Welcome to the IT for SLMS Autumn/Winter bulletin.

Whilst many of our customers are enjoying their summer holidays, this period tends to be very busy for our staff as we take the opportunity to undertake capital investment works which cannot easily be completed during term time. These upgrades include network switch replacements, AV upgrades, Cluster PC refreshes and improvements to other backend supporting infrastructure. Over this summer we have invested over £500,000 in improvements which we hope will be visible to users of these upgraded facilities.

After a second round of recruitment, I am pleased to announce that Denise Gordon will be joining us at the Life Sciences Head of Faculty IT (HoFIT) from Nov 1st. Denise comes to UCL from Queen Mary, University of London where she was the Campus Support Manager. The arrival of Denise means that Andy Heap can now, after a suitable handover period, step down from his extended interim role and concentrate on his main role as HoFIT for Brain Sciences. Andy has done an excellent job of covering both roles over this period.

We are continuing with the formulation of the IT for SLMS 3-year IT strategy, we hope to have a draft ready for circulation to deans and faculty managers before the end of the year for comment.

Faculty Focus: Medical Sciences

To improve our team’s agility, cross cover is now in operation with the Faculty Population Health Sciences IT teams to assist with staff cover for holidays and sickness. This should allow staff to develop new skills and cross-fertilise IT best practice, all while learning about other areas of IT within SLMS.

Royal Free/Whittington:

Over the summer, more of our teaching spaces at the Royal Free Campus and Whittington have received AV & IT upgrades. Lecture Theatre 1 for instance has been upgraded with a new laser projector which offers the benefit of requiring less maintenance and quicker start up times. Unlike conventional projectors laser projectors do not have lamps that need routine replacement which should reduce the amount of proactive maintenance we are required to carry out.

Cruciform Drylabs:

98 PC’s in the Cruciform Drylab have been replaced and migrated to Desktop@UCL which provides a common standard with other spaces across UCL. As part of this upgrade, a number of bespoke pieces of software were packaged and added to Desktop@UCL for Drylabs.

Faculty Focus: Brain Sciences

Neurology:

A number of power outages in Queen Square (some planned, some not) have kept the IT staff busy out of hours and provided regular testing and review of our local business continuity plans!

The project to replace the oldest network switches in Queen Square House has continued with most floors now having a fast and direct link to the UCL network spine.

The additional capital expenditure funding was utilised to replace the cluster PCs in 7 Queen Square. The PCs were all imaged and ready to go but IoN departmental funding issues meant the IT team had to hastily re-commission the old cluster infrastructure to avert a situation where future building work would be happening around the new PCs. They will now be deployed when the refurbishment is complete.

Ophthalmology:

Within Ophthalmology, we have funded and installed two new Lecturecast devices to enable lectures to be recorded in the two small lecture theatres.
Faculty Focus: Life Sciences

Biosciences:
Within Biosciences, the IT Service Manager role has been filled with another former Queen Mary employee. It might look like targeted poaching but we can only employ the best candidates that apply! Ant O’Neill will be taking up his new responsibilities within IT for SLMS in December.

Pharmacy:
We were able to take advantage of additional capital expenditure to replace the aged thin clients with new PCs that will eventually provide Desktop@UCL across the School. The new PCs have been deployed to all student areas. The Pharmacy IT team hopes to roll out Desktop@UCL to these PCs before the end of the year.

The IT team received a late request to assist with streaming lectures from the main lecture theatre to another teaching space due to increased student numbers. Although technically (and physically) challenging, the team managed to turn this around within 24 hours and over 200 students were able to ‘attend’ the first lecture.

Faculty Focus: Population Health Sciences

Great Ormond Street Institute of Child Health:
Eleven Print@UCL Xerox multi-functional printers have replaced the leased Konica Minolta printers located in key areas at ICH. A further eight devices have been rolled out to IEHC at Torrington Place and Mortimer Market Centre. The aim of this initiative is to reduce printing costs across the University and contribute to an eco-friendlier environment. Extensive floor walking and staff induction sessions were undertaken following the install of the new devices. Early feedback from users has been positive.

IT for SLMS have invested £19k installing 24 additional wireless access points across the ICH site. This follows feedback from students, staff and event’s organisers on signal strength and availability of Wi-Fi. ISD suppliers (GCL) have been onsite over the summer completing the work for the start of the new academic year. Following the upgrade high density wireless will be available across all occupied areas of the site.

32 computers in 2 cluster rooms at the Wolfson Centre have been replaced with new PCs in readiness for the start of term. They have the standard Desktop@UCL student image installed and are configured to use the Print@UCL service.

MRC Clinical Trials Unit:
Migration planning and scheduling has begun in preparation for the migration of MRC CTU and LHA servers from Wolfson House to the new data centre at Slough. Preparation work by the local IT team and colleagues in Data Centre Services is largely complete, migration groups have been identified and work to move the servers is scheduled in Q1 of 2017.

Shared Services:
Infrastructure & Research, Learning and Teaching

Information governance
The Data Safe Haven passed its annual external ISO27001:2013 audit in May. We have undertaken a series of internal audits on studies handling data in accordance with NHS Digital’s IG Toolkit. The results are being used to improve our IG structures and advice given to researchers.

Training and events
We continue to achieve high attendance rates at our monthly ‘Introduction to information governance’ training sessions, offering around 100 places per session. We’re in the process of updating our training materials and are working on an on-line version for those unable to attend in person.

SLMS Research Facilitation
Over the summer, we’ve worked on a new streamlined eMedLab application process. Our aim is to ensure that the process is clear and straightforward for researchers. We’re taking part in eMedLab technology-themed events to help build a technical support community around the service. We’re producing a bimonthly report on faculty take-up of research services across the SLMS, starting in November. Please contact david.wong@ucl.ac.uk if you’d like to find out more about ISD services to support researchers.
Shared Services: **Health Creatives**

The Institute of Medical Illustrators (IMI) is a professional body, representing clinical photographers, healthcare designers, medical artists and clinical video producers both in the UK and internationally.

Every year the institute holds a competition to recognise excellence in the aforementioned fields. Even though there were over 300 entries, we are pleased to announce that Health Creatives walked away with numerous accolades including the ‘best in show.’

This was awarded to David Bishop, photography manager who was given the ‘platinum prize’ for his wonderful image entitled ‘Home Visit’. Much to his surprise David was also awarded the Norman K. Harrison Medal by his peers for his services to Medical Photography, which was very well deserved.

Other winners included Susan Smart who received gold and two bronze awards for photography, Rakhee Bashar and Elaine Hanna who won Silver awards for brochure designs and David Smithson who won 2 bronze awards for illustrations.

**Medical photography:**

The pilot scheme for providing a medical photographer within the community (teledermatology) has proved to be so successful that we have just recruited a new full time member of staff. This role will cover five different areas including Barnet, Enfield and Edmonton and will be a ‘triage type service’ in which consultants provide a diagnosis and treatment plan using the patient images rather than an initial face to face visit.

**Design:**

We were pleased to be invited to the British Orthodontic Society conference at Brighton to see the launch of one of our apps. The app was designed and developed by us and was commissioned to act as both a dental referral and CPD tool.

We have also recently worked alongside the Institute of Health Informatics completely redesigning their website. This was launched in August and has been very well received.

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