# UNIVERSITY OF LIMERICK
## OLLSCOIL LUIMNIGH

# ITD eNEWS
## UL Information Technology Division Newsletter

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# Welcome to our second newsletter of 2021

On behalf of the IT Division at UL, welcome to the latest edition of our ITD newsletter.

Thank you colleagues and students for taking the time to read our latest ITD newsletter. As 2021 nears its conclusion, I think we would all agree that we are operating in an environment of rapid digital change. The pace of change has been significantly accelerated by the conditions caused by the pandemic. Here in ITD, we feel that it is important for us to keep you our customers and stakeholders informed about some of the digital transformation work that ITD have supported or lead over the recent period.

The successful completion of the implementation work on Stage-1 of UL's IT Strategy, UL Enable, re-laid a much stronger digital infrastructure and a superior digital capability platform for the institution. These enhanced foundation pillars enabled UL to respond well to the pandemic. This facilitated UL to sustain University operations during this unprecedented period in our institutions history.

In this edition of our newsletter, we will share with you an overview of some aspects of the professional services work that the ITD team have recently been involved with. This includes;

- A summary overview of the recent Digital Project Portfolio within ITD

- Implementation of a Customer Relationship Management (CRM) system to enhance Postgraduate Recruitment conversion

- Transformation of various Digital Teaching and Learning components for online teaching and online assessment

- The latest technology upgrades completed in campus classrooms and lecture theatres

- An overview of the UL Campus Wi-Fi project, now one of the largest Wi-Fi networks in all of Ireland

- Overview of the SharePoint Platform Transformation and Cloud Migration

- An introduction to the work of the ITD Business Intelligence Team

- Digital Online Portal & Booking Forms deployed for COVID-19 Processes

- The Data Centre Transformation project delivering a more robust Digital Infrastructure for UL

- The Cyber Security Landscape, Challenges and Team

- Intros and interviews with some of the ITD team members.

I would like to thank all of our UL colleagues and students across the campus for your ongoing collegiality and support in 2021. I sincerely want to thank all of our team in ITD for their ongoing professionalism and commitment as we continuously strive in our ethos to deliver service excellence.

We welcome your feedback and suggestions on our newsletter. Please contact **ITDOfficeServices@ul.ie**
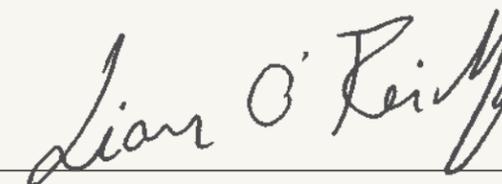
**Liam O'Reilly**
Director, Information Technology Division,
University of Limerick.

# DIGITALLY ENABLING THE CAMPUS WITH WI-FI

ITD has just completed one of the largest and most sophisticated Wi-Fi Network installations in Ireland, improving the quality and availability of Wi-Fi on the university campus. This was a key requirement identified by Students and Staff and was a deliverable of UL Enable Stage 1.

To meet this requirement, ITD partnered with Agile Networks (a leading independent network integrator and cloud services provider) and worked closely with key student and staff stakeholders on campus, to deliver a world-class WiFi solution to meet requirements for anytime, anywhere high speed access to the internet and multimedia communications such as videoconferencing and voice.

The project team benchmarked other universities throughout the world and selected HP Aruba technology for the Wi-Fi solution. Detailed wireless measurement surveys were taken throughout the campus to select the optimum locations to deploy the access points to deliver the best possible wireless coverage. All administration office blocks, lecture halls and amphitheatres, study spaces and dining areas were included in the project scope. Based on feedback from student representatives, Wi-Fi coverage was also extended to significant outdoor recreational areas throughout the campus.

The significance of this enhanced Student Experience centred service for UL gained media attraction from online tech media Silicon Republic and Tech Central. Read more here:

**UL campus gets Wi-Fi boost ahead of students' return (siliconrepublic.com)**

**Wi-Fi upgrade supports Covid-ready campus at University of Limerick - TechCentral.ie**



**Above (l-r):** *Members of the UL and Agile Networks project team. Ray O'Connor, Aruba; Marguerite McEnery, Project Management, ITD; Martin Moran, CommNet; Sean Nolan, Agile Networks; Maria Linnane, Service Delivery, ITD; Ger Moroney, Project Management, ITD; Brendan Dore, Deputy Director, ITD.*
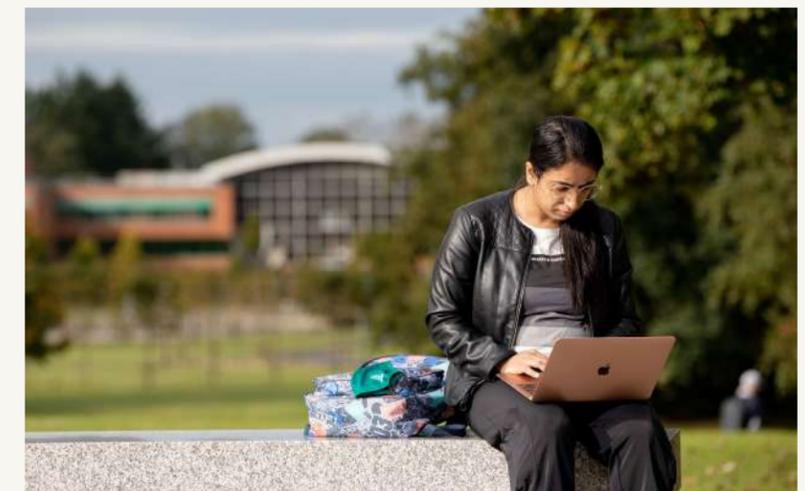
## ONE OF THE LARGEST WI-FI NETWORKS IN IRELAND

- 2,000 Wi-Fi Access Points across campus.
- 30 KM cabling to enable the wireless network.
- Average of 30,000 weekly unique device connections.

## BENEFITS AT A GLANCE

- High-speed, high-performance, reliable Wi-Fi network throughout the campus.
- Measurable user experience with capability to monitor Wi-Fi network performance.
- Secure authentication with individual account access.
- Facilitates Covid-readiness with easy reconfiguration of meeting spaces.
- Fully integrated learning environment across campus and with other eduroam educational institutions.

