Service Outage Procedures

Link to Service Outage Procedures Document

UniDesk Category: Infrastructure
UniDesk SubCategory: Software Services
Object ID: None as ye
Organisational User-facing documentation: None
Vendor User-facing documentation: https://powerautomate.microsoft.com/en-au/
Service manager's documentation: Power Apps and Power Automate (Power Platform)
SOM: IS Apps Sharepoint - Non specific
Email the user with the following instructions:

"Thanks for your email.You can configure something like this using Power Automate by creating a Flow.To begin, please visit the link below (you may want to sign in as the shared mailbox so that the Flow you create is attached to the shared mailbox and not your own personal account).https://emea.flow.microsoft.com/manage/environments/Default-2e9f06b0-1669-4589-8789-10a06934dc61/createOnce in here, please select to create an 'Automated Cloud Flow'. Give it a name and select the 'When a new response is submitted option' as shown in the screenshot 'Create Flow.png'.Next, you will need to put in the ID of the form to specify which form you would like to receive an email from. Start typing the name of the form and results will be returned for you to select the required form. Then you will need to select 'Next Step' and search for outlook and scroll down to the 'Send an email (V2)' action and select is. Please refer to the screenshot 'Populate Flow.png'.Finally, you will simply need to configure the email such as filling in what address you would like the emails to be sent to, the subject and body of the email etc. - if you would like information from the response to be included in the email, there will be a pop-up box to the right, presenting fields that are in the form that you can select to be included in the email. Please note there is an 'advanced settings' drop down if you would like to make the responses marked as 'Low' importance etc. For this last step, please refer to the screenshot 'Configure the email.png'. Once done, you can select 'Save'.Hope this helps. Please let me know how you get on."

Screenshots:
Create Flow
Populate Flow
Configure the email
This is a Power Apps error that tends to appear when attempting to create a new blank app within Power Apps.
This is because creating a portal requires dataverse = cost/licenses etc. and isn't enabled in the default environment.The user should follow the various guides to create a canvas Power App:

https://learn.microsoft.com/en-us/power-apps/maker/canvas-apps/get-started-test-drive
UniDesk Category: Core Services and Systems
UniDesk SubCategory: Event Booking
Object ID: EventsAir
Organisational User-facing documentation:
https://www.ed.ac.uk/information-services/computing/comms-and-collab/eventsair
Vendor User-facing documentation: None
Service manager's documentation: EventsAir or EventsAIR Service or EventsAIR
UniDesk Category: Core Services and Systems
UniDesk SubCategory: Collaboration Tools
Object ID: Zoom
Organisational User-facing documentation:
https://www.ed.ac.uk/information-services/computing/comms-and-collab/zoom
Vendor User-facing documentation: https://support.zoom.us/hc/en-us
Service manager's documentation: Zoom Video Conferencing
SOM: IS Apps Service Management - Stephen Smith
UniDesk Category: Core Services and Systems
UniDesk SubCategory: Collaboration Tools
Object ID: Enquiry Management CRM
Organisational User-facing documentation: None
Vendor User-facing documentation: N/A
Service manager's documentation: Microsoft Dynamics CRM
SOM: IS Apps SharePoint - Steph Hay
Enquiry Management Handover Document
Introduction, Links and Environments
Key Contacts
Unidesk
User Management
Service Team Dynamics CRM service requests
UniDesk Category: Core Services and Systems
UniDesk SubCategory: Event Booking
Object ID: Event Booking
Tag: [Event Booking]
Organisational User-facing documentation:
https://www.ed.ac.uk/information-services/computing/comms-and-collab/event-booking
Vendor User-facing documentation: N/A
Service manager's documentation: Event Booking Service Pages
SOM: IS Apps Application Management - Andrew Hobden
Link
Link
Creating New Service Provider
These can be viewed in BI Suite > ISG: Event Booking
Steps:
ISG: Event Booking > IAD > IAD responses to booking questions

