



# TechLink Community: Induction for University IT staff



**UNIVERSITY OF  
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Information Services

**University Information Services**

[www.uis.cam.ac.uk](http://www.uis.cam.ac.uk)



**Richard Hey**  
Deputy Director  
Institution Liaison & Relationship Management

**Ronald Haynes**  
Colleges & NSI/GLAM Relationship Manager  
& IT Community Development Manager

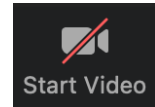
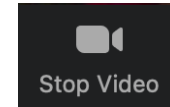
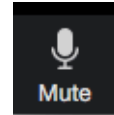
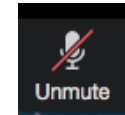
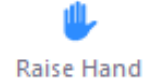
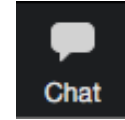


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# Welcome

- **Feel free to use the Chat option – or use the Raise Hand option**  
– *(click on it to share comments & questions)*
- **Please keep your mic on mute, until needed to speak**  
– *(click the mic icon, to toggle mute/unmute)*
- **Feel free to keep your camera on (or off)**  
– *(click the camera icon, to toggle on/off)*



# Agenda

## Welcome: Ronald Haynes

### 1 Welcome to Cambridge

- Ian Leslie (video) / Richard Hey

### 2 IT Within the University

- Ronald Haynes / Richard Hey

### 3 The User & User Admin

- Richard Hey

### 4 University-wide services

- Ronald Haynes

### 5 The Network

- Richard Hey

### 6 Q&A

### 7 Security & You

- Ronald Haynes

### 8 Professional Development

- Ronald Haynes

### 9 Training Services

- Richard Hey

### 9 Building the IT Community

- Ronald Haynes

### 10 Q&A





# Responding to critical tasks and our wellbeing

- We're adapting to new ways of working
- Reduced capacity
- We need to find ways of supporting staff and the community
- Helping each other, the community supporting itself





# Welcome to Cambridge



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# Mission and values....

## Mission

*“The mission of the University of Cambridge is to contribute to society through the pursuit of education, learning, and research at the highest international levels of excellence”.*

## Core values

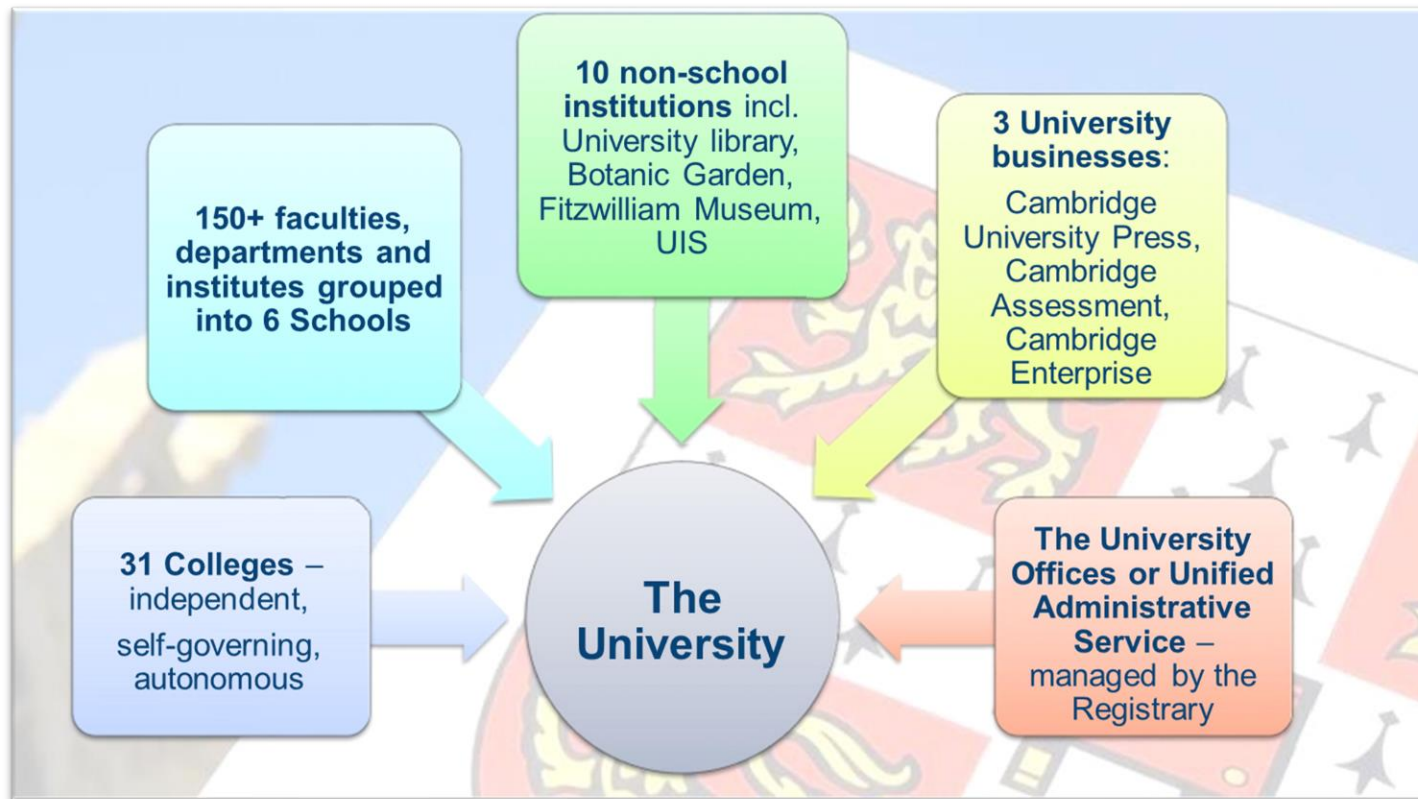
*Freedom of thought and expression*

*Freedom from discrimination*

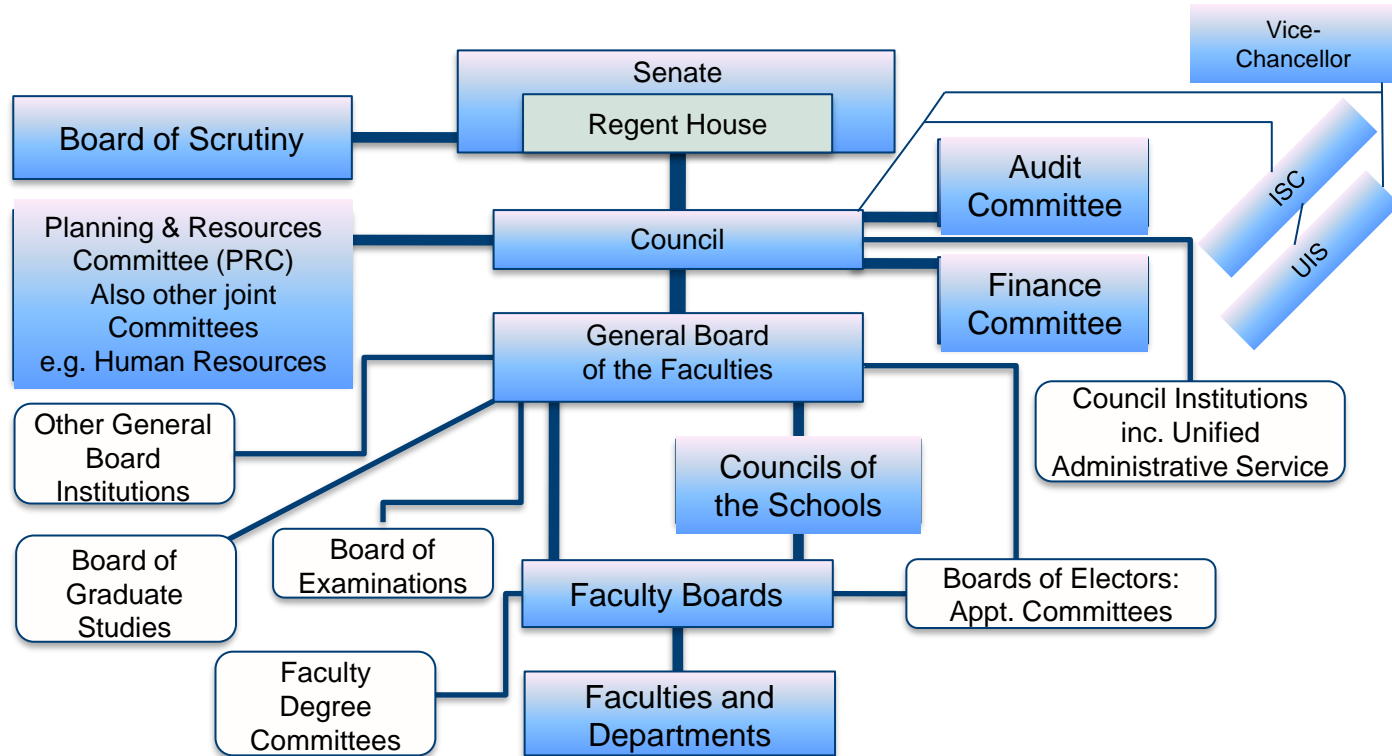
*Commitment to the Collegiate model*



# Composition of the University



# University Council, General Board, Committees



# University Governance – evolved over 800 years



**The Regent House  
and Senate**

**The University Council**

**The General Board of  
the Faculties**

**Syndicates, Boards  
and Committees**

<https://www.governance.cam.ac.uk> / <https://www.reporter.admin.cam.ac.uk>

# Senior Members of The University

- Chancellor

Lord Sainsbury of Turville



- Vice-Chancellor

Professor Stephen Toope

<https://www.v-c.admin.cam.ac.uk>



# Senior members of the University - Pro-Vice-Chancellors



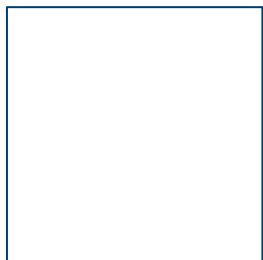
**Professor David Cardwell**  
Strategy and Planning



**Professor Elis Ferran**  
Institutional and International Relations



**Professor Graham Virgo**  
Senior PVC for Education



**(Vacant)**  
Research



**Professor Andy Neely**  
Enterprise and Business Relations

[www.v-c.admin.cam.ac.uk  
/pro-vice-chancellors](http://www.v-c.admin.cam.ac.uk/pro-vice-chancellors)



