the increased demand of networking, we have modernized the services offered our Unix/Cisco system platforms, and contracted the colocation services of servers from University locations. The existing core switches were replaced in 2015 to part of the initial phase of the Data Centre building on the foundation of the University’s core network refresh to 40G, and we also decided to upgrade the core switch devices to 40G. This improves the provision of storage and compute services, and allows scalable bandwidth to be provided for services such as HPC. We also moved the links from 10G to 40G in the future.

#### Unified Computing System

We have migrated from discrete server boxes to an integrated enterprise-scale platform known as the Unified Computing System (UCS). The system allows us to expand our infrastructure in a centrally managed fashion, and to expand as required to meet the increased demand of networking, we consolidated the services of both our SAN and Cisco system platforms, to the increased demand of networking, we consolidated the services of both our SAN and Cisco system platforms, and continued the relocation of servers from University the Data Centre site via fibres laid alongside the pipework from St Andrews to Guardbridge. This will allow the supply over the period the University had assessed. Of these: 19 responses to subject requests 5 were completed 19 were invalid or vexatious; 9 were not upheld; 7 did not proceed to full investigation as they were found to be invalid or vexatious; 2 could not be assessed by the SPSO. The Scottish Public Services Ombudsman (SPSO), who is the information assurance & governance team manages and handles all the University complaints. In 2015 - 2016, there was a 50% drop in the number of complaints considered through the University’s Complaint Handling Procedure compared to the previous year.

### Data Storage Network Upgrade

We have increased the storage on our traditional file-based storage area network infrastructure. We have also decided to upgrade the core switch devices to 40G. From an infrastructural perspective, the Data Centre continues to perform well, and improved with the addition of the new HPC load. As an added bonus, laptops are an additional 20% more efficient locations at the University into the Data Centre. offering a considerable improvement in efficiency. From an infrastructural perspective, the Data Centre continues to perform well, and improved with the addition of the new HPC load. As an added bonus, laptops are an additional 20% more

### Information Governance

The volume and complexity of requests which require a response under the Freedom of Information (Scotland) Act 2002 and the Environmental Information (Scotland) Regulations 2004 continues to grow, with an 8% increase over the previous reporting period the University had assessed. with 95% of 356 information requests receiving a response, within the 20 working day period.

- Seven internal reviews were completed – this is where a sequential request from that person remains unhappy with how the University has managed their initial request. In each instance, the independent review found that all of the requests were managed correctly, and the original decisions stood.

- Eighteen stage two complaints were received and processed

- 7 did not proceed to full investigation as they were found to be invalid or vexatious; 9 were not upheld; 2 could not be assessed by the SPSO.

The Scottish Public Services Ombudsman (SPSO), who is the information assurance & governance team manages and handles all the University complaints. In 2015 - 2016, there was a 50% drop in the number of complaints considered through the University’s Complaint Handling Procedure compared to the previous year.

- Two found that the University had taken the correct approach in the management of concern; 1 otherwise could not be assessed by the SPSO.

One of the drivers any complaints function is to improve from the University's Complaint Handling Procedure compared to the previous year.

### Institutional Complaints

The Information Assurance & Governance team manages and handles all the University complaints. In 2015 - 2016, there was a 50% drop in the number of complaints considered through the University’s Complaint Handling Procedure compared to the previous year.

- Eighteen stage two complaints were received and processed

- 7 did not proceed to full investigation as they were found to be invalid or vexatious; 9 were not upheld; 2 could not be assessed by the SPSO.

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One of the drivers any complaints function is to improve from the University's Complaint Handling Procedure compared to the previous year.

### Records Management

We worked with colleagues in Special Collections to develop an archive management programme. The programme will set the destination, underpinning efficient operation.

### Access Control

We have been meeting with our suppliers and colleagues to discuss standardization of access control approaches across the University. These discussions were positive, with proposals now in place to standardize approaches with new builds.

### Information Assurance & Governance

The Information Assurance & Governance team manages and handles all the University complaints. In 2015 - 2016, there was a 50% drop in the number of complaints considered through the University’s Complaint Handling Procedure compared to the previous year.

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In February 2016, a new IT Security Officer joined the University. This has given a bigger focus to IT Security and several enhancements have been made since then.

The first step was to create central points of contact, both internally and externally. This means that if members of the University receive an email they are worried might be phishing, they can send it to phishing@st-andrews.ac.uk to report it.

There is also the St Andrew's Computer Security Incident Response Team (CSIRT) which acts as the first line of contact (and response) to security incidents at the University. It has contacted other CSIRT teams across the world and are well placed to identify new attacks and trends.

Due to the volatility of security threats, we decided to expand our IT Security Service into three strands:

1. Information Security: considering policies and guidance; incident Response: managing response to incidents, lost accounts and investigations with an electronic element;
2. Vulnerability Management: looks into scanning and testing for weaknesses as well as new issues which are coming out.

With the increasing number of cyber attacks occurring each day, we have started to document compromised accounts in much more detail and have observed that most compromised accounts come from one or maybe two attacks each month. We have introduced the following measures to address this compromised accounts:

- Faster identification of accounts which have been compromised;
- Training for staff members whose accounts have been compromised;
- Presentations to students and staff around phishing techniques and how to spot them;
- Applying more resources to identifying and blocking suspicious emails.