UniDesk Category: Infrastructure
UniDesk SubCategory:See Linked Object
Object ID: Identity Management (IDM)
Tag: [IDM]
Organisational User-facing documentation: N/A

Vendor User-facing documentation: N/A
Service manager's documentation: IDM System Documentation
SOM: IS Apps Enterprise Data Services -
Request
Process
Request
Process
This link is the technical architecture at quite a detailed level. While probably not used much by Service Management is can give us hints at where issues reside.
https://www.wiki.ed.ac.uk/display/insite/New+Identity+Management+%28IDM%29+system
COMP/AUTH IT DISCONNECTIONS

Student UUN Suspension
IS Helpline's Procedure
COMP/AUTH IT RECONNECTIONS
Account Reconcile

Staff to staff Reconcile
Reconcile Process GuideRequests should be submitted using the standard solution in this category, recorded and resolved using another standard solution. These are typically completed by Helpline unless the situation is complex or the reconcile is between two staff accounts rather than a staff and a visitor account (see HR Purged Records).
Needs confirmed with HR for the main staff number before doing the reconcile Apps Man can carry out this process.
As long as the account to be reconciled against is live, Apps Man can carry out this process.
UUN Change
IDM UUN Change Process
IDM Access
Application FormService Team - IDM Access
Service documentation: IDM Test Staff Account Creation Process and VRS Test Visit Creation Process'
Service Team: Service Team Test IDM Test EASE account creation procedure

Note that this is being done by Service Team from April 2019.
IDM Dashboard access
(https://dashboard.apps.is.ed.ac.uk/)
Only those in the following AD groups get access to this: Help Services, Operational Services, Production Management, Service Management. This means without any intervention support staff will automatically have access to more detailed service monitoring.
We can do user management via https://www.idm.is.ed.ac.uk/idm/userAdmin
https://www.wiki.ed.ac.uk/display/IDMDashboard/Dashboard
Apps have a massive batch of accounts that are “excluded” from use within IDM. Mainly due to them being some form of system-reserved account (like “root”), fixed test accounts or some kind of banned terminology. Attached is the latest copy = 07-01-2020.
IDMUUNExclusion20200107.xlsx
Some teams outside of Apps (like CO teams) may ask for this. It's fine to hand it over.

you can obtain an updated list via the following query run against the IDSTORE schema:select * from IDSTORE.idstore_uunexclusionlist order by idstoreuid;
The query, (run against the APPSLIVE VRS schema), is as follows:select vu.user_id, vu.surname, vu.forename, vu.title, vo.org_unit_no, va.access_id, va.access_lvlfrom vrs_user vu, vrs_user_orgdetails vo, vrs_access2user vau, vrs_access vawhere vo.user_id = vu.user_idand vau.user_id = vu.user_idand va.access_id = vau.access_idorder by vu.user_id, access_id;
We needed a list of all Staff, Visitor Staff, PGR and Functional accounts created within the last 24 hours to help resolve some Major Incident fallout. Basically we needed to see which Staff-like accounts had come through so we could correct the O365 A1 Plus licence. The code for this can be run against IDM Live in the attached file.
allstaffin24hours.txt
Ageing is disabled for functional accounts.
Functionals can be aged manually by setting the end date to 1949
Change the UUN in test, there's an option to do this when you search for the ID using the reference number.Then re-provision Cauth and Ease, they will then need to register the ID in test using: www-test.ease.ed.ac.uk/register
Services showing as unknown in IDM. Re-provision the following services by selecting 'add' in IDM:ADWikiWirelessMyEdIf still not showing pass call to IS Apps Application Management for investigation.
UniDesk Category: Core Services and Systems
UniDesk SubCategory: Collaboration Tools
Object ID: JIRA
Tag: [JIRA]
Organisational User-facing documentation: https://www.jira.is.ed.ac.uk/secure/Dashboard.jspa
Vendor User-facing documentation: https://www.atlassian.com/software/jira/guides/getting-started/introduction#dig-into-specific-features
Service manager's documentation: JIRA
SOM: IS Apps Service Management - Alain Forrester
Process
Link
Process
Link
JIRA Announcement Banner
Email the user the following:
"Dear (user),
We use Jira mainly for development projects within Information Services but we have made it available to a few other areas on request, provided our service meets their requirements. If you think Jira might be a good option for you, it might be worth us arranging a little chat for you with the Service Manager to discuss your requirements?
It's also worth noting from the outset that Jira's developer, Atlassian, recently announced the discontinuation of Jira Server (from 2024) in favour of their other, much more expensive Cloud or Data Center alternatives. We're preceding as normal with Jira Server for now but may look to review other alternatives in future following our talk with Altassian and a review of the likely costs associated with their other

