IS SERVICES HAS A NEW WEBSITE

A major service improvement which had arisen directly from staff and student feedback has been the redesign of our website.

Our focus with this redesign was to build a site that is easy-to-use and packed with rich content and IT training resources to assist staff and students in their time at Trinity.

We have an entire section dedicated to the available IT services in College which explains who can use them and how to get started.

Our 'knowledge base' for staff and students step-by-step instructions and goes deeper into technical support, but keeps things very understandable.

As our priority is to keep all of College safe and secure online, the new site also features an entire section devoted to IT security. The Keeping IT Secure section is full of practical tips on how to stay safe online with links to the College IT Security policies and information.

In addition, we have built in a responsive design fit for mobile devices and developed an overall visual design consistent with Trinity websites.

If you have feedback for us, please let us know at isservices.messages@tcd.ie.

A NEW GROUP STUDY ROOM FOR STUDENTS

A fully accessible Group Study Room in 200 Pearse Street is now open and available for booking online by students.

Equipped with Wi-Fi access and a large monitor for presentations and project work, this room is ideal for holding group
Discussions and preparing for presentations. In addition, the room can hold up to 12 people comfortably.

Students can book the room through an online booking system using their student number and can access the room with their College ID card. The room is open late until 10pm most nights of the week and can be booked in two-hour time slots.

For terms and conditions, please visit our Group Study Room service page.

IMPROVEMENTS TO THE TCDCONNECT SERVICE

Participation in College clubs and societies is a great way of getting involved in College social life. Keeping up with friends can sometimes be hectic and apps like Viber and Whatsapp make staying in touch much easier.

Students can now use Google Hangouts and Google+ in MyZone along with Viber and Whatsapp on the TCDconnect service.

The TCDconnect service has seen a major upgrade over the course of the 2014 summer with a broader range of acceptable devices and supported security applications. We are seeing record numbers using TCDconnect with over 13,000 students (more than twice as many as at the start of the 2013-14 academic year) successfully connected to the College network to date in 2014-15.

Students can use Android, iOS and can now connect Google Chrome OS, Windows Phone and Windows RT devices. Along with a broader range of supported devices comes a broader range of support for popular antivirus applications, including: McAfee Home Versions and McAfee Internet Security.

Meet your team in the TCDconnect clinics:

If you are a student who is having difficulty connecting to the TCDconnect service, we have one-to-one peer support available throughout the year via the TCDconnect Clinics.

Supervised by IS Services, a team of hard-working and highly-trained students run each clinic. From all different disciplines across College, each and all of them are sure to help any student get connected to the TCDconnect service.

The clinics are located in a fully accessible room at 200 Pearse Street, in the Campus Security building, next to the Samuel Beckett Theatre.

Bookings are necessary. Available times and dates are listed on the IS Services website. To make the most of your visit, please ensure that you bring your Student ID Card and your laptop or mobile device.

A NEW PEOPLE-FINDER SERVICE FOR COLLEGE

The TCD PeopleFinder service (peoplefinder.tcd.ie) allows people to search for the contact details of TCD staff and researchers. Over the past few months work has been underway to redesign and improve the service. It was launched and available to use in October 2014.

The new design provides several major performance improvements and features responsive design for ease of use on mobile devices. There is also new functionality including the ability to search by phone extension or job title as well as a publications search.

THE COLLEGE CALENDAR IS NOW AN INTERACTIVE WEBSITE

The College Calendar has undergone significant review over the last academic year.

The most significant change came by way of dividing the Calendar into three separate parts for 2014/15 and designing an interactive website for all three parts.
IS Services researched a number of applications and WordPress was selected to manage the content.

The new format will allow for greater ease of access to information for all, a significant reduction in the costs of publication and so result in less impact on the environment.

Along with environmental benefits, the new College Calendar site provides a comprehensive search facility so that users can find information quickly and easily. The site has been built internally, uses the TCD Google appliance, and is available for viewing on www.tcd.ie/Calendar.

**AN UPDATE ON THE COLLEGE MOBILITY PROJECT**

The College Mobility Project is now well underway and we expect major developments in coming months.