Campus Wi-Fi Project Building Rollout Map



**Completed Buildings**
(New Wireless System in place)

**Buildings with Existing Legacy Wi-Fi**
(Existing Wi-Fi installed prior to project)
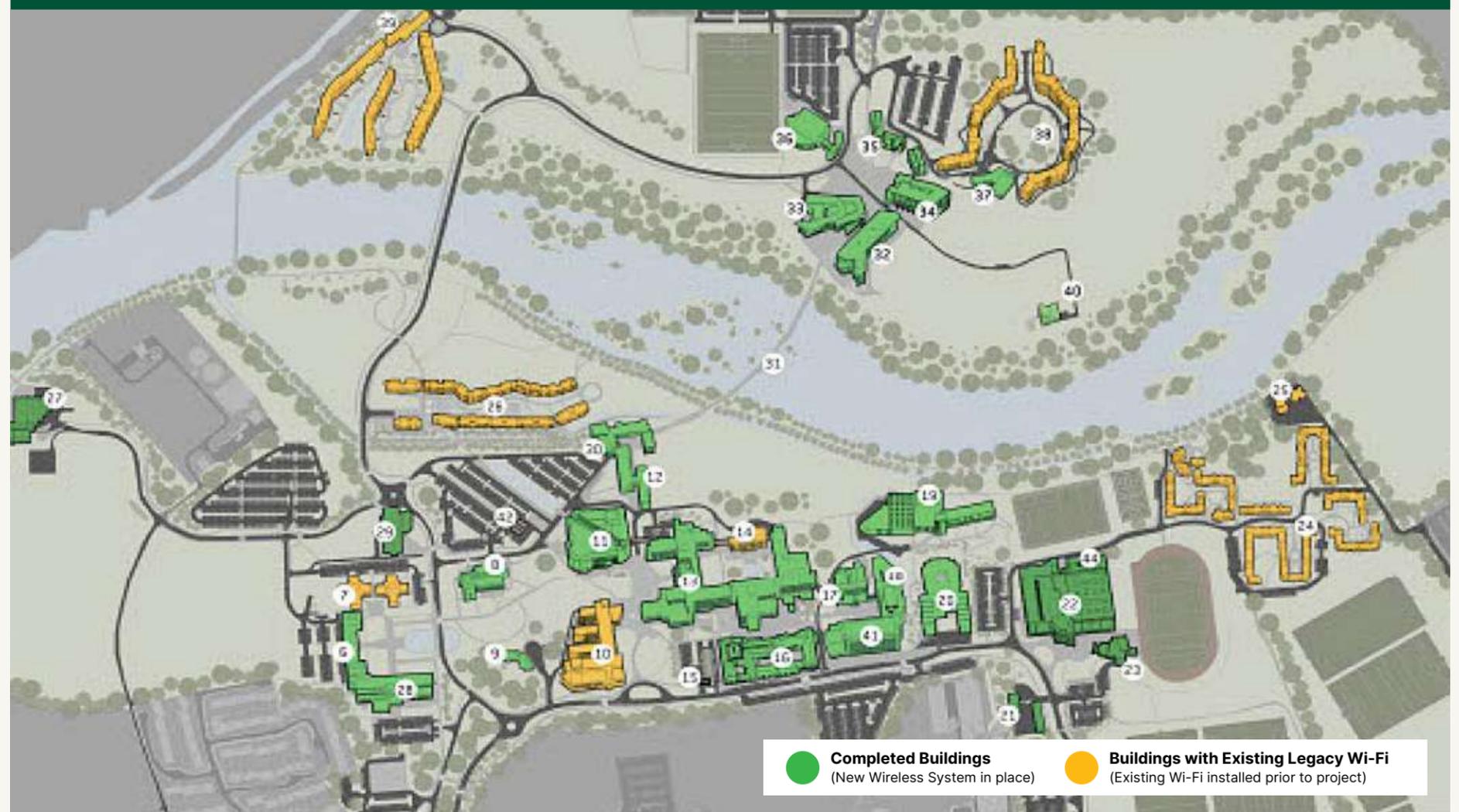
# ADVANCING DIGITAL CAREERS

The ITD Service Desk is the main point of contact for all staff & student queries. We answer queries ranging from account creation to more technical issues. As part of the UL Enable Stage 1, we transformed our Service Delivery model & implemented new systems including TOPdesk to help streamline how we manage & respond to queries from end users. Staff & students are the primary users of IT systems in UL. Student input is vital as it enables us to identify how students interact & use IT systems while also highlighting service gaps & areas for improvement. Over the past four years, we changed our recruitment strategy & we now hire UL students on fixed term contracts (via the Coop Office / Recruitment of PG students) to deliver IT support to staff & students.

## WHAT ARE THE BENEFITS FOR STUDENTS?

- Gain invaluable professional experience working in a large & complex IT environment.
- Further develop & improve their IT skills.
- Develop customer service skills & gain teamwork experience.
- Fully paid positions.

## WHAT ARE THE BENEFITS TO ITD?

- Be the voice of students & help ITD deliver services that best cater for our students' needs.
- Help us to develop training material & online content.
- Answer queries from staff & students.

## KEY STATS

- Over the last 4 years, ITD have hired 51 students – 25 postgrads & 26 Coop students.
- The Coop placements have spanned across 7 academic disciplines.

## WHEN DO WE RECRUIT?

- Coop students are recruited in collaboration with the Coop Office.
- Postgraduate students are recruited over the summer months & we publish these vacancies on our social media platforms & the ITD website.



**Above (l-r):** *Alexander Kearns (Coop Placement, ITD); Meghan Lynch O'Connor (Coop Placement, ITD); Jennifer Cosgrave (Service Delivery, ITD).*

**Feedback from the Cooperative Education & Careers – James Nolan, Placement Officer**
*"We greatly value this successful collaboration with our colleagues in ITD. It gives our Coop students a fantastic opportunity to enhance their graduate capital, through the experience gained in a busy and professional workplace setting with ITD."*

**Nathan Quirke (Coop Student, Computer Games Development)**
*"Since starting on the service desk back in January as a student, I have thoroughly enjoyed the experience. No two days have been the same on the desk. The team in ITD has been extremely helpful in allowing me to settle in so quick and being able to support both staff and students daily with any IT problems they might have or services they require is something I am proud to do. I would highly recommend the Service desk in UL to any student looking for cooperative education."*

# TEACHING SPACES DIGITAL REFIT

Over the summer, we saw the final phase of the current Teaching Spaces Digital Refurbishment project coming to a close. The project involved of a full Audio Visual kit out of 114 teaching spaces to improve the digital experience and ensure a consistent service for lecturers and students. New equipment included projectors, screens, speakers, controllers, document cameras, webcams, additional whiteboards and tamper proof podiums.

Leading edge technologies were deployed to enable ITD to remotely view and control the AV equipment without having to physically go to the teaching space. ITD have seen a reduction in calls due to the upgraded equipment and better cable management. Lecturers and students will benefit from a reliable teaching environment that's easy to use.



**Above:** *Padraig Hyland, Education Technology, ITD and Mary C O'Donoghue, Service Delivery, ITD.*

## Delivering Continuous Improvements for Virtual Learning

Sulis, the University of Limerick's Virtual Learning Environment (VLE), has seen unprecedented usage during the COVID-19 pandemic as the key service to enable staff and students to pivot learning to online.

In last academic year:

**ACTIVITIES**
**>55 million**

**ONLINE ASSESSMENTS**
**>250,000 test and quiz submissions**

**VIRTUAL MEETINGS**
**>275,000 live classes and meetings**
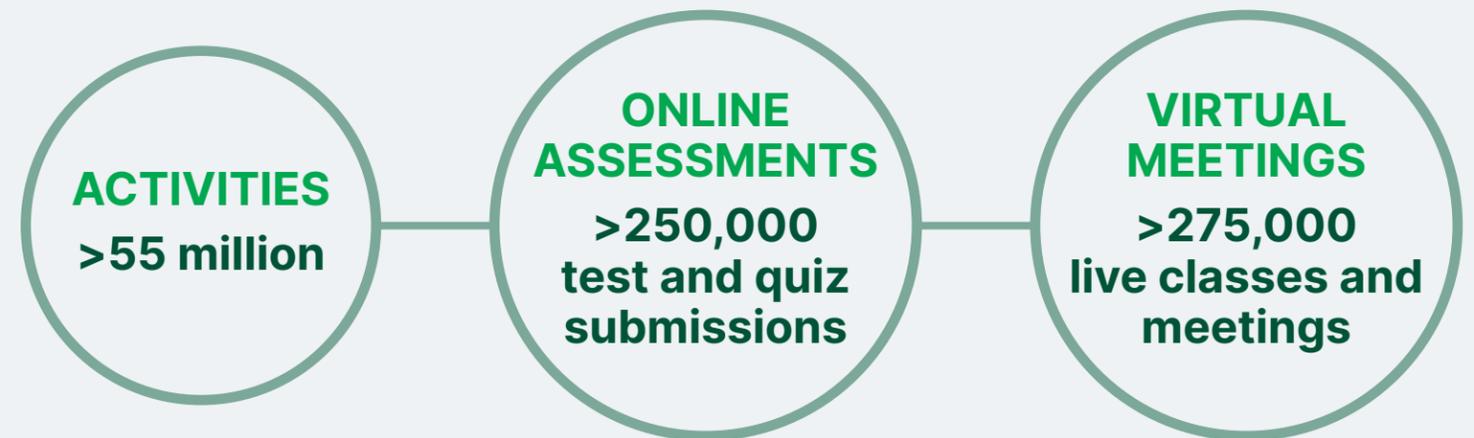
This VLE is hosted in the cloud and has undergone a number of significant improvements to deliver a secure, high performing experience for its users.

- At the start of the Covid-19 pandemic, ITD lead multiple initiatives to double the VLE infrastructure to meet the anticipated additional demands on the system

- The infrastructure was migrated from AWS US to AWS Ireland, in short discreet phases allowing for planning, testing, migration and load testing, to maximise performance and to store the University's data within the EU

- Summer 2021 upgrade has brought improvements to various tools and overall system enhancements

- Roll out of Multi Factor Authentication (MFA) for all students and staff logins has significantly increased the security posture of the Sulis platform

These emergency and proactive measures, driven by the Ed Tech team in ITD, enabled the University meet the high demands of digital learning, by delivering continuous improvements in the system and infrastructure to ensure a scaled, supported and secure platform.

Simultaneously, a cross functional VLE Review project is underway funded through the HCI, Human Capital Initiative. Read more here:

**VLE Review | UL - University of Limerick**

# STUDENT RECORDS TRANSFORMATION

The Academic Services (AS) team within ITD supports the SI System, as well as playing a leading role in the Student Records Transformation Project, which highlights the excellent cross divisional workings and collaborations in achieving success. While the programme is primarily business focussed, it requires expertise in business analysis, SI knowledge and development, data mining and analysis. This expertise is provided by the highly skilled members of the AS team. The overall goal of the programme is to support the Academic mission, by reimplementing core systems and process components of SI which give rise to risks, poor user experience and inefficiency. This programme of work will free up Academic Departments to allow them focus on their academic mission and reduce complexities in operations.

## 1. Applicant Data Import Tool

The objectives of The Applicant Data Import Tool project was to integrate applicant data import functionality within SI to facilitate the import of applicant data that has been gathered and validated externally for closed invite programmes. This resulted in:

- Streamlined process for closed invite programmes replacing paper-based application form which reduces risk and creates efficiencies.

- Significant timesaving in terms of dealing with application queries and issues.

*"This project has delivered significant time efficiencies in terms of dealing with application queries and issues."*
**Brian Hyland (Business Support and Planning, Academic Registry)**

There are multiple foundational projects in flight as part of Phase III Foundations for Digital Transformation where the ITD Academic Services Team play a key technical lead in delivering namely the **Academic Model** and **Grading, Progression & Awards** projects. Other Phase III in-flight projects are **Self Service Letters**, **CAO Data Purge** and **Data Quality Improvements for HEA SRS Statutory Returns** which form part of the Service and Data workstreams. The following are 3 examples of recent projects delivered.



**Above (l-r):** *Jean Chaplin; Yvonne Griffin, Academic Services, ITD; Catherine Fitzgearld, GPS; Brian Hyland, Academic Registry; Mark Brophy, Academic Services, ITD.*

## 2. Online Application Form (OLAF) & Applicant Portal

The objectives of this significant project were to provide an enhanced user experience for applicants and UL business users, improve turnaround time on application decisions by moving to an enhanced Online Application Form.

Since its introduction OLAF has proved extremely beneficial to both the applicant and admissions teams. From the Admissions team perspective the benefits include:

- Decrease in queries arriving into the GPS general inboxes from applicants having difficulty completing the application process.

- Ability to manage clearance checks completely within the SI system.

- Great oversight of an applicant's journey.

- One-stop shop for required documentation – previously managed in several ways, general inboxes, admissions teams inboxes, faculty and post.

- GPS can now measure the number of documents required and requested by admissions teams – as a result we are looking into the programme specific documentation being requested to streamline the process even further.

"*This resulted in significant time-savings in terms of dealing with applicant queries and managing document uploads as the manual element of this process has been completely removed.*"

**Catherine Fitzgerald, GPS**

## 3. TOPdesk Student Hub Online

When Academic Registry identified the need to introduce a Service Management solution, the decision was quickly made to leverage TOPdesk, that was already tried and tested within ITD circles for a number of years. In alignment with Academic Registry, ITD played a pivotal role in the coordination and implementation of TOPdesk, which was delivered on time for the new academic term of Autumn 2020.

Achieving this Go-Live milestone was crucial, as it was a major contributory factor in the successful support model provided to our students during the COVID-19 pandemic, when online teaching and learning was in full flow.

TOPdesk provides a rich suite of functionality in Incident Management, Self Service Portal with intuitive Dashboard and Reporting. The end result means an enhanced support mechanism for our students, enabling them to log their support issues remotely, anywhere and anytime.

# Connecting with Confidence: Enhanced Collaboration through SharePoint 365

After 18 months and 11 migration waves, ITD are pleased to announce the successful completion of the SharePoint 365 Migration project.

Delivered in partnership with Digital Transformation Programme specialists Central Solutions, the ITD department has engaged 35 Faculties and Departments, 5 schools, 8 affiliates and 31 admin departments since January 2020 to migrate almost 1TB in data and over 120 departmental sites from on-premise to a cloud-based solution.

In the past 18 months, engagement with SharePoint has skyrocketed and the move to remote working has driven user adoption across the UL campus. 750 SharePoint sites have been created to date and SharePoint data has tripled to 3TB as the university begins to harness the full collaborative capabilities of the platform.

A key project of UL Enable Stage 1, SharePoint 365 is now delivering a powerful document management and collaboration system for staff across the University. As part of the broader Office365 suite, this solution offers the potential to provide even greater value as a high impact business application platform, supporting the University's accelerated digital evolution.

SharePoint Online is a document storage and management system, utilised for collaboration & communication and a range of other purposes.

A cloud-based service, hosted by Microsoft, for businesses of all sizes and is used by organisations all over the world.