Jira products. You can chat more about that with the Service Manager if you're happy to have a look at Jira.
Please let me know if you would like to discuss it further."
If a user is asked to be deleted, we'd rather keep the user there for auditing purposes (if you try deleting, you may also get a message saying that they have associations with other projects and these need to be reassigned before they are able to be deleted), therefore simply search for the user > click on their profile and remove them from any groups and untick the 'Application access' checkbox as shown below. This will free up a license whilst removing their access.

2023 Jira Upgrade tasks

Standard Solutions
[JIRA] Enable Backlog for Kanban Boards
Project Leads may request for 'Backlog' to be enabled on their Kanban Boards. Only JIRA Admins are able to do this.

UniDesk Category: Infrastructure
UniDesk SubCategory: Telephones
Object ID: Managed Mobile Service
Tag: [Mobile]
Organisational User-facing documentation:
https://www.ed.ac.uk/information-services/computing/comms-and-collab/is-managed-mobile/introduction
Vendor User-facing documentation: N/A
Service manager's documentation: Below.
SOM: IS Apps Service Management - Stevie Allison
Critical Success FactorProvide a catalogue of devices and plans suitable for University business that have granular connection options for calling & data usage.
Key performance indicators:1) Mobile connection availability - Vodafone signal uptime in an area with "good" connection coverage.2) SLA on open support calls
Targets:1) Vodafone connection service window remains above 99.99% uptime availability.2) Service Management resolves 95% of normal impact support calls within 8 working days.
Escalation threshold:1 hour of wide-scale unplanned Vodafone service outage (to Account Manager).
Process
Link
New Connection Request and Upgrades
Disconnection Request
Sim Swap Request
Convert to an eSIM (similar to swapping the SIM in the column above)
Monthly Billing Process - Making sure Vodafone get paid
Vodafone Equipment Invoice Procedure
Student Mifi Billing Procedure
Managed Mobile - Updating the Dashboard
Managed Mobile Credit Note Procedure
Monthly Capping Check - Monthly check to ensure all our numbers are set up for data capping

Non-Planned Expenditure Report - A report to be done at billing time to see spending on Premium Calls and Data, outside of what's included in our plans.
Creating Customer Reports on VCOL
Example List of Price plans for a specific Dept
Creating Custom Reports on VCOL