# Overview of University Statistics – Facts & Figures



<https://www.information-hub.admin.cam.ac.uk/university-profile/facts-figures>

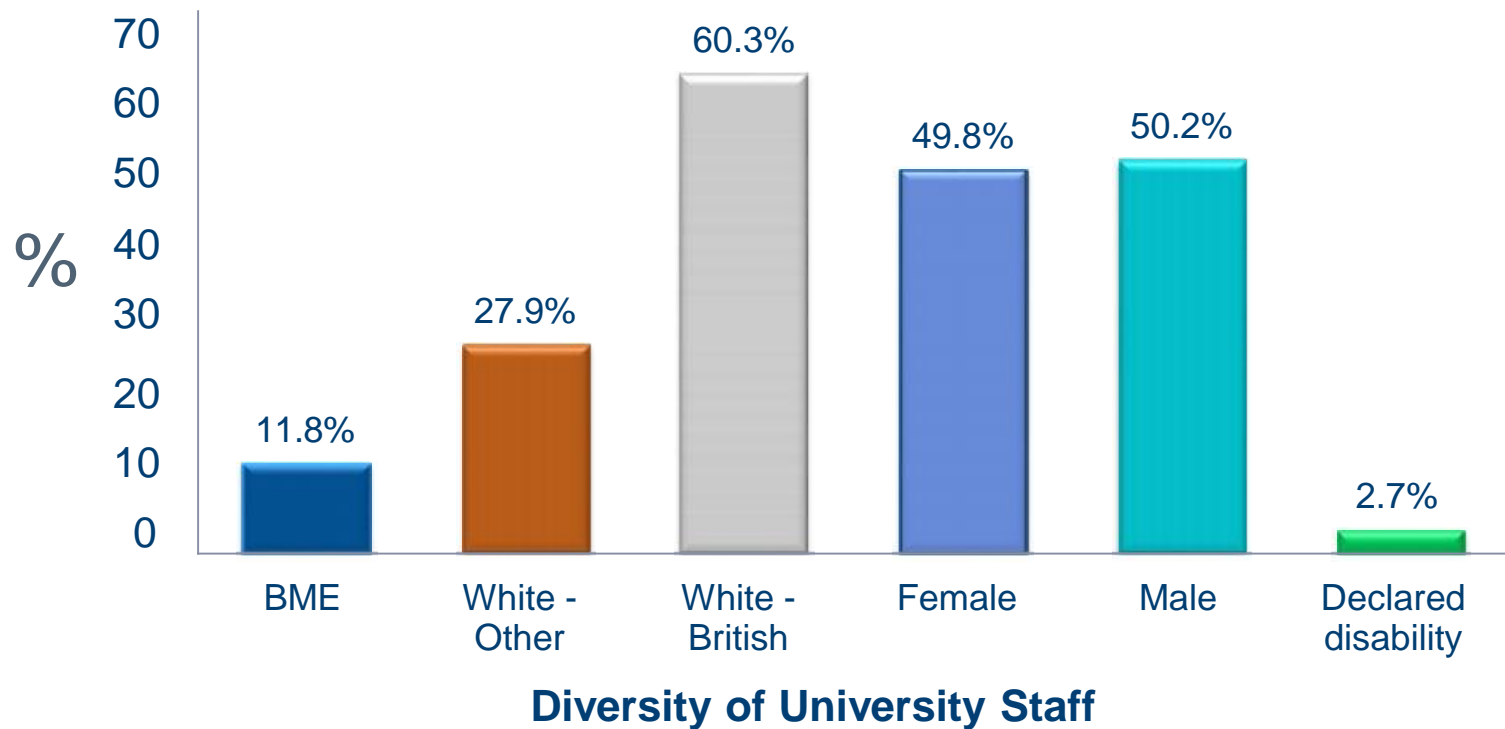
# Cambridge: an international & culturally diverse community

*“Cambridge is more open than ever to talented people and excellent ideas from around the globe”*

- Over 30% of undergraduates and 40% of post graduate students and post doctoral research staff from outside the UK
- More than 62,000 overseas alumni in over 190 countries
- International research partnerships and collaborations e.g. Cambridge India, Cambridge Africa
- Close relationships with many international charities and NGOs focused on conservation, education and addressing world poverty



# Cambridge: a diverse University



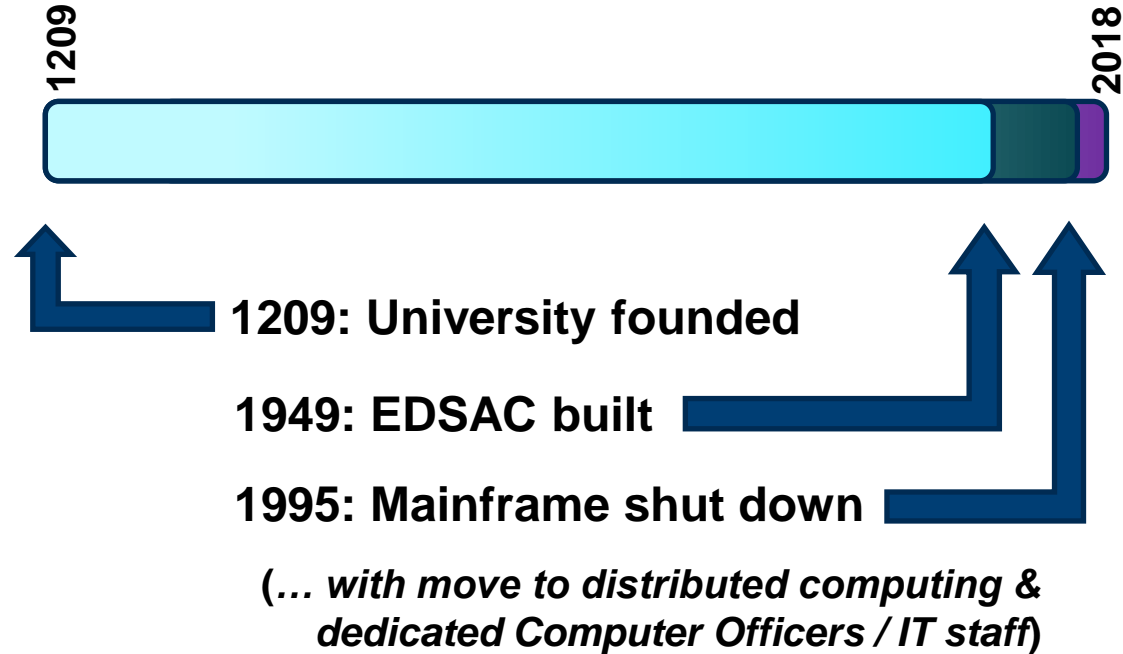
# IT within the University



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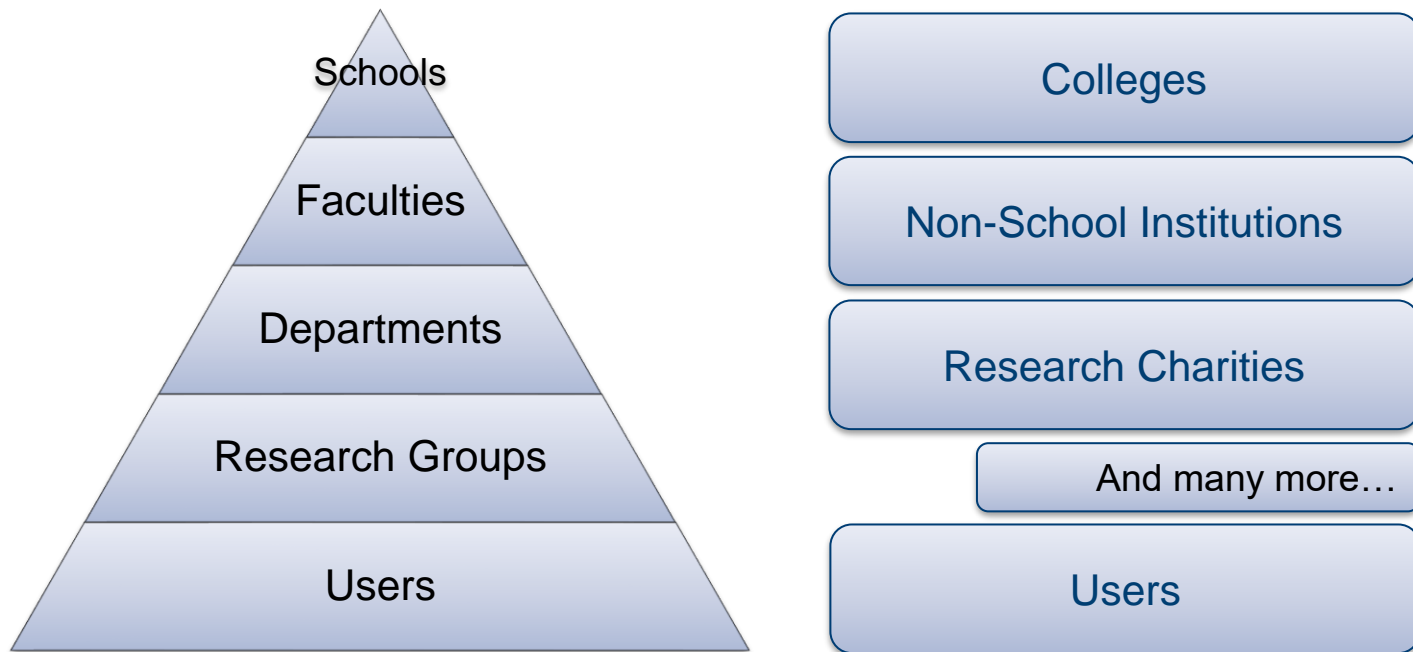
[www.uis.cam.ac.uk](http://www.uis.cam.ac.uk)

## Background: a timeline of computing in Cambridge





# In Cambridge - what is meant by an 'Institution'?



# Challenges of distributed model

- Ease of communication?
- Cost of duplicated effort?
- Concentration of expertise?



## BUT

- Greater flexibility, pro-activity?
- Personal, area-specific focus?
- Importance of local community?

