IT Community Development
Seminars

Working together for excellence in education, research and operations through Information Services
Agenda

IT Community Development Project – where are we now?

UIS projects – Cyber, Storage, Heat

CBA Exercise

Mentoring Campaign

Q&A
Update

Ed Webster

Working together for excellence in education, research and operations through Information Services
2016 Focus areas

Utilisation of SFIA

- Skills database developed and deployed
- Core role profiles developed

Shadowing, mentoring and secondment schemes reworked to make appropriate for the context and audience

Meta-Skills analysis leading to a business case for centrally driven capability plan

IT Community Portal

A broader range of events to support networking, informal knowledge share and problem solving
What should be ‘the deal’ for IT Professionals?

- Grow - Capability
- Give – knowledge/expertise
- Grow - Career
- Get – knowledge/expertise

Community Hub
2017 – new objectives

Users

Creation of a minimum standards ‘charter’ for service provision to end users and reciprocal ways of working between UIS and local service providers in institutions.

People

Creation of an updated set of IT specific descriptions to make the Cambridge Behavioural Attributes Framework more immediately relevant.

Creation of a Cambridge specific development pathway and, where appropriate, entering into partnering agreements to access resources for the IT Community to enable them to follow the development tracks.

Creation of individual skills profiles for the entire IT Community utilising SFIA (unless individuals opt out), through one-to-one expert engagement.

Embedding SFIA assessment skills in senior IT Professionals population by means of workshops.
2017 – new objectives

Process/Organisational Environment

Creation of a toolkit to support application of a Cambridge Infrastructure Maturity Model.

Creation of templates for defining new and existing services, and guides to support their effective deployment.

Creation of a toolkit to support institutions in reviewing their IT services provision and developing plans to migrate to improved options as appropriate.

Creation of template organisational models (including role descriptions) for institutions that are looking to enhance or otherwise make structural changes.

Development of a set of recommendations by people policy area to support an IT Community that is more agile, responsive, and efficient in enabling the University in its academic mission

Communications/Engagement

A communication and engagement plan created from first principles, fully integrated with Techtalks, and other similar initiatives.
Available resource to deliver project in 2017

It’s a small team and can only be successful for the community with the active support of the community.

Start 20th Feb.
The Cyber Security Programme: overview

Cassie Bradley

Working together for excellence in education, research and operations through Information Services
Timeline

December - Intrusion detection system installed (in monitor only mode) and threats are being monitored ✓

January - DDOS protection for main University business systems installed ✓
- Pilot for managed firewall service (Cambridge Conservation Initiative) ✓

February - Additional DDOS protection implemented for key University websites – underway
- Managed Firewall Service expressions of interest ✓
In January, the intrusion detection system found:

- 64,323 significant security events
- 27,820 attempts to gain administrator privilege
- 13,164 web application attacks
- 4,746 miscellaneous activity attacks
- 4,381 attempted information leaks
What is the Managed Firewall Service?

A managed security service that protects institutions’ networks from threats that can be found on the internet. It offers:

- Firewall hardware
- Firewall configuration
- Administration
- Monitoring
- Report generation
- Support
What you get

- Leading protection against threats
- Reputation and compliance protection
- Support regulatory compliance
- Simplified security administration
- Keep security policy ownership
- Active, centralised security management
- Proactive testing
- Onsite support
- Detailed reporting
## Price list