Usage Report Guide &
Exemptions
Mobiles usage report / Data
Any No's that we receive that are to be exempt should be added to the Spreadsheet (List Of Numbers Exempt from Price Plan Reductions) stored on the Billing Page
Here: https://uoe.sharepoint.com/sites/is-apps/service/ismm/billing/SitePages/Home.aspx?InitialTabId=Ribbon%2ERead&VisibilityContext=WSSTabPersistence
Vodafone imposes a limit on the number of connections we can have active. The current limit can be found on the Credit Limit and Vodafone Plan Pricing page.
If a user wants to activate a Sure Signal Device, we need the following details:
Once we have the above information, please email this to Vodafone. A useful table to use in the email:
Please note, only Vodafone numbers can connect to these devices (Corporate or Personal Vodafone SIMs will work).
If a phone is lost or stolen, the user will usually inform us of this, or request the number is suspended. The following should be completed / advised:
List of Data Protection Champions:
https://www.wiki.ed.ac.uk/display/FoIP/Data+Protection+Champions
Example email (please modify as appropriate):
Thank you for reporting this [lost / stolen] device. This number has been suspended now. If you have ordered a replacement device, please let us know when it arrives and we'll unsuspend this for you. If [you / the user] has 'Find my iPhone' or 'Find My Device' enabled, they should use it to remotely wipe the device. They should not use this information to attempt to retrieve it. If there is any University data on the phone, please refer to your Data Protection Champion for further advice. For further assistance with this, please see the guidance from Records Management: https://www.ed.ac.uk/records-management
These are ordered via a separate contract to the Managed Mobile service.
For ordering and billing:https://uoe.sharepoint.com/sites/is-apps/service/ismm/Shared%20Documents/Student%20MiFi%20Documentation/
Student Mifi Billing Guide & Equipment Invoice
Student Mifi Usage Report Guide
Student Mifi sim Activation/ Set Up Procedure
When doing Mifi Orders for students there is a small change please add the details to the Mifi cost Codes DB found under Student mifi Billing use the Mifi Cost Codes Table
Short URL for UniDesk Order Form (for use by USD personnel): https://edin.ac/3niuNZL
If a phone is not receiving incoming calls, a handy thing for the user to try is the following:

The user calls this number on the affected phone: #330*1919#This is the command to cancel any bars set up on the phone directly.
If the problem persists and the affected phone was transferred/ported in, then there may be some corruption with the port-in files in which Vodafone can call the Porting Team to resolve this.
Manual Roam is one the the first troubleshooting steps Vodafone will ask us to do if a user has network or data issues. If you've confirmed that the user has not hit the data limit, ask them to follow these steps.
If a user needs to make International Calls from the UK, then they will need the 'International / Premium' Price plan added to their connection. Navigate to their connection by going to 'Admin' > 'Connection Admin' > 'Edit connection details' > Enter the mobile number.
Vodafone confirmed that for the user to call internationally from the UK they are charged the normal rate. It is the person they are calling that are charged the higher rate.
Roaming Data CAPS
(Why can't I use DATA abroad even if I have a Bolt on?)
by default, all mobile connections have a regulatory 50 EUR data cap assigned (100 EUR for roaming outside of the EU). This means that if the line uses more than this amount on data abroad, their usage will be capped.
When a roaming Bolt-on is added to the line, any spending should automatically be covered by it, but sometimes the usage is charged anyway and is discounted from the total bill later on. This can trigger a Data Cap being added to the line.
To opt out of this cap, you need to select the data cap opt-out on the price plan options (DCOO):

You can add in a date for the cap to activate again (calendar icon), so this can be added at the same time as the Bolt-on for the same dates.
Device recycling
These should be added with our Codes 110, 110002, 35012001, 2341 and then added to the Spreadsheet on the Billing Site Page named Project Code Billing https://uoe.sharepoint.com/:x:/r/sites/is-apps/service/ismm/billing/Shared%20Documents/Project%20Code%20Billing.xlsx?d=wf21e9aacec41421fbd919d82ddad373a&csf=1&web=1
Every July & December The 6 monthly amount should be emailed to Grant McAllister Finance Business Partner grant.mcallister@ed.ac.uk and ask for the amount to be transferred from our codes to the Project Code listed in the spreadsheet.
Up till December 2023 add Purchase Order No: UOE1344796 to the order This will appear in the Billing account screen
Standard Solutions
[Mobile]Managed Mobile New Order
[Mobile]Managed Mobile Update Cost Codes
Equipment & Accessory Orders
UOE1344796 to the order