# The TechLink Scheme

- Spreads IT understanding and support
  - *bringing IT closer to users - since [1996!](#)*
  - see 1998-99 [references](#)
- Enables crowd-sourced ideas, projects and solutions
  - provides [mailing lists](#), *Service Desk priority, mentoring*
- Fosters community and professional development
  - Organises [seminars and courses](#), [reports](#)
- *Help share & build up our IT community!*



We have circa 280  
IT professional  
staff

We run Europe's  
biggest private fibre  
optic network (GBN)

We provide nearly  
400 services

We have the UK's  
fastest academic  
supercomputer

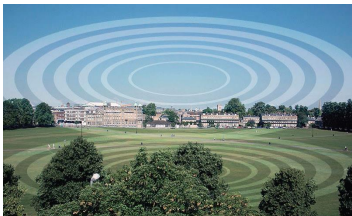
We deliver >350  
courses & seminars  
annually

# UIS at a glance

We support more  
than 50,000  
email accounts

# What we do – some examples.

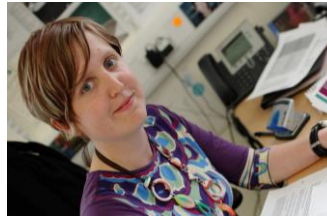
Infrastructure



Digital teaching  
and learning



Business systems



Identity and  
access  
management







## IT Advice

- Helping you to get more out of IT
- Understanding University processes
- Platform as a research output

# IT Portfolios - <https://www.uis.cam.ac.uk/it-portfolios>

## Portfolio activity

- Introduced the four portfolios: (Education, Research, Business Systems, Infrastructure & Generic Services), each with a Portfolio Owner
- Ensured all services, systems and projects belong to a portfolios
- Input from Schools and Colleges included in prioritisation and allocation
- Change in governance, replacing ISC subcommittees with Portfolio Boards and Advisory Groups

## Benefits of the portfolio approach

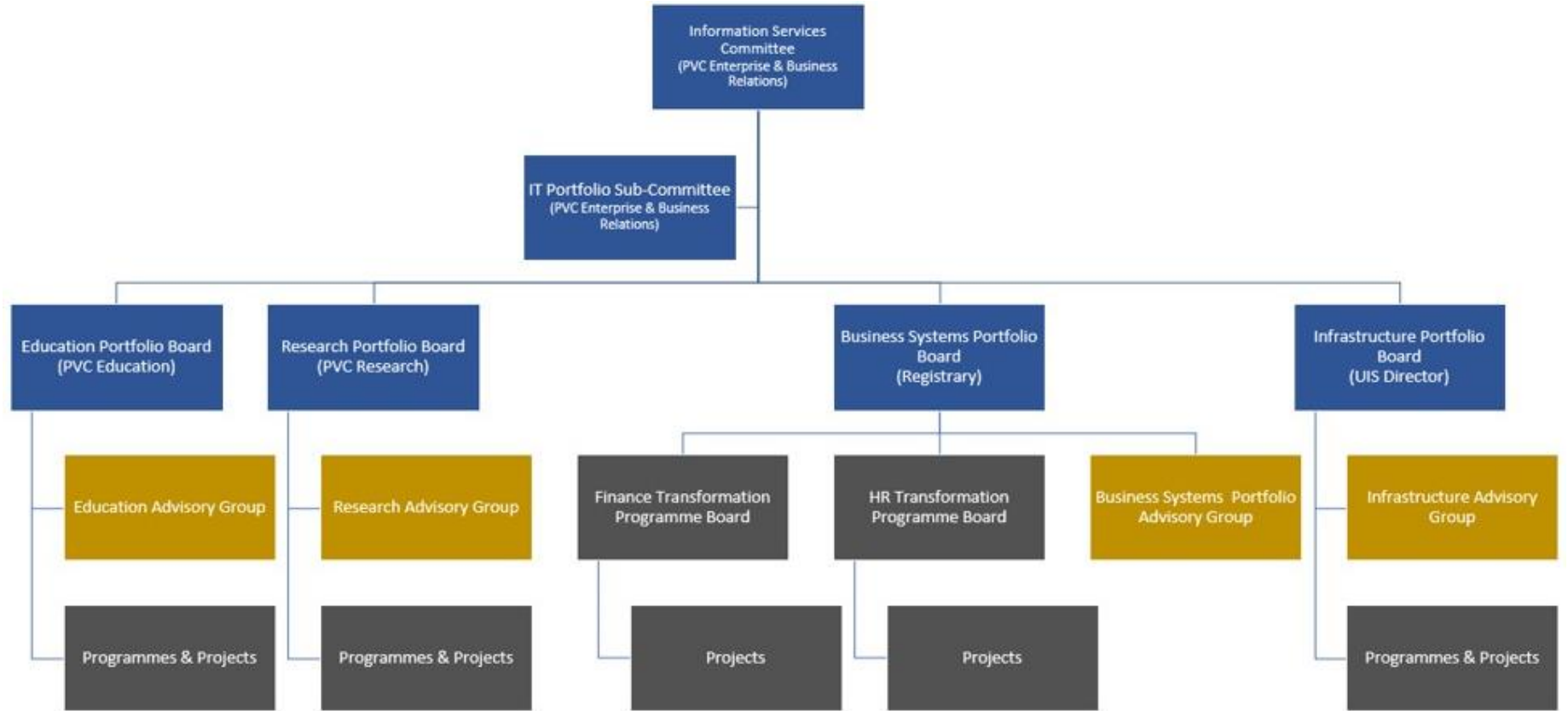
- Transparency across UIS activity
- Clear priorities for UIS for the first time
- Enabled us to reprioritise and allocate UIS staff in response to Covid-19 in a way that was not previously possible

## Relationship Managers can help

- <https://www.uis.cam.ac.uk/about-us/rm>

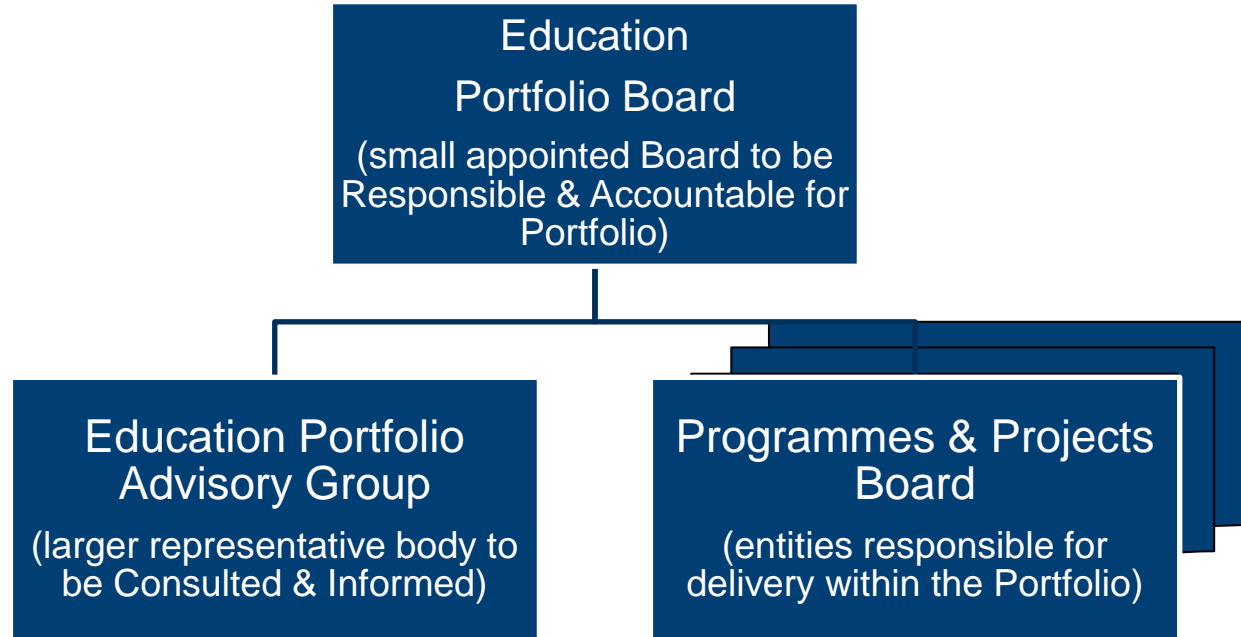


# Portfolio Governance



<https://www.uis.cam.ac.uk/it-portfolios/portfolio-governance>

# Education Portfolio Governance – Example



# The User and User Administration at Cambridge



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# The User

- Common Registration Scheme Identifier – CRSid
- Core services:
  - Raven = Authentication
  - Hermes = the old central email service
  - Exchange online = the new email service
  - Desktop Services = Central filestore, printing, managed clusters, Windows/Linux/Mac
  - WiFi – eduroam & UniOfCam
  - Other services by request – SMS, mailing lists, MWS, etc.

# Cambridge Computing Accounts – ‘live’

Email addresses: ~150,000

Active CRSids: 63,000

Hermes accounts: 47,000

Exchange accounts: ~10,000

Raven: 51,500

**Raven4Life: 22,000**

DS accounts: 46,500



- Over 700,000 CRSids
- Pre-arrival registration
- Institutional affiliation records
- Shibboleth attributes derived here
- Falcon CMS
- Managed Wikis
- Managed Web Server
- IP Register
- Datafeeds – CHRIS, CamSIS, Card, Lookup etc...



<https://jackdaw.cam.ac.uk>

## What else?

- Mailing Lists
- TLS Certificates
- CamCORS
- Streaming Media Service
- Managed Mail Domains
- Managed Wikis
- Managed Web Sites
- Falcon Sites
- Lookup Data



# How do we know about new arrivals?

- Data Feeds
- Pre-arrival registration
- Form R1 for Supervisors



# Pre-arrival registration

Institution *	<input type="text"/>	Standing *	<input type="text"/>	Acad. title	<input type="text"/>
Forenames *	<input type="text"/>	Surname *	<input type="text"/>		
Gender	<input type="text"/>	Birthdate	<input type="text"/>	<input type="text"/>	<input type="text"/>
Starting	<input type="text"/>	Leaving	<input type="text"/>	<input type="text"/>	<input type="text"/>
College	<input type="text"/>	Accounts	<input checked="" type="checkbox"/> Raven <input type="checkbox"/> Hermes <input type="checkbox"/> ExOL <input type="checkbox"/> DS-MCS		
<input type="checkbox"/> Previously in the University					
Previous surname	<input type="text"/>	CrSID	<input type="text"/>		



# How do we know about leavers?

- Data feeds
- People & institutions tell us
- Interrogate Jackdaw



# Day to Day

- Eligibility for accounts
- Account collection problems
- Forgotten passwords
- Confused users
- Account security
- Access to resources
- Summer school tickets



<https://help.uis.cam.ac.uk/service/accounts-passwords>

# Some University-wide services



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# Why re-invent the wheel?