**What benefits has the project and new SharePoint platform provided to University of Limerick?**

Intelligent and enhanced security

Built for teamwork and enhanced collaboration

Improved Information and SharePoint Governance

Mobilising the office to maximise potential of cloud
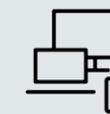
Integrated platform for simplicity of business processes

Better Document Management and Content Search Capabilities

**Above (l-r):** *Paul Conheady; Sarah Fitzgerald; Treasa Cunneen; Colm Gaskin, Central Solutions; Elaine Kennedy, Enterprise Solutions, ITD; Marguerite McEnery, Project Management, ITD.*

## INCREASING DIGITAL LITERACY ACROSS UL CAMPUS

| Over **350** Site Owners have now received SharePoint 365 Training | **9,300+** visits by **700+** unique visitors to the Office365 Training Centre | **200+** visitors to **20+** drop-in clinics over past 12 months |
| --- | --- | --- |

**Visit the UL's Office 365 Training Centre**
Learn what's possible with SharePoint 365.
This site will be expanded to include MS Teams & One Drive in the coming months.

# EMPOWERING DATA DRIVEN DECISION MAKING



**Above:** *Tina Cadogan and Dominic Burns, Business Intelligence & Reporting, ITD.*

As the university moves forward on its digital journey, better understanding of our students, our staff, our finances and our processes becomes increasingly critical. The ITD BI and Reporting Systems team provides the technology, skills and advice to help transform the way in which we access, view and analyse data across the campus.

Among other projects, the ITD BI team has recently worked with QSU to progress a new Student Success dashboard that provides data about applications, registrations, enrolments, and graduations at a faculty and department level. This dashboard, which is currently in beta, makes key statistics available to assist the annual programme monitoring process in a form that was not previously available. Some highlights of the dashboard are:

- Statistics for each faculty detailing how many applications, offers, and registrations occur per academic year for the past 5 years, including the year-on-year change rate and 5-year change rate in registrations.
- Drill-down to show same per department.
- Registrations per gender per faculty/department.
- Applications by geography.
- Active Students per course year.
- Graduates by award per faculty/department.

The dashboard presents data retrieved from the BI Data Warehouse. The ITD BI team is working to improve data quality and increase available metrics in the warehouse in order to enhance data-driven decision making across the campus.
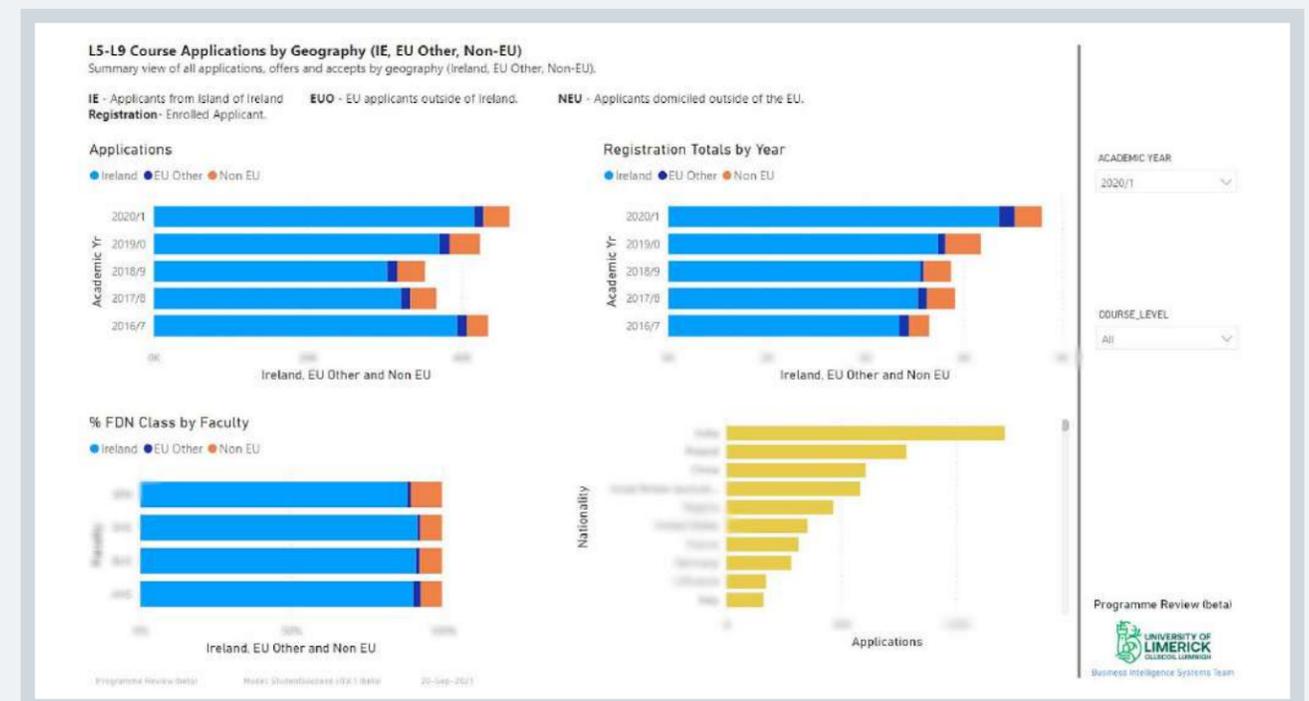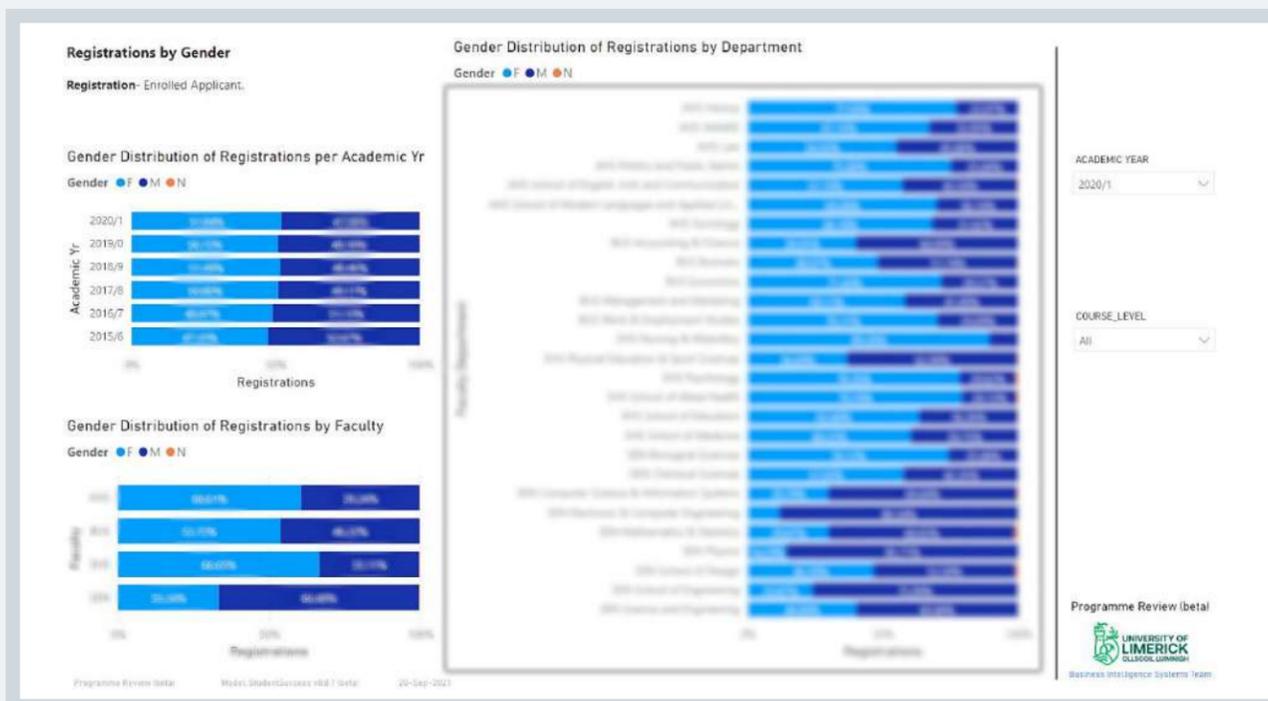
# Delivering Customer Satisfaction

To ensure we deliver quality IT services to our customers, ITD monitors key service delivery metrics (Key Performance Indicators or KPIs); these provide us with valuable data to align our services with ever-changing customer needs, priorities and demand levels.