UniDesk Category: Core Services and Systems
UniDesk SubCategory: Email and Diary
Object ID: Email and Diary
Tag: [O365]

Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/office365/email-calendar
Vendor User-facing documentation: https://support.microsoft.com/en-us/outlook
Service manager's documentation: Office 365 Service Wiki
SOM: IS Apps Service Management - Seye Kuti

Request
Process
List of domains
Domains
Licensing guidelines
Note: Maths & Physics often request A5 licences for InTune ad-hoc for students. The A1 should be removed and 'A5 for student use benefit' license applied. Within the Apps these should be removed: Education Analytics, Kaizala, Minecraft, Windows 10 Enterprise.
Fix mailboxes for returning students
Recovering .pst Files Using eDiscovery
Check the product is available to the University's Office 365 subscription. The Service Owner for O365 can help confirm this. If it isn't available:
"This product isn't available on the University's Office 365 subscription and we can only offer apps if they are currently available, or via early release. We frequently review this release schedule and will advertise anything significant for University wide evaluation appropriately.Unfortunately, we do not have any means of operating an 'on-demand' software evaluation outside of the current subscription terms and early release programme, and therefore we cannot offer access to this product at this time.

If it is available, we need to review the process with Service Owner / Managers. Stephen Smith will have more details as the Service Owner for Office 365.

Attempting to install add-ins to a mailbox as a delegate will present the following error message: "Sorry, we can't complete this operation right now. Please try again later"
The mailbox needs to be signed into, in order to install the add-ins initially. Once installed, all delegates will be able to use the add-ins when opening the mailbox as a delegate.
ITI Enterprise may send us calls to search and delete specific Phishing emails. For example "X is sending phishing spam to university users with the subject "BLAH". Please can this message be deleted from all user mailboxes."
Procedure for Search & Delete Phishing emails
Export Mailbox Details
De-Duplication of Emails in Office
receiving more than one email from mailing lists etc
If a user is emailed multiple times by a mailing list The user will only receive one message. This is similar to having an out of office set. If you email an user who is out of office you will only receive one notification.

The reason it will only deliver once to the mailbox is based on the message ID to prevent a system overload or loops etc.
Enabling this in the group settings in the 365 admin centre would only fix the notifications for new members added to the group.
The best way to achieve this is for each member that would like to receive notifications to go to https://www.office365.ed.ac.uk/ and scroll down the left-hand side to your groups where you'll find the '[GROUP]' group. Click that group and click the ellipses to go into the Settings as shown in my 'Group settings.png' screenshot.
Next, select the 'Receive all email and events' option under the 'Follow in Inbox' section as shown in my 'Follow in Inbox.png' screenshot.
May happen with restored accounts. First we will disable the remote mailbox. Connect to Exchange OnPrem.
$UserCredential = Get-Credential $Session = New-PSSession -ConfigurationName Microsoft.Exchange -ConnectionUri http://hbdkb3.is.ed.ac.uk/powershell/ -Authentication Kerberos -Credential $UserCredentialImport-PSSession $Session
Disable-RemoteMailbox -Identity sbeames@ed.ac.uk
Wait for AAD Sync. To check this go to office365 Admin and select Directory Sync Status Bottom Left. Once Sync has updated.
Enable-RemoteMailbox -Identity sbeames@ed.ac.uk -RemoteRoutingAddress sbeames@uoe.onmicrosoft.com
Mailbox should now be restored.
If this fails may need to log a Support call with Microsoft.
The remote routing address must be set in on premesis Exchange to: smtp:uun@uoe.onmicrosoft.com
It will then take an hour or so for it to sync to Exchange Online.
Service team FOI Freedom of Information Request
Update the user principal name:Connect-MsolServiceSet-MsolUserPrincipalName -UserPrincipalName UUN@ed.ac.uk -NewUserPrincipalName UUN@uoe.onmicrosoft.com
Removal of functional mailboxes
Update the remote routing address
CalSync Opt Out Request Process
Mailbox appears in Exchange Online but not Hybrid Exchange
Calender is not processing bookings