Over the course of the last year, 156 buildings comprising of nearly 300,000 sq. m. of floor space were surveyed to assess the Wi-Fi requirements envisaged for the next five years. The vast majority of devices connected to the College network will see faster speeds.

Once completed, this project will push the Trinity Wi-Fi network to the top of the nations’s list of data networks.

**College Mobility: Some statistics worth noting:**

- more than 21,000 devices are connected to TCDconnect
- 1,365 staff are connected to the College network with smartphones and tablets
- over 18,000 Guest Wi-Fi accounts have been created to date since January 2014
- approximately 200 students have registered for the TCDconnect service using the new Remote Registration feature

**RESEARCH SUPPORT SYSTEM DEVELOPMENTS (RSS)**

A summary of the most recent developments to the Research Support System (RSS) summarised below.

**NEW RESEARCH OUTPUTS**

27 new research outputs were added to the Research Support System. These capture the diversity of the College’s research activity.

**MyRSS**

A new MyRSS application was launched giving all RSS users access to data visualisations and interactive reporting related to their Research Support System data.

**THEMES REVIEW**

Research Support System users have been asked to enter their CV and track record data for the review of the TCD Strategic Research Themes. Theme Champions and Proxies can review and output this data to Word via the RSS Theme Analytics application.

**ABC RESEARCH PRODUCTIVITY**

The ABC Research Productivity report is available to school and faculty administrators on the RSS Metrics application.

**TARA INSTITUTIONAL REPOSITORY UPGRADE**

Project facilitation to assist with the upgrade of the College’s Institutional Repository

**IS SERVICES PRESENTS AT A SERVICE DESK INSTITUTE EVENT**

In early October 2014, IS Services was invited to present at an event in Dublin hosted by the Service Desk Institute (SDI).

Based in London, the SDI is the leading professional body for IT service and support. Targeted at IT professionals, the SDI event was designed to inspire attendees, and to allow them to meet and learn from others who share the challenges that IT service provision brings.

James Harty’s, the Desktop Support Team leader, presentation addressed the use of surveys to drive continuous service improvement in an academic environment with a focus on the annual TCDconnect survey.
WHAT IS ACCEPTABLE USE OF THE COLLEGE NETWORK?

As you may have seen in the press recently UPC are working with the Gardaí to prevent people accessing illegal material on the web. So you may be asking what happens on the College network?

All College staff and students should be aware that internet access from College is logged and retained for audit. These logs show what computers are accessing what content.

All users of College IT services should understand their responsibilities and ensure they are familiar with the College’s IT and Network Code of Conduct which can be reviewed at: [http://www.tcd.ie/about/policies/it_and_network_code_of_conduct.php](http://www.tcd.ie/about/policies/it_and_network_code_of_conduct.php)

NEW AUDIO VISUAL EQUIPMENT IN TEACHING ROOMS

Inside the classroom teaching tools are rapidly developing and we continue to work to ensure that Lecturers have access to up-to-date presentation tools.

IS Services carried out significant upgrade works to the Audio and Visual equipment in the College central teaching spaces. Improvements have included:

- Burke Lecture Theatre – redesign and upgrade including installation of a new teaching desk, document camera, provision of additional microphones on the stage area and integration with the new lighting in the Lecture Theatre.
- Micro Teaching Video Classroom (Arts Building Room 3131) – upgrade to the video and audio recording equipment.
- Emmet Lecture Theatre – installation of an HD data projector.
- Goldsmith Hall – upgrade & redesign to include installation of new screens.
- AaP 3.19 – dual projection system installed
- Lecture Theatres Emmet, Davis, JM Synge, M20 & M21 – new document cameras

STAFF PROFILE

JAMES HARTY
Desktop Support Team Leader

Who are you and what do you do?

I manage the user support service for the student TCD-connect service, plan and undertake user acceptance testing of new hardware and software technologies such as new Smartphone OSs and maintain the staff desktop software image amongst other things. This role involves working on a number of cross-functional ISS teams to ensure these services are implemented in a seamless fashion.

What’s the next big thing in IT?

Big Data - IT software that can exploit large amounts of user data as quickly as possible to gain competitive advantage.

What’s your favourite film, music to listen to?

The film Leon (directed by Luc Besson) and contemporary classical music on Classic FM (UK) online.