# Anti-malware service

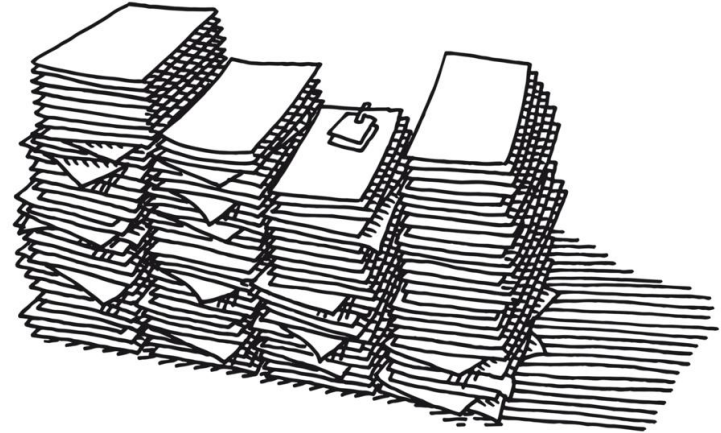
- The University has a generous site licence for McAfee VirusScan and ePolicy Orchestrator
- Three flavours (*free of charge*)
  - Standalone
  - Locally managed
  - Centrally managed



<https://help.uis.cam.ac.uk/service/security/antivirus>

# ERP – (*Enterprise Resource Planning*)

- Many, many systems, including:
  - CamSIS (Student Records)
  - CUFS (Finance)
  - CHRIS (HR)
  - *Primarily require appropriate training and a working browser!*



<https://www.itservices.cam.ac.uk/services/central-systems-and-management-reporting>



# Domain management

- Domain registration (*subject to [policy](#)*)
- Managed Mail Domains
- Managed Zone Service
- Managed Web Sites:
  - MWS – (*Managed Web Service*)
  - Falcon
  - Drupal



<https://www.uis.cam.ac.uk/az>

# Network Security Engineering

- Computer Security Incident Response Team ([csirt@uis.cam.ac.uk](mailto:csirt@uis.cam.ac.uk))
- Managed Firewall Service
- Intrusion Detection and Prevention
- Virtual Private Networking



<https://help.uis.cam.ac.uk/user-accounts-security/security/for-it-staff>

# Training

- Not just for end-users
- Taught, self-teach, and online courses
- Work toward internationally recognised certifications



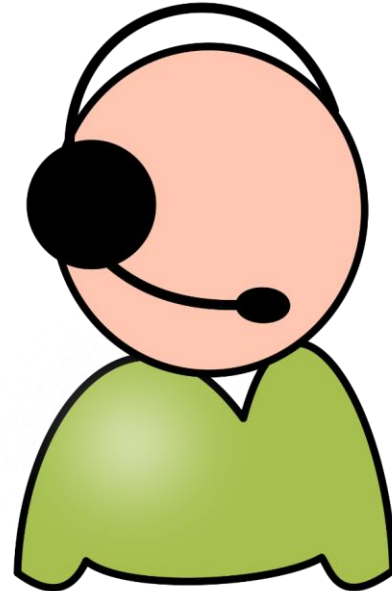
<https://training.cam.ac.uk/theme/itstaff?providerId=36407>

# Service Desk

*For general help and information about IT services – contact:*

E-mail: [servicedesk@uis.cam.ac.uk](mailto:servicedesk@uis.cam.ac.uk)

Telephone: (01223 3) 32999



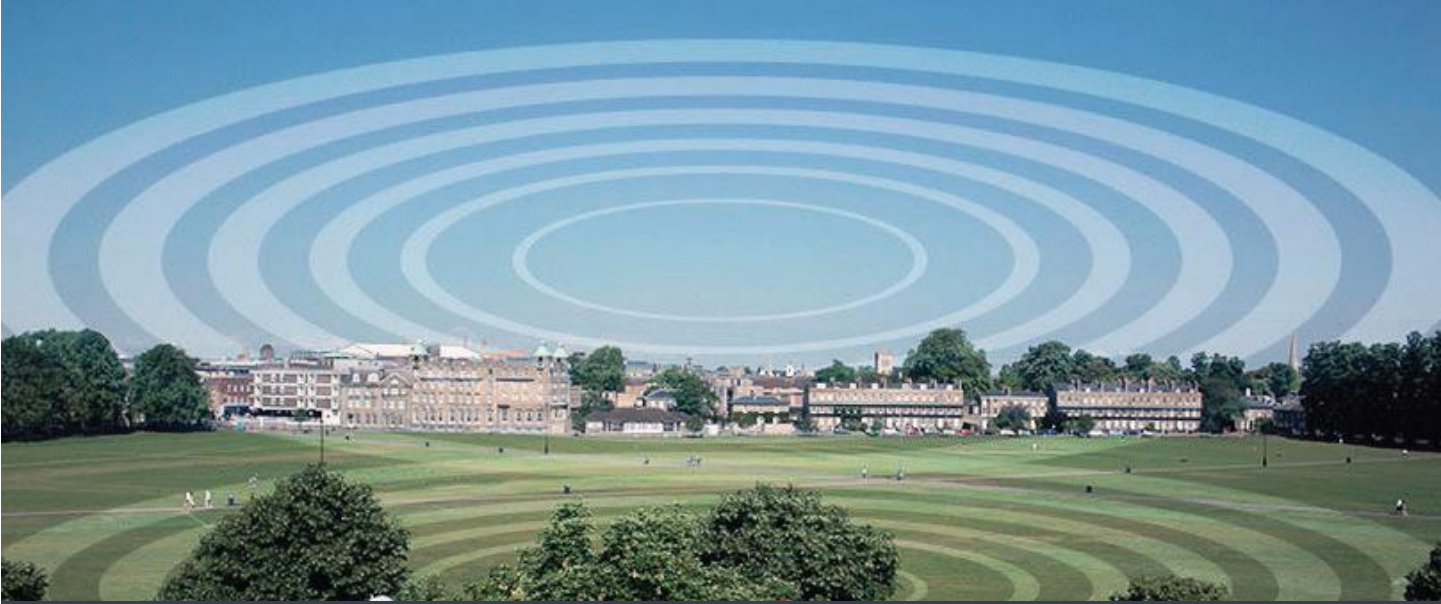
# Introduction to Network Services



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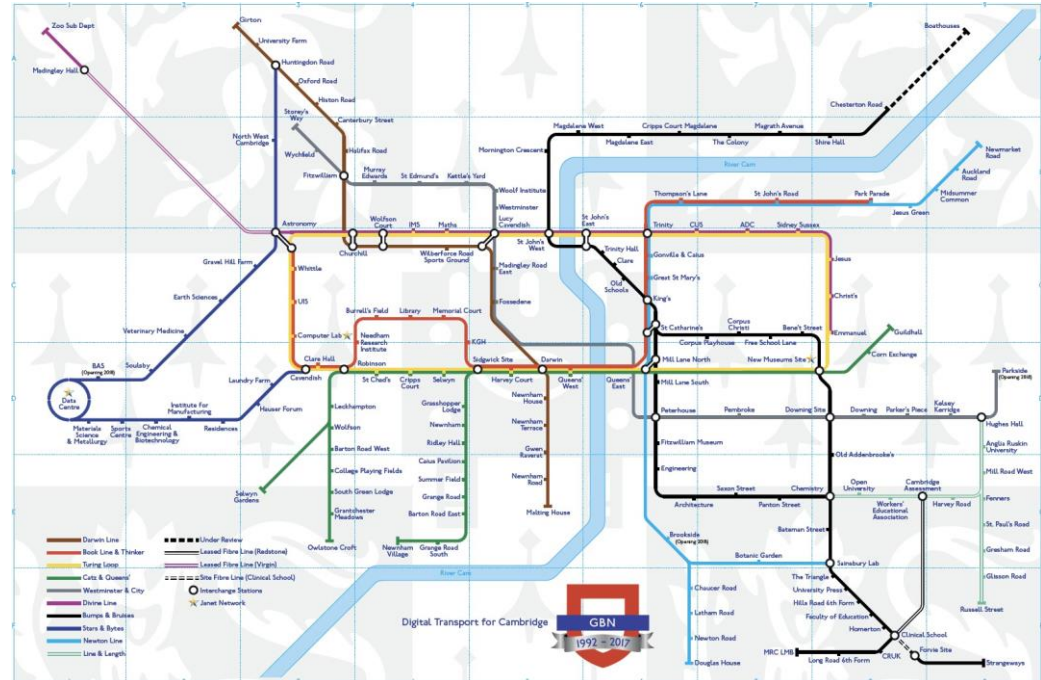
## Infrastructure

- Wi-Fi, telephony
- The fibre optic network (GBN)
- Email
- File and data storage

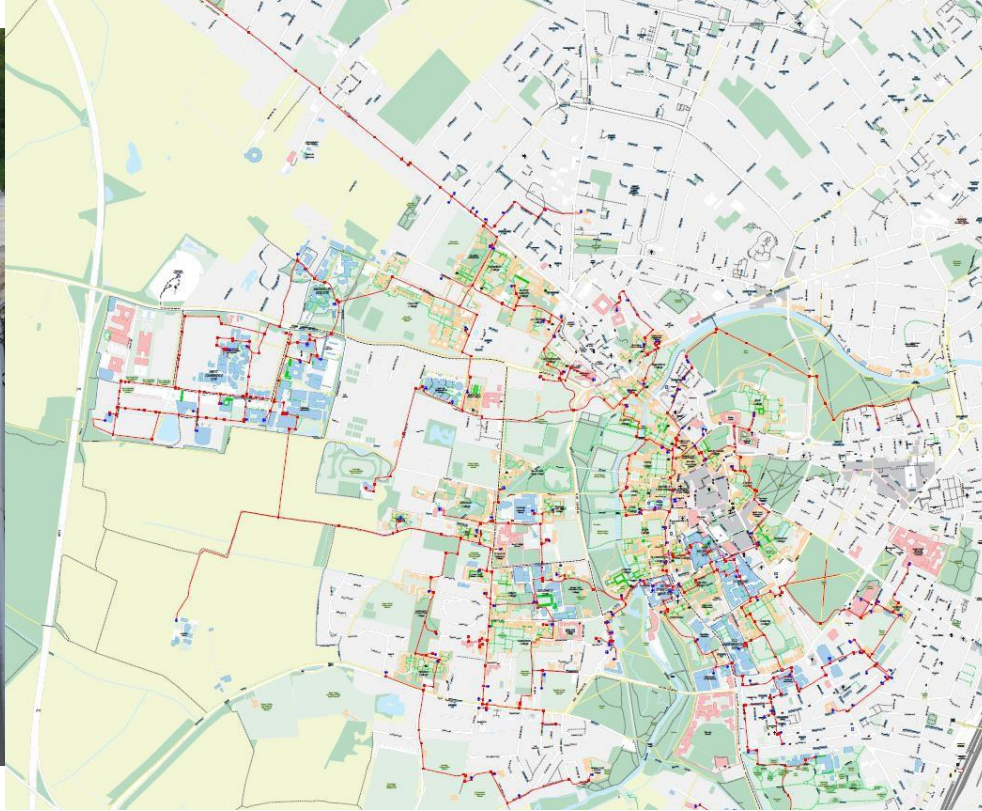


# Everything you wanted to know about the network

- GBN – Fibre Optic Metropolitan Network
- CUDN – Data Network
- Network monitoring & reporting
- Wireless
- Telephony
- Managed Network Service
- IP addresses
- Training courses
- Resources & Questions