F/B = Free/Busy
R = Reviewer
hid = Hidden
del = Set for deletion
pref = preference email choice (this is need for the update to be triggered to IDM)
As of March 2020 the Service Manager is looking at implementing a process for Add-On requests. C2003-014 is a lead change record to track these and link any calls. Calls should be resolved when linked to the change and the end user informed of this standard text:
Thanks for your request. Service Management are currently reviewing the process for Add-Ons requests via our Change process (Reference C2003-011). Your request has been linked to this record to allow us to review all suggestions. You will be informed once a suitable process and technical solution is in place for managing these Add-On requests.

[O365] Assign Licenses to users
[O365] change of display name
[O365] Email account investigation (hold or PST)
[O365] Hide Office365 Group From GAL
[O365] Hiding Office 365 Group From GAL
[O365] O365 Account Litigation Holds
[O365] O365 Email Delegate Permissions
Previous delegate users still have access to Mailbox however they are not listed permission section.
The total number of users is normally different to the number of users listed.
[O365] O365 Licence Applied - Missing Services
[O365] Recovering an O365 Account from Deleted Users (O365 Admin)
[O365] Verify accepted Domain in Office 365
Request to verify a domain as an accepted domain to Office 365. E.g. we verify with Office 365 that we have permission to use the domain name space. We're not handing off the domain to the remote Microsoft Exchange host.
When a B2B Collaboration Guest user of another Azure tenant is added to our Azure directory, the email contact address in the guest user profile takes on the UPN value instead of the guest users primary SMTP address used to accept the invitation to join our tenancy.
The result is that when a user in our domain attempts to email them, the guest object is used and sets the email address to the UPN of the guest user object.
Request to update user licenses *A1-A5, including Intune (E.g. mostly via Desktop Services for Sci-Eng iPads for teaching etc) Or requests for **MS Bookings or requests for Teams Webinars.
Run the script at the bottom if you just need to enable Intune on a user who is already inheriting an A5 license from the 'CAHSS-College-MSBookings' group ('users.csv' file is needed).

UniDesk Category: Core Services and Systems
UniDesk SubCategory: Collaboration Tools
Object ID: Office365
Tag: [O365]
Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/office365/onedrive-for-business
Vendor User-facing documentation: https://support.microsoft.com/en-us/onedrive and https://support.microsoft.com/en-au/office/Troubleshoot-issues-with-OneDrive-3db87243-ed3b-46f5-ace6-518db68429b1
Service manager's documentation: Office 365 Service Wiki
Request
Process
Request
Process
Share File with others
If a team needs to share files, it may be best to create a Group / SharePoint site. If OneDrive is to be used, you can:
This will send a link via email, when this is opened it will load the OneDrive web location where the file / folder can be accessed. From here, it can then also be synced to the OneDrive app, depending on Sharing settings.

If you need to add yourself to a personal OneDrive space, to investigate issues, you can do this like so (make sure the user is aware that you are doing this):
Once saved you should then have full access to investigate OneDrive issues. You must remove this access immediately after your investigation.
https://support.office.com/en-gb/article/restoring-a-deleted-onedrive-for-business-site-c5595183-a1ef-4931-8201-48a62134f5af
If it is leaver's data, this would need to be approved.
Symptoms: User gets access denied message on their own OneDriveRun this in the Microsoft admin centre, click help and support and type the below in and press enter: Diag: Check SharePoint User AccessFollow the instructions to the end and the user will then have access
Standard Solutions
[OneDrive] Missing 'New', 'Upload' and 'Sync' options in OneDrive for Business

UniDesk Category: Core Services and Systems
UniDesk SubCategory: Business Reporting & Analytics
Object ID: Power BI
Tag: [Power BI]
Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/reporting-and-analytics/power-bi
Vendor User-facing documentation: https://learn.microsoft.com/en-us/training/powerplatform/power-bi
Service manager's documentation: Below