**How we make our KPIs work for us:**

• TOPdesk (ITD's ticketing system) allows us to analyse user requests in real time.

• This data allows us to identify new IT solutions, additional user support requirements and process improvements.

• Our KPIs are monitored on a weekly and monthly basis so trends can be determined & responded to.

**How we stay current:**

• ITD relies on industry-standard KPIs.

• KPI Dashboard monitoring by UL Executive's Operations Sub-Committee.

• ITD participated in UL's Quality Review process in May 2021.

• Our KPIs and processes are verified annually as part of our ISO 9001 certification.

• ITD's Dec 2020 ISO 9001 recertification gave particular praise to process improvements in the area of ITD's Service Desk, IT Security Incident Response and ITD Vendor Management.
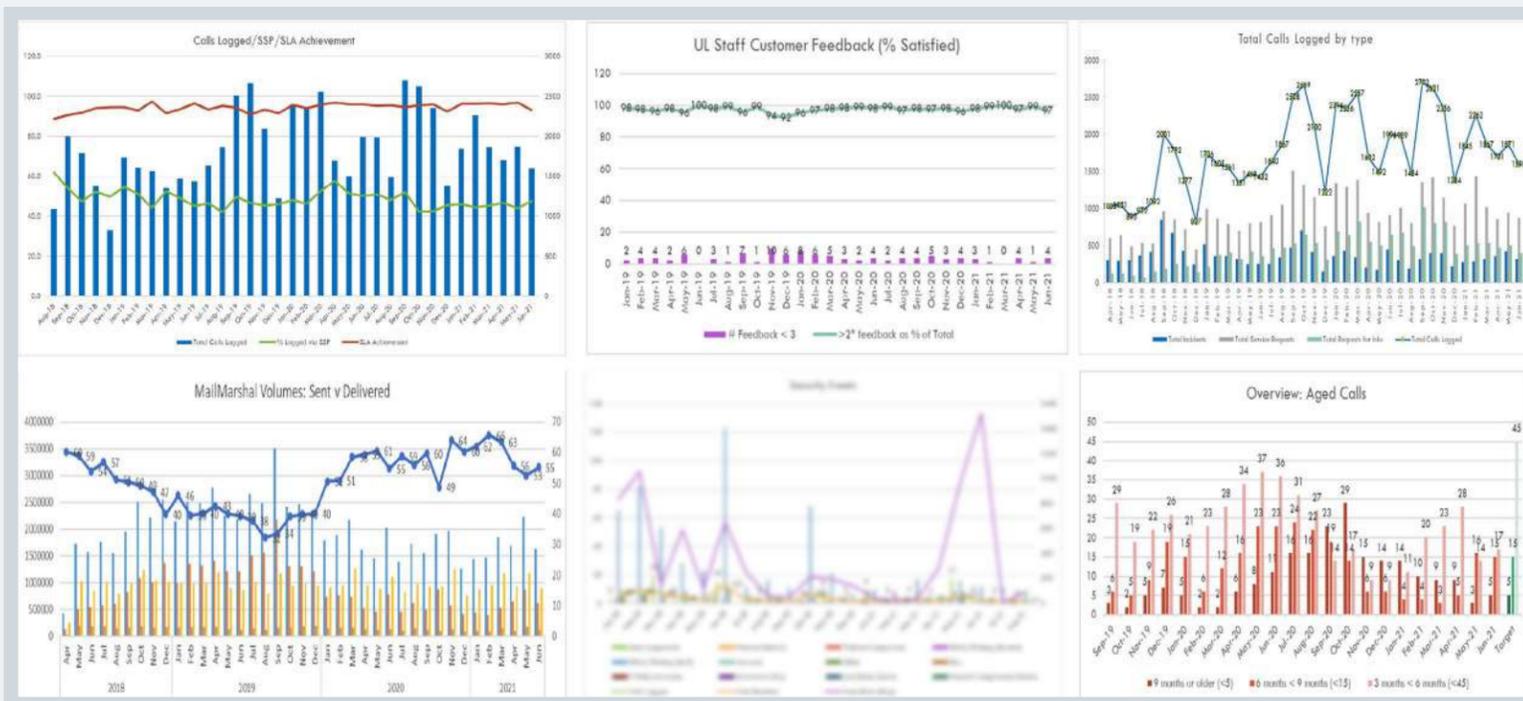


## ITD MAXIMISING VENDOR VALUE AND SERVICE LEVELS

### CONTRACT MANAGEMENT

• Commercial Terms and Conditions

• Negotiations and Contract Changes

• Compliance, Commitments and Deliverables

• Collaboration with Procurement, Legal, Data Protection

### RELATIONSHIP MANAGEMENT

• Alignment to Objectives and Outcomes

• Escalation Management

• Business Relationships and Reviews

• Support ITD Customers to manage external Service Providers

### PERFORMANCE MANAGEMENT

• Metrics, SLAs, Scorecards

• Monitoring and Enforcement

• Continuous Improvement

• 80 External Provider Performance reviews annually

### RISK MANAGEMENT

• Operational

• Strategic

• Geographic

• Financial

• Regulatory and Compliance

# Digital Infrastructure & Data Centre Transformation Project

The Digital Infrastructure & Data Centre Transformation Project delivered a world-class, secure, tried and tested solution that underpins the University's digital transformation journey. This was a key infrastructural upgrade, aligned with UL Enable Stage 1, which has enhanced the Datacentres and Backup platform that run the University's core Teaching & Learning, Research and Administration supporting services.

The project involved a large tender and purchase of state-of-the-art virtualised VxRail and vSan storage to enable cross campus replication and automated disaster recovery. This large-scale project was the foundation which proved to be the backbone of

the successful delivery of ITD Services through the pandemic, providing availability, scalability, and performance of all digital services to support the University, maintaining core operations and Teaching activity remotely.

This was a complex implementation, which demonstrated excellent internal and external stakeholder engagement and collaboration, to help drive the successful delivery.

This platform now provides stability of digital services and critical protection from cyber threats, with a fully supported platform that securely safeguards the University's data.



