Q & A's from the IT Community Seminars in Feb & March 2017

**IT COMMUNITY PROJECT**

**How do people get help with building their SFIA profile?**

We will be announcing this shortly. Rinku Raina has just joined the team and will soon be available to meet with people to go through their profiles. Later in the year, Rinku and Marina Aldridge will be holding workshops to pass on the knowledge and expertise for selected IT Professional in the community.

**Career development and accreditation: can we be assured there isn’t a disadvantage?**

The idea of looking for an industry partner to provide accreditation is to further support and enhance your CV as you develop your career. Participation would be voluntary.

**Skills database: Why can’t we see other people’s skills profile?**

The Skills database is primarily a tool to help people with their personal development planning. When we were researching the idea, people were more comfortable with their personal information being kept confidential, and as so we chose not to put anything in place that might disincentivise people from taking the steps to build a robust and meaningful personal development plan.

**CYBER SECURITY**

**The intrusion prevention system on the Janet link, does it apply to Colleges? If it detects something untoward, will it block it?**

Yes, it does apply to Colleges, although at the moment it’s not blocking anything as it’s in detect mode. Once the IPS is turned on, it will block security threats automatically.

**Can IPS be switched on for each different institution?**

The IPS will configure to protect all institutions. Some individual features can be configured for an institution, but not all. We don’t want to cause any problems so we’ll be sure to give people plenty of knowledge of what’s going to happen before anything is done.

**Why do we need Anti Spam on the Managed Firewall?**

There are different features available on the firewall, one of which is Anti Spam. Some features will not be useful in every institution. Please contact us for advice: network-support@uis.cam.ac.uk

**What is the through-put number after the firewall?**

The through-put, or speed, of the firewall indicates how fast the firewall transfers data traffic. We include two values; the first is the speed of the firewall with only standard features enabled, the second is where the firewall has all security features enabled.
How is the pricing structured? Is it worth going for the bundle? What is the option if you just want the set up and manage yourself?

You can choose the service to suit your needs. The basic firewall is available in either Managed or Federate mode. Additional security features can be selected, but these are optional. If several options are selected, the bundle becomes the most cost effective way of paying for them. If you wish to the managed the firewall yourself, you will need the Federated option.

See the link to the service brochure for more details: https://www.uis.cam.ac.uk/initiatives/cybersecurity/managed-firewall-service/managed-firewall-service-brochure/view

Are you limited to just those four models?

No, we can supply any FortiGate model. The four models illustrated in the brochure were chosen as popular options.

Does Cloud flare protect the Managed Web Service (MWS)?

Not currently, but this is being discussed.

Is there a Managed Firewall Service demo available?

We are investigating options for this, but we are happy to provide a demo at the UIS for anyone interested.

Can the firewalls be configured in a high availability setup?

The service is not currently focusing on high availability, but it is possible, so if you are interested please contact us for options: network-support@uis.cam.ac.uk

STORAGE

Is this just for research storage?

Yes at the moment but we are looking into administrative storage and storage for institutions as well.

When you say secure storage? Where else is it other than the Data Centre?

We replicate data for disaster recovery to an offsite location. Access to storage services is via secure protocols so data in transit are encrypted.

What’s the best way to express interest in the services?

Contact storage-services@uis.cam.ac.uk

HEAT

What kind of price is incurred?

We don’t have a price structure yet as we are still testing the service. We hope to launch it in the autumn and will provide more information when it’s fully operational.
If you already have an open ticket on the old system, are these ported over?

No, you will need to copy any old ticket you have over to the new system, there is no way to import old tickets. You can leave the old tickets in the other system but we see this as a good opportunity to clear any old tickets that are redundant before moving over to HEAT.

Can you have multiple people associated with tickets?

Yes, a great advantage is that tickets can be shared with other departments or teams if appropriate. We have the option of using something called Tasks which I can go over if people are interested.

Does it have a built in option with customized forms?

We are still developing the service at the moment so it could.

MENTORING

What's the advantage of mentoring and shadowing rather than secondment positions?

In a secondment you would normally move from your current role into a new role for a period of time, or maybe "act up" into a role at a higher level in order to gain experience.

Mentoring is a relationship with one person, who is more experienced than you in a particular area of work, and can be used to develop while still in your current role.

Shadowing is when you observe someone else in a different role in order to learn, and is usually for a very short period of time.

How much time does mentoring involve?

It depend on the participants, it could be as frequent as you feel necessary, you could meet on monthly basis or fortnightly for instance. You can also end the Mentoring relationship if you've got out of it what you needed.

Is there training for the mentors.

Yes there's training. There is no right and wrong way, but we'll be giving advice. It's about what both sides want to get out of it and sharing what is good/bad.

I couldn't decide to be a mentor or mentee?

You can be both!