# Granta Backbone Network (GBN)



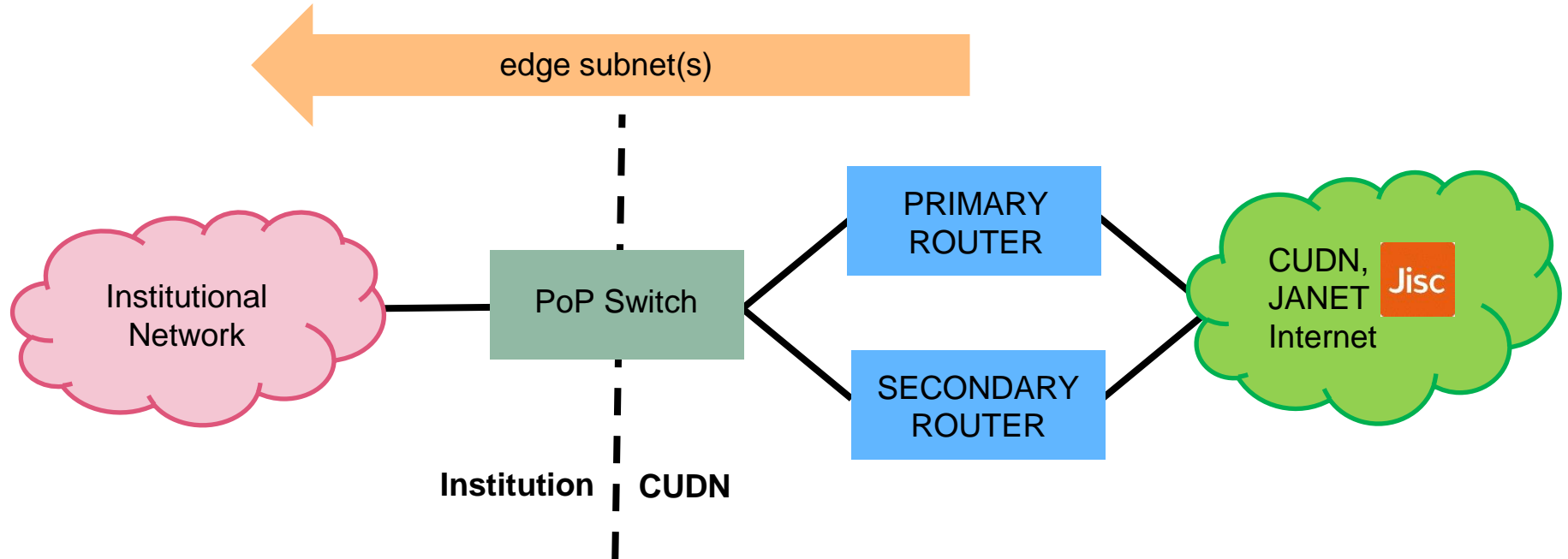
# Cambridge University Data Network (CUDN)



2 x 20Gb

It's actually 3 x (2 x 10Gb), *but we don't say this as it confuses people*

# Cambridge University Data Network (CUDN)





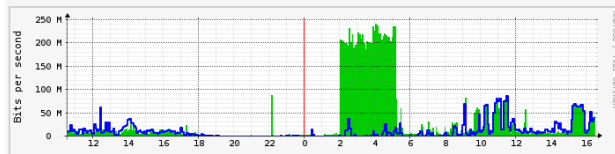
# Network status & reporting – PoP Traffic Stats

## Primary circuit

System: dist-down @ Downing Site  
Interface: Gigabit Ethernet Te1/8 - Archaeology and Anthropology

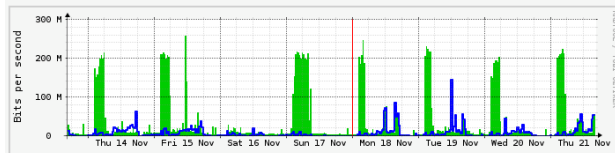
The statistics were last updated **Thursday, 21 November, 16:30:19 GMT**

### 'Daily' Graph (5 Minute Average)



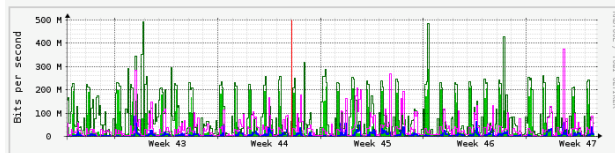
Max In: 242.0 Mb/s (24.2%) Average In: 33.6 Mb/s (3.4%) Current In: 42.0 Mb/s (4.2%)  
Max Out: 86.9 Mb/s (8.7%) Average Out: 11.3 Mb/s (1.1%) Current Out: 40.0 Mb/s (4.0%)

### 'Weekly' Graph (30 Minute Average)



Max In: 256.9 Mb/s (25.7%) Average In: 37.0 Mb/s (3.7%) Current In: 28.7 Mb/s (2.9%)  
Max Out: 145.3 Mb/s (14.5%) Average Out: 8064.9 kb/s (0.8%) Current Out: 29.5 Mb/s (3.0%)

### 'Monthly' Graph (2 Hour Average)



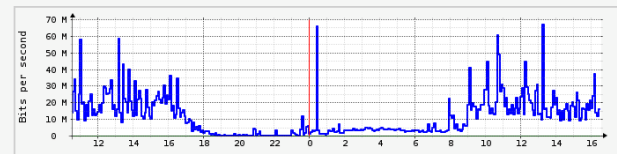
Max In: 287.4 Mb/s (28.7%) Average In: 37.0 Mb/s (3.7%) Current In: 27.3 Mb/s (2.7%)  
Max Out: 86.4 Mb/s (8.6%) Average Out: 7601.7 kb/s (0.8%) Current Out: 32.8 Mb/s (3.3%)

## Secondary circuit

System: dist-oadd @ Pharmacology  
Interface: Gigabit Ethernet Te2/3 - Archaeology and Anthropology

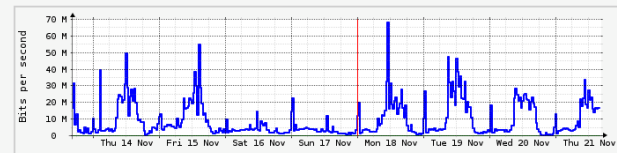
The statistics were last updated **Thursday, 21 November, 16:30:19 GMT**

### 'Daily' Graph (5 Minute Average)



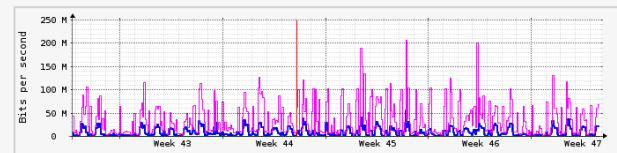
Max In: 52.5 kb/s (0.0%) Average In: 23.1 kb/s (0.0%) Current In: 20.5 kb/s (0.0%)  
Max Out: 67.6 Mb/s (6.8%) Average Out: 11.6 Mb/s (1.2%) Current Out: 16.7 Mb/s (1.7%)

### 'Weekly' Graph (30 Minute Average)



Max In: 43.7 kb/s (0.0%) Average In: 21.7 kb/s (0.0%) Current In: 22.8 kb/s (0.0%)  
Max Out: 68.5 Mb/s (6.8%) Average Out: 9394.7 kb/s (0.9%) Current Out: 20.4 Mb/s (2.0%)

### 'Monthly' Graph (2 Hour Average)































Max In: 42.4 kb/s (0.0%) Average In: 19.5 kb/s (0.0%) Current In: 26.0 kb/s (0.0%)  
Max Out: 56.4 Mb/s (5.6%) Average Out: 9868.3 kb/s (1.0%) Current Out: 16.2 Mb/s (1.6%)

# UIS Service Status Line

## UIS Services

Click on the relevant Service Name to edit the status of the service.

Service Name	Service ID	Manual Status	SNMP Status
University Telephone System	12600	Green 	Green 
University Data Network (CUDN)	12601	Green 	Green 
Internet (JaNET)	12602	Green 	Green 
Hermes E-Mail	12603	Green 	Green 
Moodle	12604	Green 	Green 
Identity Management	12605	Green 	Green 
Wireless	12606	Green 	Green 
CHRIS	12607	Green 	Green 
CamSIS	12608	Green 	Green 
CUFS	12609	Green 	Green 
Remote Access	12610	Green 	Green 
UAS Email	12611	Green 	Green 
Exchange Online	12612	Green 	Green 
West Cambridge Data Centre	12613	Green 	Green 

## Edit User - Jon Holgate (Administrator)

Mobile Number	<input type="text" value="07711500535"/>
Email Address	<input type="text" value="jh535@cam.ac.uk"/>
Pager Number	<input type="text"/>
Group	<input type="text" value="UIS Networks"/>
User Type	<input type="text" value="Administrator"/>

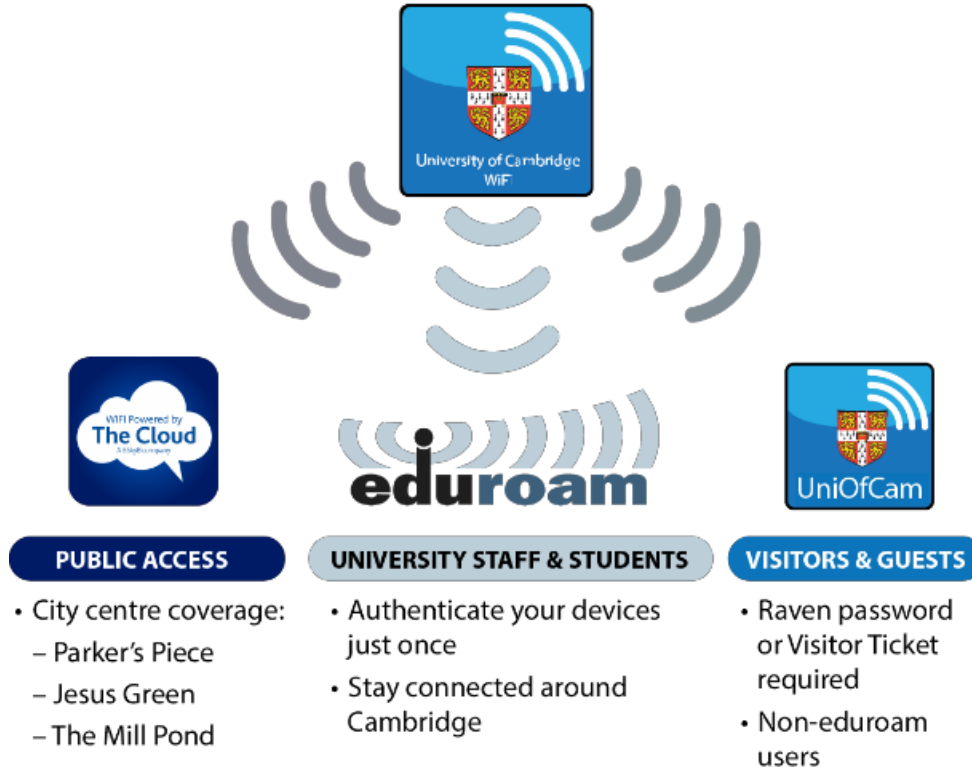
SMS Messages will be sent to this user when changes are made to the following ticked services