REDUCED SERVER LANDSCAPE **+** POWER & COOLING REDUCTION **=** IMPROVED CARBON FOOTPRINT
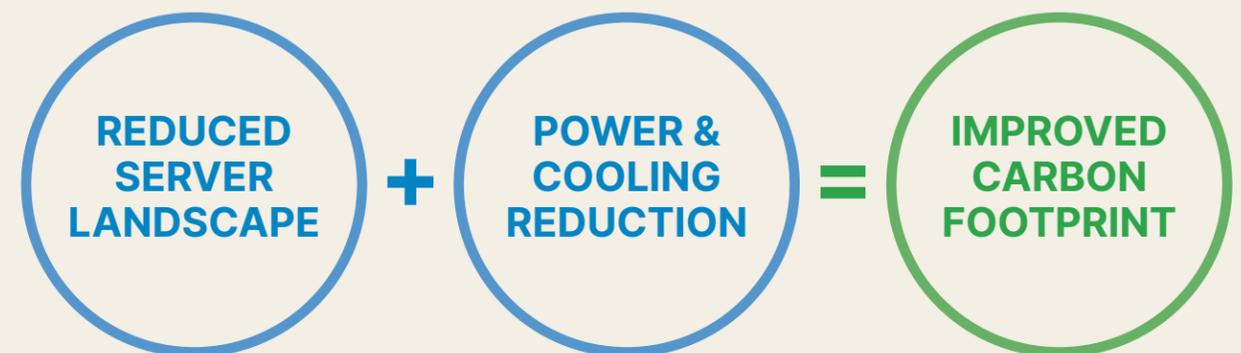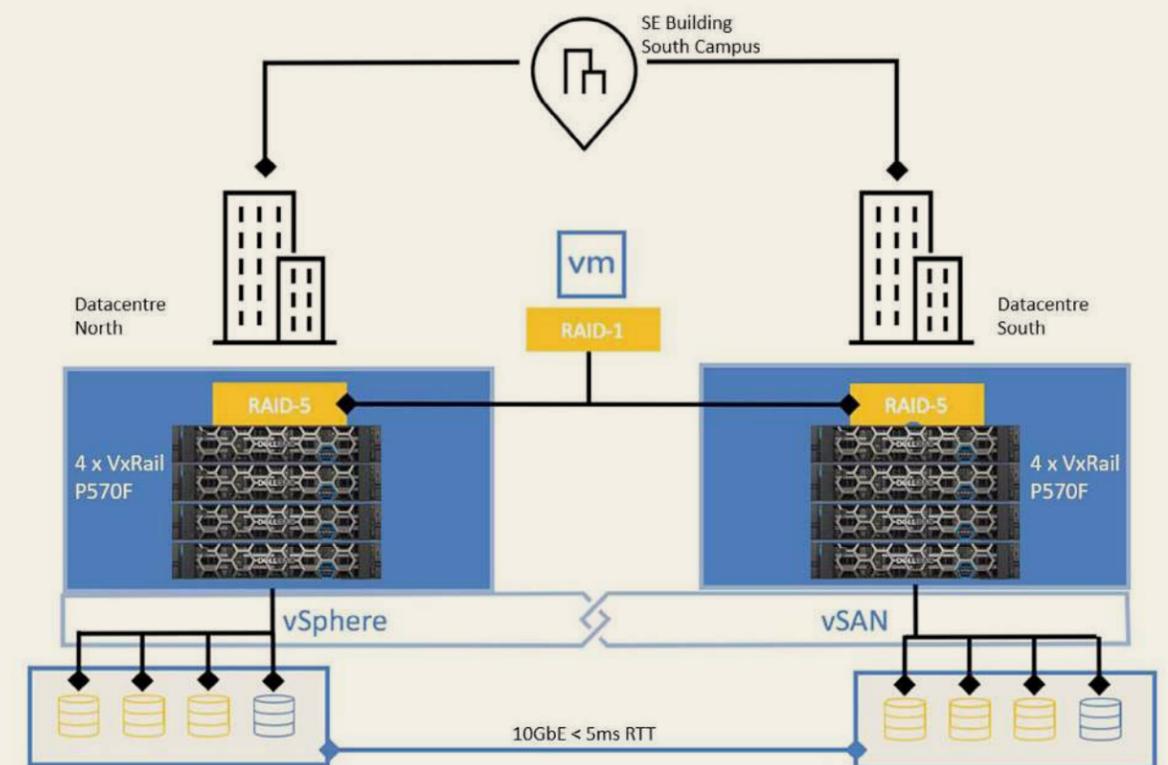
# STUDENT COVID-19 DAY-PASS PORTAL

In April 2021, ITD implemented a digital COVID-19 Day-Pass Portal, as part of the University's COVID-19 Prevention and Control measures. The Portal was initially introduced on a pilot basis, in order to further strengthen COVID-19 protocols that were already in place and ultimately help prevent the spread of COVID-19 within the UL campus community.

ITD's agile project methodology in developing a digital system, in an ambitious lead time, in both a secure and GDPR compliant manner proved a great

success. The Portal provided a means of reassuring staff, particularly student-facing staff, that the students present did not have any symptoms of COVID-19.

There was significant uptake from our onsite students over the last 6 months and a testament to the success of the COVID-19 Day-Pass Portal, is the fact that it is still being utilised by a cohort of Students attending Clinical Placement. There was additional added value for our colleagues within the School of Medicine and Nursing & Midwifery, who are

leveraging the Day-Pass reporting, which is driving efficiencies within those areas on a daily basis, replacing manual paper processes.

This is the third COVID-19 related process that ITD have helped deliver with swift action, which further underpins the close working relations and collaborations developed with our colleagues in Health & Safety, Communications and Buildings & Estates. It's everybody's responsibly in combatting against COVID-19!

You are authorised to attend the Campus, Clinical Placement or Other Location on 13 October
Please remember to request a Day-Pass each day, before attending the Campus, Clinical Placement or Other Location

**13 October**
Student COVID-19 Day-Pass Portal

**JOHN DOE**

1234567@studentmail.ul.ie

UNIVERSITY OF LIMERICK
OLLSCOIL LUIMNIGH

Overall Submissions
**33,372**

Highest Daily Submission (April 20th 2021)
**718**

Average Daily Submissions during Peak Usage (April – May 2021)
**383**

Percentage showing no evidence of COVID-19 Symptoms/ Infectious Risk
**99.925%**

# CRM: Digitally transforming Student Applications

The importance of engaging with and maintaining relationships with prospective students and international agents/partners is key to the conversion of prospects into students. ITD have led the CRM deployment project, working in partnership with Professional Administrative departments to deliver technology solutions to digitally transform the student and staff experience.

CRM (Customer Relationship Management) is a software system, used by enterprises to help manage interactions with current and potential customers. Radius is a leading cloud-based CRM System, which is used by universities throughout the world to develop a communications and engagement strategy with prospective students and industry contacts. The scope of the project was to help the GPS and ULG admissions teams manage new campaigns on Radius to aid the conversion of applicants to students.

**Right (top row):** *Ger Moroney, Gina Phelan, Project Management, ITD; Joachim Barnett, GPS.* **(bottom row):** *Amanda Noonan, Nicole Campbell, UL Global; Catherine Fitzgerald, GPS; Dominic Burns, Business Intelligence & Reporting, ITD.*

UL's cloud-based Radius platform now manages campaigns for a subset of the following:

• Taught Postgraduate Programmes
• Taught Professional education programmes and
• Non-EU applicants to undergraduate full-time programmes.

A key delivery for the project was to develop a new integration of SI (Student Information) data to Radius. The ITD project team developed this functionality using best practices of Data Integrity, Data Security and Data Quality principles. This ensured the streamlining and transformation of the application data in Radius, providing reliable data and metrics to manage application engagement for GPS & ULG.

This resulted in successful automated campaigns throughout August and September, managing interactions on Radius with potential students aiding the conversion process. This transformation replaced manual cumbersome processes with a digitally enabled data driven solution on Radius.

