Mobility and Wi-Fi Service
Connect your mobile device to College Wi-Fi ...

IS Services recognises the transformative role that mobile technology can play in enabling and enhancing teaching & learning, research & innovation, support & administration and the student experience in College. As part of our continuous service improvement ethos, and in response to demand for wireless network connectivity for mobile devices, over the last six months IS Services has been expanding and enhancing Wi-Fi services in College. The improvements are targeted at providing for greater levels of wireless coverage and connectivity for higher numbers of devices to the College Wi-Fi Network. This work is on-going but we are now in position, on a pilot basis, to provide for increased connectivity for mobile devices for staff and students.

For staff

Staff can now connect their Android and iOS (iPhone, iPad, iPod Touch) mobile devices to the College Wi-Fi network. For complete instructions on getting your device connected, please visit our webpages: [http://isservices.tcd.ie/network/staff-mobile-device.php](http://isservices.tcd.ie/network/staff-mobile-device.php)

For students

Students can now connect their iOS devices (iPhone, iPad, iPod Touch) to the College Wi-Fi network. Changes have been made to this network to ensure that many popular web based services will operate on these devices. For complete instructions visit our getting connected webpages: [http://isservices.tcd.ie/network/tcdconnectmobile.php](http://isservices.tcd.ie/network/tcdconnectmobile.php)

Connectivity for other smartphone devices, such as Android, will be provided later in the academic year as Wi-Fi and TCDDconnect services are further expanded.
communal areas for example the libraries or in lecture theatres. IS Services are monitoring the wireless infrastructure for these zones and, where possible, will take action to improve coverage.

While not anticipated, IS Services reserves the right to suspend or discontinue these pilot services in the event that they adversely impact on the College Wi-Fi Network for laptop devices. In these circumstances, updates will be posted to our website at isservices.tcd.ie and on Twitter at twitter.com/tcdisservices.

Projects & Development

Project updates ...

Since 2009, the Programme Management Office (PMO) has overseen all significant development projects for IS Services. A few projects of note are:

Infrastructure as a Service (IaaS)... There are two major components to this project. First, it will provide a new hosting platform for College IT services. This is a large-scale migration job which will replace all existing storage and some of the existing server platforms. IaaS is also being configured to support the provisioning of future College IT systems including the eStrategy systems.

Virtual Learning Environment Blackboard 9 Upgrade... Recently completed, this project has provided College with an upgraded, modern VLE. It integrates with the relevant College services and is hosted in the Cloud, by Blackboard in Amsterdam.

HR Programme... A programme of work to implement process and technology improvements which streamlines the delivery of HR information and services. This includes:

- Workforce Planning
- Employee First
- Core Upgrade
- Pensions Administration System
- Time & Attendance

GeneSIS... This was a project to provide the technical infrastructure and systems integration necessary to ensure that the SITS student information system functions correctly. SITS will bring many benefits to College, including a better student experience and improved academic administration.

FIS (2013)... The introduction of a new Finance System is to provide functionality that will facilitate the College in achieving strategic financial objectives, for example:

- Improved integration
- P2P solution
- Real time reporting
- Self-Service facilities

Research Proposal & Award Management System (RPAMS)... The scope of the project is to procure, implement and interface an 'end to end' Research Proposal and Award Management System. The system aims to support and track all documents relating to research proposals and awards until point of transfer to post-award management. It is a project for the Trinity Research & Innovation (TR&I) unit whose primary goal is to produce a more efficient and effective contract review and signature process for the College community.

Please see our website for a full summary of PMO services, projects and work.

Information Systems Services

What we did to support students & staff at the start of the Academic Year 2012-2013 ...

Each year, IS Services works hard to deliver a welcoming IT experience to new students,
while also remaining dedicated to supporting and assisting existing students and staff during the busy period at the beginning of the academic year. With this in mind, we’d like to share what we have achieved this year so far and how we measured up to last year. Here are just a few items for your consideration:

- To resolve as many queries as efficiently as possible, we brought on-board an additional two new staff members at the Helpdesk for the start of the Academic Year. This allowed for 20 extra hours of support for students & staff each week

- We opened the ISS Information Desk in the foyer of Áras An Phiarsaigh to provide a ‘quick question’ facility. The ISS Information Desk was open for seven hours each weekday for the first six weeks of the semester

- We held 127 network clinics, in the daytime and the evening during September and October, on Campus and at the Residence Halls in Dartry

- The Helpdesk handled 10,317 calls from students and staff, an increase of 13% from last year

- So far this academic year, we have seen a shift in the way students are interacting with the Helpdesk. 38% of the interactions are walk-in, down from 43% last year; 33% via email, up from 22% last year; and, 29% over the phone, down from 35% last year

- During the six week period of New Student Registration & Induction 2012, the Helpdesk handled 20% of the overall annual call volume

- Our User Communications Group ran 46 Induction Events and met 3,442 new students during the third week of September

- We published and distributed approximately 10,750 user guides, and received 36,790 hits on the IS Services website

- By the end of October 2012, 7,000 of students connected to TCDconnect, 16% up from the same time period in 2011

(continued on next page)
• Simplified the TCDconnect connection process and increasing the number of approved anti-virus software applications

• **Replaced 172 workstations** in our Public Access Computer Rooms and rebuilt all of the Public Access workstations to improve performance.

• Upgraded the AV equipment across 18 Lecture Theatres and Seminar Rooms, deployed new microphones across College rooms and updated the College Digital Signage. All the AV and PC equipment in lecture theatres and seminar rooms was audited to ensure it would work from day one of the new Semester.

We hope that the work we did made a difference to ensuring the Academic Session 2012-2013 started successfully and we are committed to delivering service improvements going forward to maintain that success.

**Service Improvements**

**Printing from staff Wi-Fi ...**

With the increasing popularity of laptops and hand-held devices in College, the demand to print from a staff Wi-Fi connection has grown considerably. In an effort to facilitate this demand, IS Services has responded by enabling the capability to print from staff Wi-Fi to networked printers in College offices and labs. This service is aimed at reducing the hassle of wired printing and contributing to IT mobility at Trinity College.

To get started, staff must ask their head of function to [submit a network request](mailto:submit a network request) for the relevant printer, as if requesting connection of this printer for the first time. This request allows us to update the network records for this printer, assign a new ‘printer name’ and make it available from the staff wireless network. Once connected, compatible devices can send print jobs to the printer from the staff wireless network, as well as being able to print from computers in College offices and labs.

Please note that all computers which had been configured to connect to the printer previously will also need to follow the instructions to connect to the new ‘printer name’, as outlined on our [network printing web pages](mailto:network printing web pages). If you are you experiencing any issue connecting your printer to the network, please contact the IS Services Helpdesk.

**BEST WISHES FOR THE HOLIDAYS!**

IS Services would like to take this opportunity to wish you all the best for the festive season! Merry Christmas to one and all!