<table>
<thead>
<tr>
<th>Price</th>
<th>Fortigate FG-61E</th>
<th>Fortigate FG-100D</th>
<th>Fortigate FG-300D</th>
<th>Fortigate FG-600D</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Local/branch office</td>
<td>Small institution</td>
<td>Medium institution</td>
<td>Large institution</td>
</tr>
<tr>
<td><strong>Typical use case</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Standard</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Setup</td>
<td>£986</td>
<td>£2,293</td>
<td>£6,757</td>
<td>£11,035</td>
</tr>
<tr>
<td>Managed (each year)</td>
<td>£1,777</td>
<td>£2,877</td>
<td>£3,993</td>
<td>£5,063</td>
</tr>
<tr>
<td>Federated (each year)</td>
<td>£1,003</td>
<td>£1,330</td>
<td>£2,446</td>
<td>£3,515</td>
</tr>
<tr>
<td><strong>Additional security features</strong> (anti-spam, anti-virus, cloud sandbox, web filtering, NGFW application control/IPS updates)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Price per feature (each year)</td>
<td>NA</td>
<td>+ £286</td>
<td>+ £869</td>
<td>+ £1,429</td>
</tr>
<tr>
<td><strong>Additional security features bundle</strong> (includes anti-virus, anti-spam, web filtering, NGFW application control/IPS updates)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Setup</td>
<td>+ £1,509</td>
<td>+ £2,382</td>
<td>+ £7,266</td>
<td>+ £11,948</td>
</tr>
<tr>
<td>Managed or federated (per year)</td>
<td>+ £377</td>
<td>+ £596</td>
<td>+ £1,817</td>
<td>+ £2,987</td>
</tr>
<tr>
<td><strong>Additional network SFP modules</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1G SR SFP</td>
<td>£44</td>
<td>£60</td>
<td>£265</td>
<td>£686</td>
</tr>
<tr>
<td>1G LR SFP</td>
<td>£11</td>
<td>£15</td>
<td>£66</td>
<td>£172</td>
</tr>
</tbody>
</table>
More information


- Contact [network-support@uis.cam.ac.uk](mailto:network-support@uis.cam.ac.uk) if you have any questions or to express interest in the service
What's next?

February – Expressions of interest around Managed Firewall Service

February/March – Continue to use and increase learnings from Intrusion Detection System

February/March – Managed Firewall Service pilot with Faculty of Law

April – Engagement and consultation with institutions about implementing intrusion prevention system starts
What is HEAT?

An ITSM tool that follows ITIL principles:

There are many different modules available, but the first focus is incident management.

Later phases include self-service and knowledge base.
To date

December – System developed and three (3) different environments created ✓

January – Customised training started ✓

January/February – Migration of UIS services (including CERT, desktop service desk, 2nd/3rd line support, research services) as pilot
What you get

- Online access (through cloud-based technology)
- System can be split into business units
- Secure system protected by Raven with the option to protect/secure sensitive tickets
- Ability to pass tickets between teams
- Test and live environments
- Security updates as released
- Working in collaboration with other universities for development purposes
- Directly connected to Look Up, so it is populated with user records
What’s next?

February – CUDAR migrates

March – Camsis migrates

March – Network team moves onto system

Autumn – all of UIS using HEAT

Summer/autumn – price model developed

Autumn – early adopters (HR and Finance) start to move onto HEAT

2018 – service available across the University
More information

We hope to launch with a live link towards the autumn term

- Contact Steve Hoensch if you have any questions or to express interest in the service: sh342@uis.cam.ac.uk
Data storage

Working together for excellence in education, research and operations through Information Services
What is it?

Storage services for researchers that is competitively priced and offers an alternative to storage on local platforms to protect against vulnerabilities such as loss, theft or data corruption.

Three services for researchers:

• Research Data Store
• Research File Share
• Research Cold Store
To date

**December** – System developed and three storage services created ✔

**January** – User testing on platforms ✔

**February** – Platform stabilisation

**February** – Self-service portal user testing
What you get

- Secure storage located in Cambridge
- Highly resilient, with multiple copies stored in different locations
- Accessible from all university locations and home
- Designed specifically for institutions and individuals with large data storage requirements
- Competitively priced
- Provided through a specially designed portal
- Support available through the UIS service desk
- Accessible through third party apps (Filezilla, Putty, Cyberduck)
- High performance access on HPC
What’s next?