This project has demonstrated the benefits of ITD Project Management and Technical Teams working in partnership with Professional Administrative departments to deliver technology solutions to digitally transform the student and staff experience.



**BENEFITS**

• Standardised targeted communications for all applicants.

• More professional application experience for potential students.

• Communications are automated enabling value add activities.

• More timely completion of tasks due to automated reminders.

• Application data on Radius has been transformed and simplified.

• New Business Intelligence dashboards to aid decision making.

• Enhanced reporting on message delivery.

• Data verified and corrected using Business Intelligence dashboards.

# IT SECURITY FOCUS

Over the last 12 months, cybersecurity has become an area of increasing focus with several high-profile ransomware incidents in Ireland and internationally. In the Higher Education sector alone, recent cybersecurity incidents affecting universities across Europe have led to the suspension of classes & assessments, leaking of sensitive data to the Dark Web and the complete shutdown of campus services for some universities.

As part of the University's Digital Evolution, ITD aligns to international frameworks such as NIST (National Institute of Standards and Technology) to improve our cybersecurity posture. In practical terms, this means that we focus on improvements in five key areas as outlined in this picture.
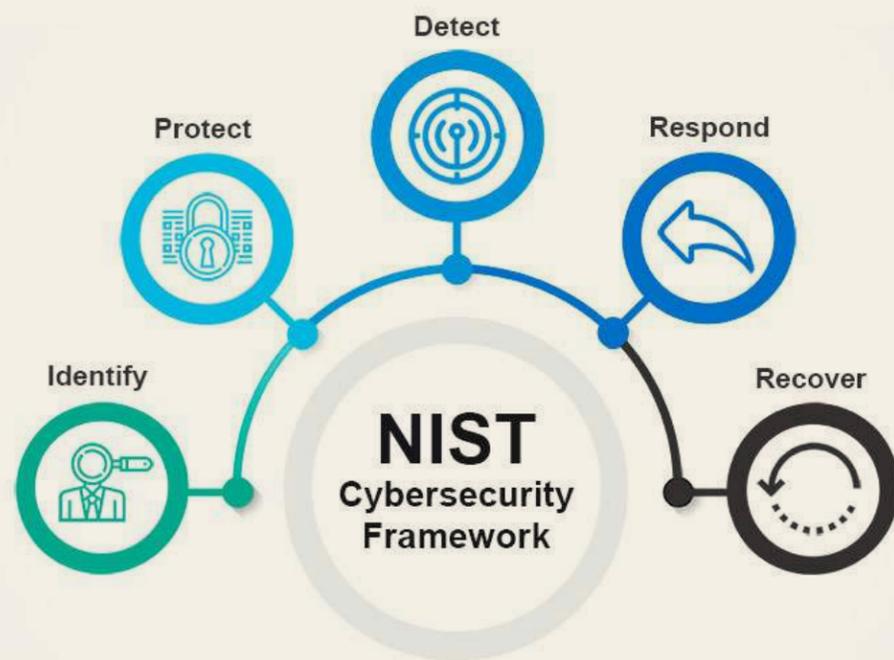


ITD's key focus is to ensure university critical assets are resilient to cybersecurity events. We continuously assess the threats and vulnerabilities that might impact the delivery of these services. We have developed processes to quickly detect potential cybersecurity issues and improved our abilities to contain and respond to a detected cybersecurity event.

As part of our ongoing efforts to protect UL digital resources from the evolving threat landscape, a sample of some of the key improvements delivered by ITD to improve our security posture over the last 12 months include:

- Roll out of **Multi-Factor Authentication (MFA)** across the campus community, significantly reducing the potential for staff & student accounts to be compromised.

- Deployment of **InTune, a modern workplace management** solution to secure UL devices in use outside of the University's network.

- Development of additional **IT Security Awareness Training** material.

- Regular reviews of our **Incident Response** procedures by our internal ITSIRT (IT Security Incident Response Team).

- Engaging with partners to actively test our cybersecurity defences **with scenario-based penetration tests** and deep network **vulnerability scanning**.

## Authentication Services

An important cybersecurity project Multi-Factor Authentication (MFA) and Self-Service Password Reset (SSPR) were implemented recently on all student accounts. MFA improves the security of individual accounts and data by providing an additional layer of protection should a student's credentials be compromised.

SSPR allows users to reset their own passwords on-demand in a secure manner without the need to log a call to the Service Desk. This has the benefit of improving the end user experience while also reducing the volume of support requests to the Service Desk.

**ITD & Admitting Offices Collaboration**
The onboarding of new students can be a busy time for both students and the admitting offices. A key objective for both ITD and the admitting offices was to ensure a better student enrolling experience which was redesigned from previous years. In order to achieve this, ITD and the various admitting offices in UL worked closely to streamline the account creation process for new students using new technology (SSPR) and enhanced communications sent to students. These changes have made significant improvements to the onboarding process for new students and the latest CAO onboarding process was very efficient & user friendly.
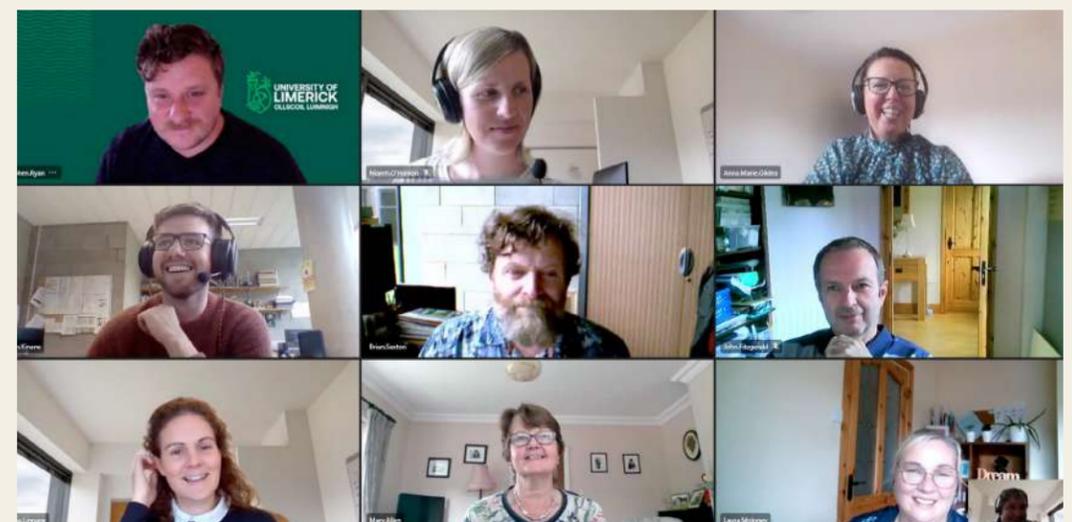


*ITD & Academic Registry office engagement call during CAO acceptance round 1.*

# Interview with Mark O'Leary

**How long have you worked in UL?**

I started in ITD in 2018, first working on the Service Desk, then in ITSS. In 2019 I moved to the Enterprise Solutions team.

**What does your job entail?**

My role in Enterprise Solutions is to administer various enterprise applications within the university. It's a very broad role and, in a given day could range from providing end-user support and training, to programming databases, to meeting with stakeholders to improve their business processes.

**What is the one thing that surprised you about working in UL?**

The parking!