Service Name	Notification Enabled
University Telephone System	<input checked="" type="checkbox"/>
University Data Network (CUDN)	<input checked="" type="checkbox"/>
Internet (JaNET)	<input checked="" type="checkbox"/>
Hermes E-Mail	<input checked="" type="checkbox"/>
Moodle	<input checked="" type="checkbox"/>
Identity Management	<input checked="" type="checkbox"/>
CHRIS	<input checked="" type="checkbox"/>
CamSIS	<input checked="" type="checkbox"/>
CUFS	<input checked="" type="checkbox"/>
Remote Access	<input checked="" type="checkbox"/>

<https://status.uis.cam.ac.uk>

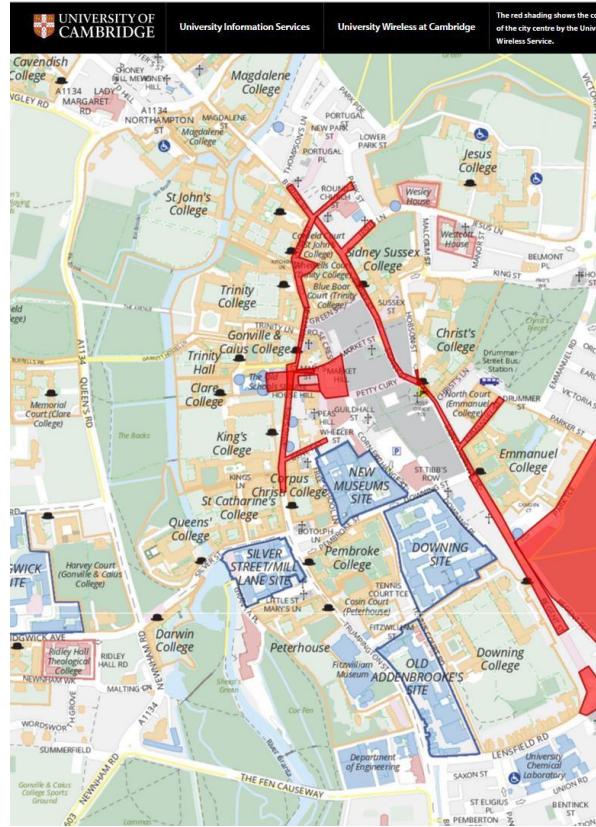


# University Wireless Service



<https://www.eduroam.org/where>

# Public wireless service



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WiFi Powered by  
The Cloud

Welcome Jon (not you?)

**CAMBRIDGE**

Service provided by University of Cambridge, and

**connecting**  
CAMBRIDGESHIRE

You are online with the Cloud

**Get FastConnect App** >

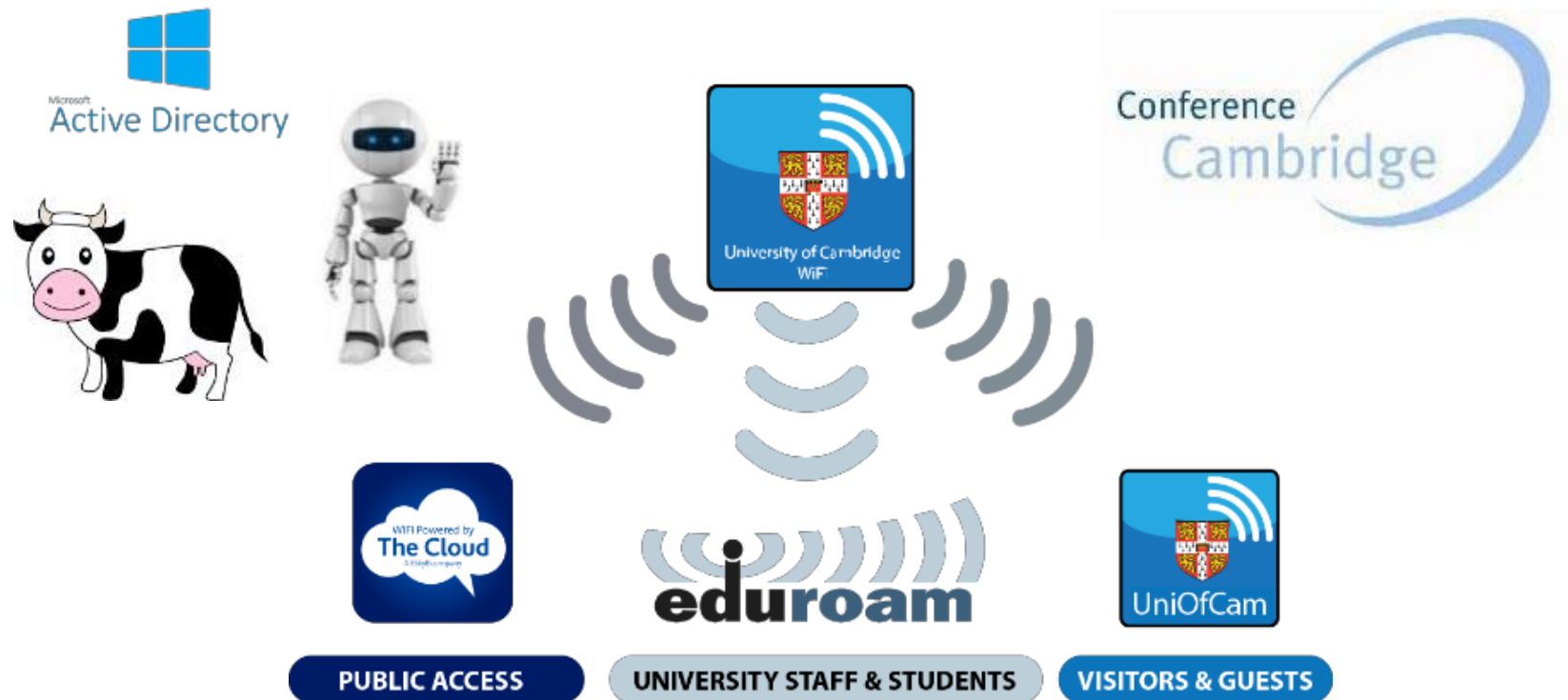
**Manage Account** >

**Products** >

**Go Offline** >



# Consistent Network

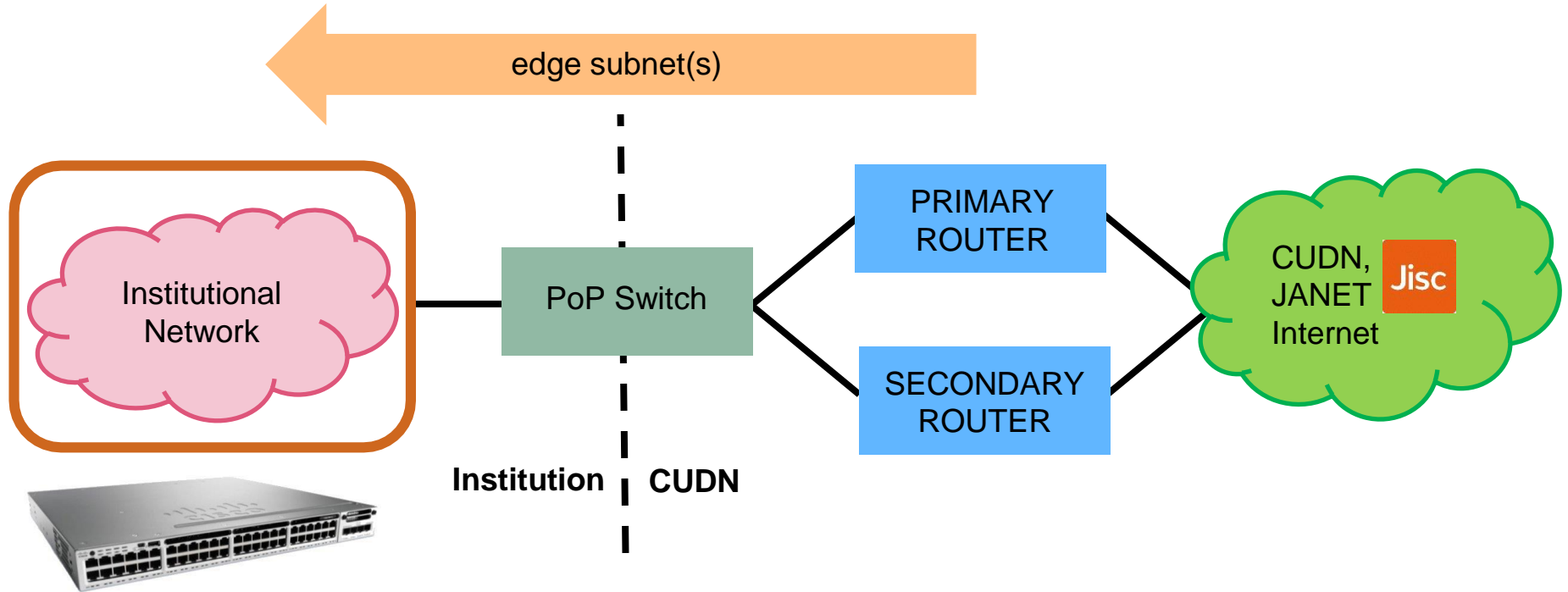


# Telecoms

- VoIP
  - Handsets
  - Call logger
  - Voicemail
  - Videoconferencing
  - Conference calls
- Mobile
  - Mobile Devices
  - Mobile Connections
- admin.phone