To support the University’s policy on the protection of personal data and critical information held on mobile devices, we provide a service that encrypts mobile devices and, where required, ensures encryption keys are securely stored.

In 2015-16 we changed to using BitLocker to encrypt all new Microsoft Windows devices and we have been working, with Schools and Service Units to ensure existing Windows laptops that are either unencrypted or encrypted using older software, are retrospectively configured to use BitLocker.

Feedback on the new software has been positive, with negligible performance degradation reported following encryption. There has been no change to the encryption of Apple Mac OS X devices.
People

IT Services benefits a great deal from collaboration and sharing with others. During 2015 - 2016, we continued to proactively engage with other higher education institutions to share knowledge, expertise and best practice. We have established relationships with many IT organisations, who work closely with us to identify technology solutions. Many of these organisations have provided opportunities for our IT Apprentices to visit, which is greatly appreciated.

Since achieving the Service Desk Institute’s four-star service desk certification in 2014 (the highest accreditation achieved by any university in the world), it has prompted interest from other organisations around the UK. We have enjoyed meeting a wide variety of Service Operations staff, and sharing our journey to Service Desk certification with them.

We also 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), Universities and Colleges Shared Services (UCSS), and UniDesk).

In 2012, the University of St Andrews was the first university in Scotland to take on IT apprentices. Since then, our scheme has received a number of accolades and the work we do to raise the profile of careers in IT for young people has grown from strength to strength. Below is a list of some activities and achievements during 2015 - 2016:

Erin Niven and Dhani McDiarmid make short films about their IT Apprenticeships for Digital World (November 2015);
Presentations at Bell Baxter and St Andrews College (January 2016);
Apprentice Awareness event (February 2016);
3 x IT Apprentices go on work placements with BT (February 2016);
Presented at Minster Melf event at Dundee & Angus College (March 2016);
UCSA Award for excellence for introducing IT apprentices into the workforce (March 2016);
Microsoft Apprentice Employer of the Year 2016 (August 2016);
Microsoft Apprentice of the Year 2016 Runner up – Greg Jennings (August 2016);
B iterhs, Patrick Fischer (Biotech) developed a BIView Dashboard to report on the Main Library’s sentry gate usage – August 2016;
3 x IT Apprentices completed their 3 year contract and secured permanent roles in the IT industry (10 staff);
Provided four work experience placements for local secondary school pupils (QO8);
A group of students from Dundee and Angus College computer networking course visited St Andrews for an event hosted by the CIO (July 2016).

Working in Partnership

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We also 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 Technical and Design Board).
The University of St Andrews has strong ties with Zambia and a long history of charity and development work in the country. Each summer, as part of two Volunteer Zambia projects, staff and students from the University travel to Zambia to undertake sports coaching, teaching and development work in local communities. Working with our partner, Ross Cockburn of Reuseit.org., we have been able to provide much needed IT kit to the University’s two Zambia projects through the provision of laptops.

Project Zambia

Facts and Figures

IT Service Desk Statistics

Number of calls

The monthly call pattern for 2015-2016 as we expected and a trend that we’ve seen for many years now. During September and February, our call volumes peak as the student community returns to St Andrews after the summer and winter breaks. We plan, prepare and resource ourselves accordingly.

Average monthly calls

Despite more people using Unidesk for call management than ever before, the number of incidents and service requests logged have reduced over the last few years. We believe this is due to a number of factors, including, a more stable IT environment and a more proactive approach to providing support and services. On average, we received 4,649 calls per month during 2015-2016.

One Minute Survey results

Generally, we find if someone is in a panic they will contact us by telephone or in person - and we’ve seen a significant drop in these types of requests which I think is in line with the majority using email as the main way to get in touch with IT Services. This tells us that people are happy with the service and response time are small and that there are less urgent or panic IT moments. People who visit us in person are students and the drop in ‘in person visits’ shows tells us that students are finding access to services online and are using the IT guides we have provided.

How people got in touch

People

Services

Annual calls

IT Service Desk Statistics

One Minute Survey results

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The National Student Survey (NSS) is an annual survey of all final year undergraduate degree students at institutions in the UK. NSS is conducted by Ipsos MORI on behalf of the UK higher education funding bodies to gather opinions from students, asking 27 questions, relating to eight aspects of the learning experience at university. Question 17 relates to IT and asks students to rate the ability to access IT resources when required. We have managed to keep our score above the national median for three consecutive years.

NSS: Q7 2016 2015 2014
St Andrews 95% 91% 93%
National median 91% 90% 89%

17 institutions participated in 2016.

A large percentage of our searches come from search bots indexing our web pages.

75% of users click through the top ranking result.

Top searches are:
Library, Geography, Estates, QlikView, Medicine, SaintMail, Psychology, Media, Course Catalogue

Searches per day vary widely from 1,400-10,000

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Facts and Figures

Services Annual Report (September 2015 - August 2016)

Complaints:
1.16
7.16

Staff mobile phones
411

Other IT Statistics

Resolution rates
Incidents: 2.16 (target = 2.0 per month)
Service requests: 2.58 (target = 2.5 per month)

Complaints:
1.16

Student PCs
7,210

Problems:
5.5
5

Faculty and Research

2.16

Staff extension phones

National Student Survey IT Results 2016

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