**Who inspires you?**

My Dad is a big inspiration, in his younger years he was into all sorts of crazy activities: rally driving, flying planes, sailing boats, taking my sister and me along with him. This has always encouraged me to try new things!

**What is something people don't know about you?**

Before my IT career I spent a number of years teaching abroad, played drums in all kinds of bands from reggae to metal and learned to speak Mandarin.

**What is your favourite way to spend your free time?**

If it's the weekend, there's a good chance I'll be under the sea. I'm a very keen scuba diver, actively involved with Diving Ireland and UL Sub Aqua Club. I've become a diving instructor and recently gotten into underwater photography.

Check out Mark's once in a lifetime encounter with a group of 20+ basking sharks just off Kilkee.

Watch: Scuba divers capture incredible footage of basking sharks off Clare coast. Visit: **irishexaminer.com**
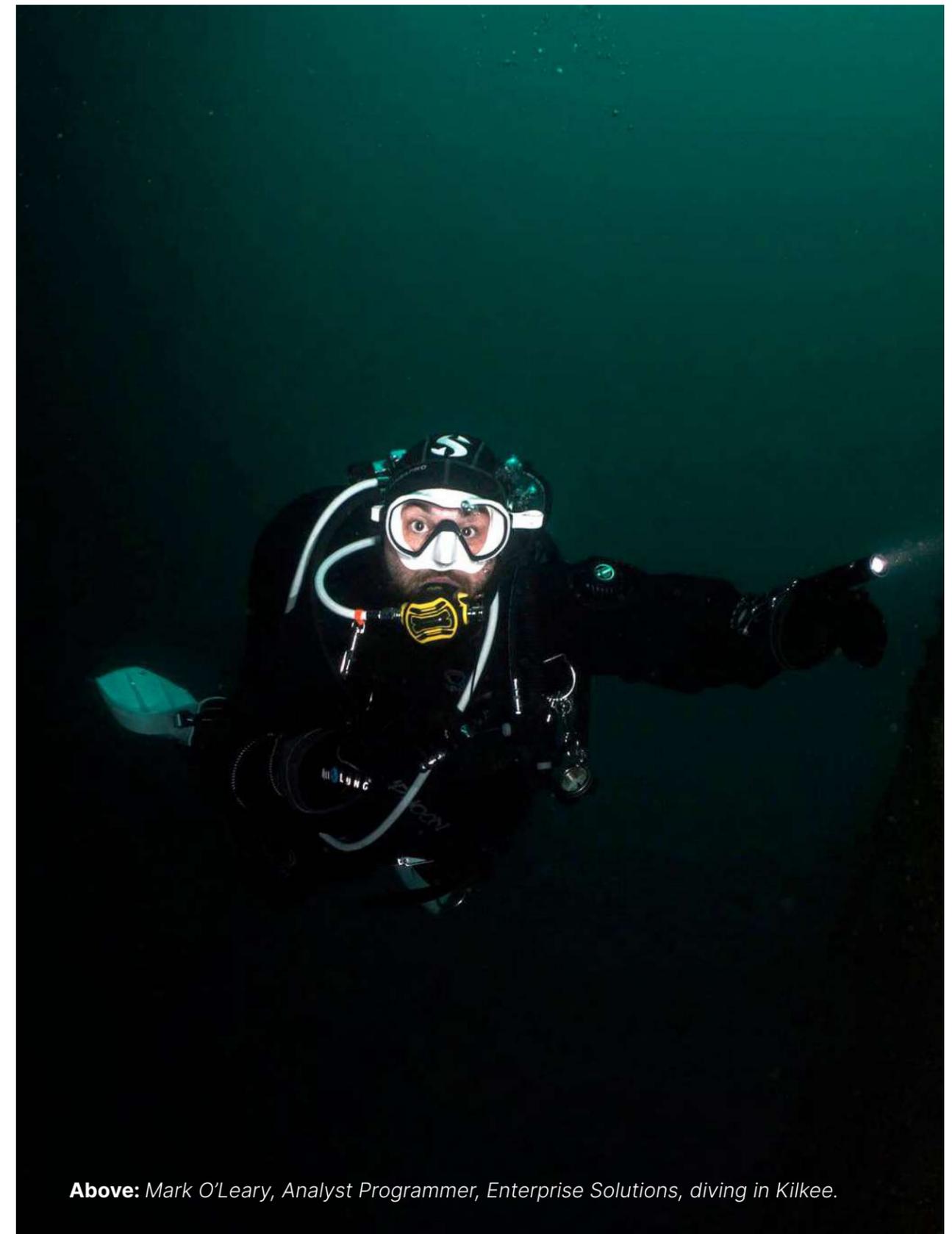
**Above:** *Mark O'Leary, Analyst Programmer, Enterprise Solutions, diving in Kilkee.*

# THE POST ROOM TEAM
# No Parcel is too Big or too Small!

Michael Fitzgerald

Joe Murphy

Larry O'Malley

Leonard Loughman

Over the last number of years, The Post Room Team have been, and continue to be an integral and central service to the University.

Michael, Joe, Larry and Leonard, are well known throughout the Campus and continue go about their daily business, while also putting a smile on the faces of so many colleagues, through their positive engagements.

The Post Room team were one of only a handful of areas that have been working on Campus throughout the majority of the pandemic. However, as more staff begin to return to Campus the team are

delighted to welcome you back, while also keen to announce that contactless deliveries have resumed since the start of this Academic term.

If you have any questions in relation to the Post Room, then please get in touch.

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# IT Digital Projects 2021

**87**
**Projects in 2021**

## 21 — DIGITAL AND ADMINISTRATIVE SYSTEMS

- SI upgrade 2021
- HR Recruitment Forms Phase II
- SI Email Verification Change
- HR Intranet
- SI Address Process Change

## 15 — CLOUD AND IT MANAGEMENT

- ITD Quality Review
- AD Account Rationalisation
- ISO 9001 Surveillance Audit
- Windows 7 Devices
- Windows 10 Upgrade (Remote & On Campus)

## 7 — BUSINESS INTELLIGENCE (BI) & REPORTING

- Student Data Quality Dashboard
- Radius Integration
- Student Success Dashboard
- BI IED Applicant Report
- HR Contract History Reports

To read more about our projects click **HERE**

## 5 — DIGITAL INFRASTRUCTURE

- Standardise on Oracle DB version
- Datacenter Transformation
- Upgrade AD Domain Controllers
- Cloud Desktop Transformation
- Office Equipment (Remote & On Campus)

## 11 — TEACHING & LEARNING

- VLE Review
- Careers Connect integration upgrade
- SULIS upgrade 2021
- Turnitin for PHD Students
- Sulis Programme Site Creations

## 13 — DIGITAL COMMUNICATING & COLLABORATION

- MS365 Training Centre
- Research Proposal Approval System
- MS Teams Meeting Rooms Fitout
- SharePoint Online Roadmap
- Web Audit

## 5 — STUDENT EXPERIENCE

- Interactive Quick Start Guide
- Student Enrollment
- COVID-19 Day Pass Portal
- COVID-19 Return to Work Protocol
- Merge of IT Service Desks

## 11 — CYBER SECURITY

- Cyber Incident Response Plan
- InTune Mobile Device Management
- Privileged AD Account Management
- 3rd Party Network Penetration Assessments
- IT Security Awareness Training
- Multi-Factor Authentication (MFA) for Students

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