**February** – Research Data Store

**March** – Research File Share

**March** – Research Cold Store

Followed by:

Administrative Storage Services – date to be confirmed
More information

• Visit https://www.uis.cam.ac.uk/initiatives/storage-strategy

• Contact storage-services@uis.cam.ac.uk if you have any questions or to express interest in the service
CBA Exercise

Ed Webster

Working together for excellence in education, research and operations through Information Services
IT Community Mentoring Scheme

Marina Aldridge

Working together for excellence in education, research and operations through Information Services
<table>
<thead>
<tr>
<th><strong>MENTORING SCHEME 2017</strong></th>
<th><strong>What is Mentoring?</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Sounding Board</strong></td>
<td>to test ideas and suggestions on</td>
</tr>
<tr>
<td><strong>Facilitator</strong></td>
<td>to be able to point to potential opportunities, arrange introductions</td>
</tr>
<tr>
<td><strong>Advisor</strong></td>
<td>to provide objective advice on a range of issues, including career opportunities</td>
</tr>
<tr>
<td><strong>Coach</strong></td>
<td>to directly assist the mentee to improve a specific skill</td>
</tr>
<tr>
<td><strong>Expert</strong></td>
<td>to act as a source of technical/professional knowledge</td>
</tr>
<tr>
<td><strong>Source of organisational material</strong></td>
<td>to be able to explain University policies, culture, values</td>
</tr>
<tr>
<td><strong>Role model</strong></td>
<td>to promote and encourage positive behaviours in others</td>
</tr>
<tr>
<td><strong>Source of feedback</strong></td>
<td>to provide constructive feedback</td>
</tr>
<tr>
<td><strong>Confidant</strong></td>
<td>to express fears and concerns to</td>
</tr>
<tr>
<td><strong>Motivator</strong></td>
<td>to encourage the achievement of goals and boost morale</td>
</tr>
<tr>
<td><strong>Challenger</strong></td>
<td>to challenge assumptions and encourage alternative thinking</td>
</tr>
</tbody>
</table>
MENTORING SCHEME 2017

For mentees:
Provides impartial advice and encouragement
Develops a supportive relationship
Assists with problem solving
Improves self-confidence
Offers professional development
Encourages reflection on practice

For mentors
Opportunity to reflect on own practice
Enhances job satisfaction
Develops professional relationships
Enhances peer recognition
It uses your experience, making it available to a new person
It widens your understanding of the organisation and the way it works
It enables you to practice interpersonal skills
It provides personal satisfaction through supporting the development of others
### MENTORING SCHEME 2017

<table>
<thead>
<tr>
<th>Activity</th>
<th>Detail</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Publish Programme</strong></td>
<td>The mentoring campaign will be launched for the IT Community, and published on the UIS website – in future on the IT Community Portal</td>
</tr>
<tr>
<td><strong>Individuals request a mentor or volunteer as a mentor</strong></td>
<td>Complete the form and submit to the Career Development Manager.</td>
</tr>
<tr>
<td><strong>Matching conducted</strong></td>
<td>An initial matching of mentors to mentees will be done, and mentors and mentees will be put in touch to arrange initial meetings</td>
</tr>
<tr>
<td><strong>Mentoring workshop</strong></td>
<td>This workshop will involve mentors and mentees and will explain the programme in detail, including protocols, benefits and expectations.</td>
</tr>
<tr>
<td><strong>6-month checkpoint</strong></td>
<td>The mentoring process will be reviewed after 6 months, when the mentor and mentee will meet to review progress to date and decide whether to continue with the relationship for the full year.</td>
</tr>
<tr>
<td><strong>Evaluation</strong></td>
<td>At the end of the mentoring process there will be an evaluation, including feedback from the mentor and mentee.</td>
</tr>
</tbody>
</table>
Questions?
University Information Services
Roger Needham Building
7 JJ Thomson Avenue
Cambridge CB3 0RB
01223 334600

Working together for excellence in education, research and operations through Information Services