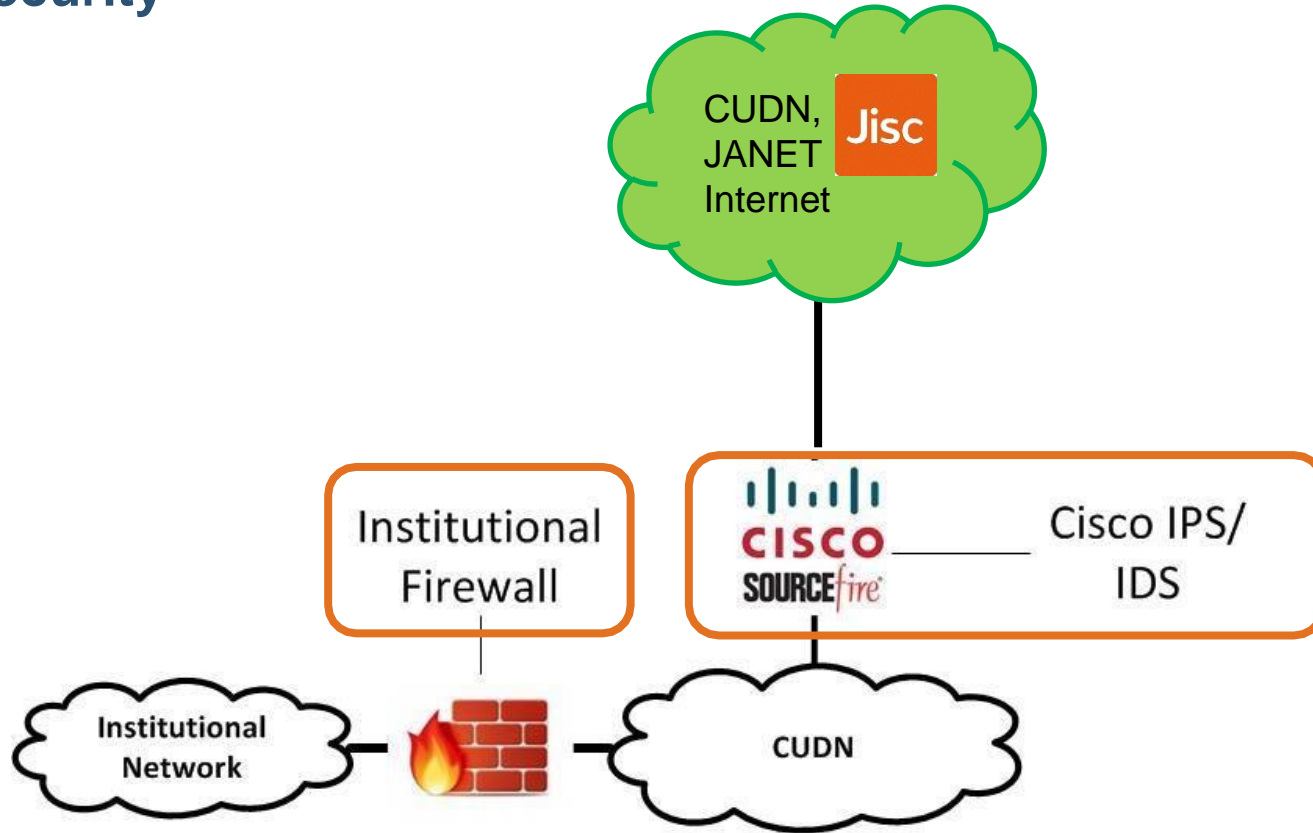


# Managed Network Service





# Cyber Security



# IP Registration

## IP address registration of single simple systems (jh535@jackdaw)

[help](#)   ☐ debug [Recent news](#) [IPreg home](#)  
[list\\_ops](#) [table\\_ops](#) [range\\_ops](#) [multihome\\_ops](#) [box\\_ops](#) [cname\\_ops](#) [aname\\_ops](#) [ybox\\_ops](#) [maildom\\_ops](#)

Management zone:    
LAN:  Subnet base:  Subnet width:   
Address search range:  -

IP address:   hostname:    
 as

"Modify"able fields -

equipment:  location:   
owner:  end user:  sysadmin:   
remarks:   
review date:

# Useful links

<https://status.uis.cam.ac.uk>

<https://help.uis.cam.ac.uk/service/network-services>

<https://netinfo.uis.cam.ac.uk>

<https://www.wireless.cam.ac.uk>

<https://www.phone.cam.ac.uk>

<https://my.phone.cam.ac.uk>

<https://admin.phone.cam.ac.uk/telecomms-admin>

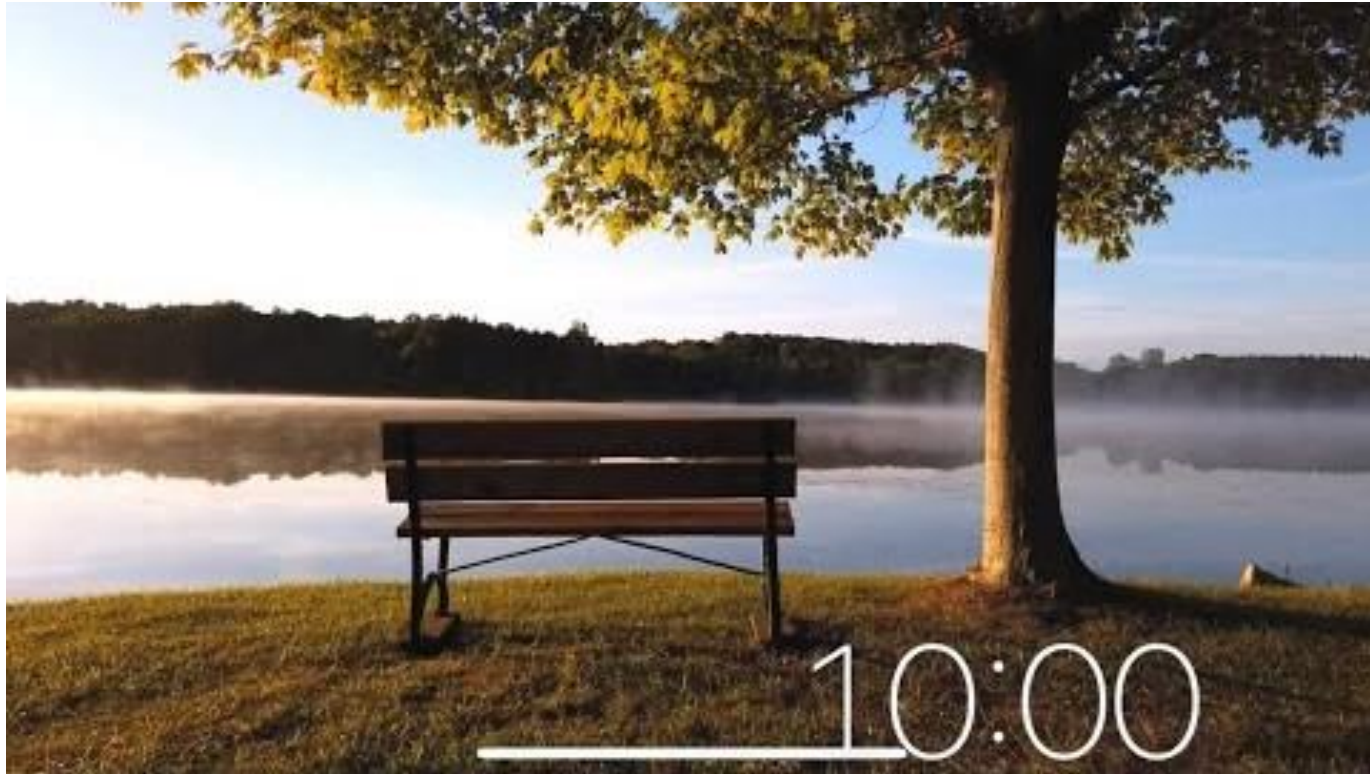
<https://www.dns.cam.ac.uk/ipreg>

<https://www.training.cam.ac.uk>



Post your questions on the chat feed or raise your hand.

# Time for a break!



Tick Tock Countdown Timer - <https://youtu.be/bCsoFkTcBSI>

# Security and You!



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[www.uis.cam.ac.uk](http://www.uis.cam.ac.uk)





## Identity and access management

- User account management
- University card
- Cyber security
- Managed firewalls

# The Regulatory Environment

## Network defenders

- ISO 27001
- Cyber Essentials
- General Data Protection Regulation (GDPR)
- Data Protection Act (2018)

## Network attackers

- Computer Misuse Act (1990)
  - Unauthorised access to computer material
  - Unauthorised access with intent to commit or facilitate commission of further offences
  - Unauthorised modification of computer material
- Regulation of Investigatory Powers Act (2000)

# Bad Passwords (predictable strategies)

Password

pAsSwOrD

P455w0rd

123456789

Cambridge123

1qaz2wsx

5201314

## Good Passwords (strong and memorable)

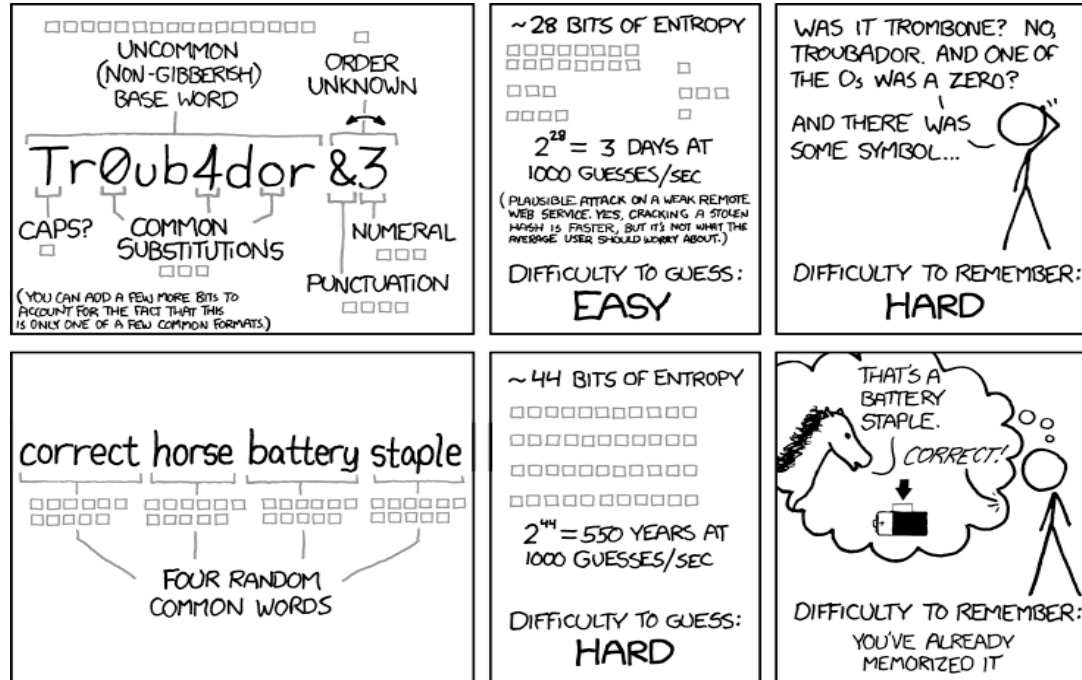
The NCSC recommends building strong memorable passwords by concatenating several words together (at least three), e.g:

consider**forty**water

Reply**raised**shoes

what**shown**step

# Good Passwords (strong and memorable)



THROUGH 20 YEARS OF EFFORT, WE'VE SUCCESSFULLY TRAINED EVERYONE TO USE PASSWORDS THAT ARE HARD FOR HUMANS TO REMEMBER, BUT EASY FOR COMPUTERS TO GUESS.

