Welcome to the IT for SLMS Spring Bulletin.

This is a new newsletter designed to keep you informed about recent developments within both IT for SLMS and the wider ISD. The last few months have seen a number of significant changes, not least of which has been the departure of Sammy Massiah to Royal Holloway and my appointment as interim director whilst recruitment of his successor is ongoing. However the world never stops spinning and there are many activities on-going, both at faculty level and within our shared services groups, some of which I will share with you.

Faculty Focus: Medical Sciences

Restructure of the Local IT Support Team supporting Royal Free, Whittington and Eastman Dental

The local IT support team has been restructured in order to improve the service being delivered to staff at the above locations. Three contractors are being employed whilst we recruit the best staff for the roles which we expect to resolve shortly.

Pears Building

Initial plans to provide the IT infrastructure inside the new Pears building that will house the Institute of Immunity and Transplantation at the Royal Free Hospital has been discussed between the various stakeholders and interested parties. A structured IT network will be installed which will allow both UCL and NHS networks to share one set of cabling throughout the areas of the building where UCL staff will be based. The building is due for completion in 2017.

Teaching & Learning Spaces at Royal Free

Many of the main Teaching and Learning spaces on the Lower Ground Floor at the Royal Free were refurbished and re-equipped over the summer period. This has resulted in an improved and more dependable service, and will further enhance the overall student experience.

Faculty Focus: Brain Sciences

A workshop was run on Friday 30th January to look into the perceived low uptake of central Research IT Services by faculty groups. The meeting was attended by a range of research staff from around the faculty (not just those areas supported by IT for SLMS) and will subsequently feedback to the IT Committee and the RIISG via our Faculty representative who is part of the working group.

Neurology

We are actively involved in the move of several research groups from various locations in Queen Square to Russell Square House. As part of the move we’re taking the opportunity to upgrade the network links to 10Gb and consolidate some legacy services, including the replacement of two departmental firewalls with Cisco Virtual Firewall (VFW) modules on the main new IoN router. This will improve the speed and reliability of the network in these locations. This represents a new form of local-but-central collaboration with ISD networks hosting the VFWs and having read access, whilst the local IT administrator maintains control. Traditionally the roles had been reversed and this will improve local responsiveness.

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Ophthalmology:
We’ve replaced the network switch cabinet on the ground floor to allow for the provision of more phone connections over the data network. We have also secured space in one of the ISD data centres for some legacy research storage devices which were previously located in the departmental lab offices and which now, in their new location benefit from uninterrupted, generator-backed power and proper cooling. This is a staging position whilst we follow through with the strategy to move from local storage to more resilient central storage.

Ear:
We have introduced a small number of student PC’s running Desktop@UCL. Previously the institute had no dedicated student PC provision.

Faculty Focus: Life Sciences

Biosciences:
Migration of computers to the central DHCP server has been completed which provides a more organised, resilient approach to network address allocation. We are trialling a solution in Biosciences which will place vulnerable PCs on a physically separate network behind a firewall. The strategy is still to remove Windows XP from the main network (ahead of termination of support), but this solution allows us to continue using equipment with specific scientific functionality which cannot operate under Windows 7.

Faculty Focus: Population Health Sciences

Epidemiology & Health Care:
We are completing planning and initial customer communication around the migration of customers with patient identifiable data from the temporary ‘R’ drive server to the new SLMS Data Safe Haven service. We expect migration to take 6-8 months to complete.

ICH:
We are working closely with users of the EpiLab service to migrate to the Data Safe Haven service. There will be upgrades the IT cluster spaces at the Wolfson Centre to student Desktop@UCL — this will improve the student experience by providing an identical desktop & print environment to that found across the rest of UCL’s managed cluster spaces. IT for SLMS and GOSH are liaising on the IT requirements for the new Centre for Rare Diseases and exploring how these can be met.

MRC Clinical Trials Unit:
We are working closely with the local IT team to assist with their server and data migration from their existing legacy servers and storage to ISD-managed blade servers and the newly provisioned NetApp storage.

Shared Services: Infrastructure & Research

The Information Governance Advisory and Training Team have continued to support researchers in their use of identifiable data. Audits have been carried out to continue to provide assurance to the international standard ISO 27001. Information governance training has been provided to approximately 90 researchers per month during term time. In November a new assessment was introduced to ensure attendees understood the training.

The Data Safe Haven service has continued to prove popular with over 62 studies comprising 218 users making use of 1.3 TB of data. Particularly popular is the REDCap service which provides a tool for creating data collection instruments. This has been configured to allow participants to complete surveys with the data being stored and processed within the Data Safe Haven.

A new storage technology (NetApp) has been purchased and installed which will provide a much more resilient and scalable service for commodity storage (N and S drives). The infrastructure team will be migrating users over the next 6-9 months. Communications will be sent to individual users giving full details. Users can expect the process to happen overnight and it will not require any action on their part.

Service desk:
There are plans to move from our current service desk tool (OTRS) to the standard ISD service desk tool (Remedyforce) in March. This won’t affect the support services we offer, but there will be a period of time whilst the support staff get used to the new system. In some regards it represents a slightly different, but a much more organised way of working – not just
for IT for SLMS, but across the whole of ISD. From a customer point of view, very little changes – jobs can be submitted via email and/or the local support staff as before. We’ll be sending out more detailed communications before the changeover occurs.

**Shared Services: Audio Visual**

The Audio Visual Support Team has been working hard to refresh installations at a number of key teaching sites. Most recent updates have been in the Royal Free and ICH seminar rooms and Eastman Dental Institute.

**Shared Services: Medical Illustration**

**Rebranding:**

Following the development of a business plan, work is going ahead to rebrand Medical Illustration into Health Creatives (www.healthcreatives.co.uk). In order to achieve this, the team have sought customer feedback, attended a variety of workshops, developed a new corporate identity (inc. values and vision, a proposition, brand guidelines, logo, new name), designed the new external website and developed a social media campaign. Future activities will include the development of a new UCL web page, the introduction of project management software, the development of a cohesive pricing structure and the adoption of a marketing campaign to attract new UCL customers and business volume.

**Service provision:**

Over the last calendar year the number of patients photographed by the team (Royal Free and Great Ormond Street) has increased substantially (up by 17%). The unit operates a ‘no appointment’ system and in 2014, 9,284 patients were photographed within the studio, clinics, on wards and in operating theatres. Fact-finding steps are being taken to see whether there is a clinical need for a photographer to be placed in Barnet and Chase Farm hospitals. Talks are also underway to help develop a teledermatology service for Camden CCG. Updated photography policies are currently being written for both the Royal Free Trust and Great Ormond Street Trust.

**Mobile Apps:**

There has been a marked increase in requests for the development of mobile apps. These include an android version of our Mycortisol app, a Pain Management for Children app and an update to last years Sepsis 6 app.

**Websites:**

Online content for: Life studies of HIV patients; UCL Life study – birth cohort; children born with ambiguous sex; and UCL Institute of Cardiovascular Science.

**Graphic Design:**

Requests for graphic design continue at a steady pace including this years GACD annual report, Life Study reports and conference materials for Applied Statistics.

**Video Production:**

Video productions include UCL Clinical Trials – Prostate cancer, a ‘Day in the Life’ video shot on location in Wales and various webinar interviews.

The articles covered above only represent a snapshot of some of the activities undertaken within IT for SLMS. Your individual Heads of Faculty IT and/or IT service managers will be providing you with more comprehensive updates regarding activity within your faculties. If there are other updates you would like to read about in future editions, please contact me by email to: a.harper@ucl.ac.uk.