## Example Bad Passwords

<b>Stratfor</b>	<b>frogdog</b>
<b>Rootkit</b>	<b>zugang</b>
<b>Rootkit</b>	<b>ub2357</b>
<b>Rootkit</b>	<b>erpland</b>
<b>LinkedIn</b>	<b>5tgb6yhn</b>
<b>LinkedIn</b>	<b>Superman1938</b>
<b>LinkedIn</b>	<b>Fru1tc4k3</b>
<b>LinkedIn</b>	<b>meideprac01</b>
<b>LinkedIn</b>	<b>jose0849</b>
<b>LinkedIn</b>	<b>linkedin</b>



# Password Best Practice

1. If you need a password you can remember and enter manually, then use the multiple word pattern, e.g:

**what!shown!step**

1. If you don't need to ever enter the password manually, then try and use a password manager instead, and get the password manager to generate a very complex password (it's okay, you won't need to remember it).
2. Use a different password for every website/service (password managers make this easy).

# Raven



Please take great care with your Raven password.

Your Raven password can be used to gain access to a large number of University systems (e.g. the Lookup Service).

Raven passwords are monetised and sought after by cyber criminals. If you think you may have accidentally divulged your Raven password to anyone, change it immediately by visiting this website:

<https://password.raven.cam.ac.uk/>

# Multi Factor Authentication (MFA)

**MFA, typically implemented as Two Factor Authentication (2FA) should be used wherever it is available.**

**Most popular online services (e.g. Facebook, Gmail) support text message based 2FA, please use it!**

# Biometrics



# Phishing

**Previous ‘catch of the day’ examples:**

<https://help.uis.cam.ac.uk/service/security/stay-safe-online/phishing/phishy>

- **Don't blindly trust links in e-mails. Always take time to check.**
- **It is good practice to type URLs into your web browser, instead of relying on a link in an unsolicited e-mail.**
- **Does the e-mail seem poorly written?**
- **Does the e-mail address you individually or use a generic salutation?**
- **Is the language of the e-mail applying time pressure?**

# SMiShing

**SMiShing is similar to e-mail phishing, but is sent to your mobile phone as a text message.**

**The same rules apply; do not hastily click on links, or reply to unsolicited text messages.**



# Malware

Everyone should install anti-virus software, this includes MAC users!

Members of the University can download McAfee for free:

<https://help.uis.cam.ac.uk/service/security/antivirus>

# Reporting

**Please report all security incidents ASAP:**

1. [service-desk@uis.cam.ac.uk](mailto:service-desk@uis.cam.ac.uk)
2. [spam@uis.cam.ac.uk](mailto:spam@uis.cam.ac.uk)

# Further Training / Resources

## Cyber Security @ Cambridge

<https://help.uis.cam.ac.uk/service/security>



## Security Awareness Fundamentals

<https://www.vle.cam.ac.uk/mod/scorm/view.php?id=5420181>

## Cyber Essentials Scheme

<https://www.cyberessentials.ncsc.gov.uk>



# Introduction on Professional Development



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# Skills Profile

Personal Skill Profile is a simple, holistic and structured overview of your demonstrated skills

Two dimensions: Technical/Functional Skills and Behavioural Skills



Skills Framework for the Information Age

# How to create my SFIA Personal Skill Profile?

## Self Evaluation – Quick Guide

- Analyse current skills
- Identify strengths against global framework
- Identify skills gaps
- Identify learning needs
- Foundation of Continuous Personal Development
- Meaningful conversation with line manager
- Identify target jobs



<https://help.uis.cam.ac.uk/service/support/help-for-institutions/career-development-for-it-staff-1/professional-skills-profiling-service>



# LinkedIn<sup>®</sup> Learning- Creating a Culture of Learning

- LinkedIn Learning is an **eLearning** platform that provides up-to-date professional courses and videos on wide range of **technology, business and creative** topics
- Staff and students have 24/7 access to the entire library:  
<https://help.uis.cam.ac.uk/service/help-support/training/linkedin-learning-info>
- Learning Signposts:  
<https://help.uis.cam.ac.uk/service/support/training/linkedin-learning-info/learningresources>

# Mentoring scheme



Mentoring is about building a **two-way learning relationship, a culture of growth** in order to support and encourage people to manage their own development, upgrade their skills and become the person they want to be.

*"Behind every successful person, there is one elementary truth: somewhere, somehow, someone cared about their growth and development. This person was their mentor."*

*Dr Beverley Kaye, Up is Not the Only Way, 1997*

<https://help.uis.cam.ac.uk/service/support/help-for-institutions/mentoring-scheme>

# Training Services at Cambridge

**Monica Gonzalez**

[www.uis.cam.ac.uk](http://www.uis.cam.ac.uk)

# Training University Wide – Found on the UTBS

## Delivered by specialist units:

- IT Skills
- Management, Leadership, HR, Team working, Comms
- Equality and Diversity
- Procurement and Finance
- Health and Safety
- Research Skills
- Language courses
- Bioinformatics
- Academic Teaching
- Others...

[www.training.cam.ac.uk](http://www.training.cam.ac.uk)

# Digital Literacy Skills - Training Services

- Courses for your end users and maybe you
  - Business Systems (HPC, CamSIS, Chris, Moodle, UTBS, Drupal...)
  - Productivity Tools (Microsoft Office, Adobe)
- Courses for Researchers, PhD, Post Docs and IT staff that support them
- Courses for you as an IT Practitioner to support the T- Shaped Model – Broad Business Skills – Specialist IT Skills
- Service Page: <https://help.uis.cam.ac.uk/service/help-support/training/training-intro>
- Training/Teaching facilities with desktop and specialist software:  
<https://help.uis.cam.ac.uk/service/support/training/facilities>



# Building the IT Community



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## Partnerships

- Working with Computer officers
- Dedicated Relationship Managers
- Service-Desk support
- Third party vendor relationships

## TechLink Scheme - *Support across the University IT Community*

- **Community discussions**
  - Fortnightly online 'Peer Chats' (*since lockdown*)
- **COGEnT** (Cambridge, Oxford, Glasgow, Edinburgh)
  - [CompTIA pilot](#) / collaborative CPD project
- **TechLink Community Seminars & Past Recordings**
  - [www.uis.cam.ac.uk/techlink](http://www.uis.cam.ac.uk/techlink)

← **Broad Skills Development** →

- (In-person courses/events – e.g. UIS, PPD, TechLink, etc.)
- (Online courses – e.g. LinkedIn Learning, etc.)
- (CPD – self-study, or blended online & in-person)

↓ **Deep Skill** ↓  
**Development**

- (In-person courses/ events – e.g. advanced, pre-certification, etc.)
- (Online courses – e.g. CompTIA, Pluralsight, professional bodies, etc.)
- (CPD – self-study, or blended online & in-person)

T-shaped professional model –  
adapted from Harvard's IT Academy:  
<https://itacademy.harvard.edu/how-it-works>

# Courses, Training, Development – *there for us . . .*

**IT Training** – courses for staff and students (*most are free*)

<https://help.uis.cam.ac.uk/help-support/training>

**Personal and Professional Development**

[www.ppd.admin.cam.ac.uk](http://www.ppd.admin.cam.ac.uk)

**Training & Development** (Human Resources)

[www.hr.admin.cam.ac.uk/hr-staff/information-staff/training-development](http://www.hr.admin.cam.ac.uk/hr-staff/information-staff/training-development)

# IT Community, Groups & You – *current & future?*

**TechLink Scheme** – [www.uis.cam.ac.uk/techlink](http://www.uis.cam.ac.uk/techlink)

**CITMG** – College IT Management Group  
[www.citmg.group.cam.ac.uk](http://www.citmg.group.cam.ac.uk)

**DITG** – Departmental IT Group  
[www.ditg.group.cam.ac.uk](http://www.ditg.group.cam.ac.uk)

The [University IT Review](#) recommended greater

- sharing and coordination of IT practices and resources
- [professional development and career progression](#)

## *Find out more ...*

Get started — IT Help & Support

<https://help.uis.cam.ac.uk/get-started>

How the University and Colleges work

[www.cam.ac.uk/univ/works](http://www.cam.ac.uk/univ/works)

- Alt. Glossary

[www.queens.cam.ac.uk/life-at-queens/about-the-college/university/the-jargon](http://www.queens.cam.ac.uk/life-at-queens/about-the-college/university/the-jargon)

Induction — (HR Welcome to Cambridge)

[www.induction.admin.cam.ac.uk](http://www.induction.admin.cam.ac.uk)

UIS: [www.uis.cam.ac.uk](http://www.uis.cam.ac.uk)

TechLink Contact: [membership@techlink.cam.ac.uk](mailto:membership@techlink.cam.ac.uk)



## To Boldly Go ... (*questions to consider*)

- What is needed to be a University IT (HE IT) Professional?
  - ... *skills, knowledge, experience, self-study, behaviours?*
  - ... *what about special requirements of the collegiate/federated environment?*
- When do we connect with HE IT colleagues/associations & professional bodies?
  - *Colleagues in other institutions, other universities, ...*
  - [Jisc](#) & [UCISA](#) (UK), [EUNIS](#) (EU), [EDUCAUSE](#) (US-based), ...
  - [ACM](#), [BCS](#), [Computer Society](#), [IEEE](#), [IET](#), ...
- Which institutions will be ready to allocate at least 10% for CPD?

## Get involved . . .

The IT community, and the wider University community,  
needs you to help it develop, which in turn helps us develop  
personally and professionally . . .

*“It takes a community to build a community,  
and a shared purpose to sustain it.”*



Post your questions on the chat feed or raise your hand.

Thank you – *hope your work is creative & productive!*