Supplier support is from Microsoft themselves but they do not accept Power BI service requests via the normal O365 Admin Portal (https://portal.office.com/adminportal). Instead Power BI support is delivered via the Power Platform Admin Portal: https://admin.powerplatform.microsoft.com/support. The tickets are logged in the same manner as other O365 products where appropriate descriptive information and nomination of contacts are required. We should use this portal for cases that the Service Team need to escalate and no Service Manager is available.

Process
Link
Process
Link
Power BI Pro License Requests
We now have a new method for requesting Power BI Pro Licences. If you have any colleagues that require a licence they can fill out the form on our Ed Web pages or via the direct link to the form:
Power BI Licences
Power BI Pro Licence Form

A Power BI Pro Licence is required to publish and share content and if you already have a licence, you do not need to fill out the form. For new requests please provide a business reason for the licence and this will help with our understanding of the use cases for Power BI.
Power BI Publish to web requests

Standard Solutions
UniDesk Category: Core Services and Systems
UniDesk SubCategory: Collaboration Tools
Object ID: SharePoint
Tag: [O365]
Organisational User-facing documentation: https://uoe.sharepoint.com/sites/is-apps/service/SharepointSites/SitePages/Home.aspx
Vendor User-facing documentation: https://support.microsoft.com/en-us/sharepoint
Service manager's documentation: Below
SOM: IS Apps Sharepoint

Process
Link
Process
Link
https://www.wiki.ed.ac.uk/display/SharePoint/SharePoint
Current solutions site: https://uoe.sharepoint.com/sites/is-apps/service/SharepointSites/SitePages/Home.aspx (new site is in development)
Email functional accounts from Workflows
Please note the functional account must have a valid email address before changes to SharePoint will allow this to work.
SharePoint 2013 Workflows do not allow workflow emails to be sent to non-authenticated users of the site. Before this can work, add the functional account to the list of Members / Visitors (depending on the level of access allowed)for the site. Then, re-add the email address into the workflow.
A workaround for this is to use a 2010 workflow instead. This may mean functionality is not the same, and it will be less secure as 2010 workflows have no email validation, so this is not the reccommended option.
If it is not the owner that has requested this, confirm with them before restoring.
It is possible to add external users to Office 365 Group sites, however, O365 Group sites do not currently have the ability to share individual files with external users. Therefore, it is reccommended that users use their department / team's SharePoint site collection to grant external access.SharePoint Site Collections have much better control of external sharing as this can be completed at a site level, or indvidual Library / file level.
If external sharing is not enabled on the Site Collection, the Site Collection admin will need to approve this to be allowed.
Queries will come through UniDesk and categorised as SharePoint - HRPP as the top level category. Subcategories include User Access, User Support and Systems Issues.

Link to Claire's SharePoint site: https://uoe.sharepoint.com/sites/is-apps/service/SharepointSites/Shared%20Documents/Forms/Projectdocs.aspx?viewpath=%2Fsites%2Fis-apps%2Fservice%2FSharepointSites%2FShared%20Documents%2FForms%2FProjectdocs%2Easpx&useFiltersInViewXml=1&FilterField1=Project_x002f_Service&Filter

Value1=HR%20Digitisation%20%28Service%20Excellence%29%20%5BHRP001%5D&FilterType1=Choice
The first thing we must check is if their department or college already has a SharePoint Site. If they do the first thing they must do is check with their department admins / IT support / owner for the site and ask for a SubSite. If the SubSite is not appropriate, we can create a new site, but we need confirmation that the SubSite isn't suitable and why this is.
If it is confirmed that they do require a full Site Collection, we can ask the following:
Thank you for your request for a new SharePoint Site. In order for us to fulfill this request, and to create the most appropriate site for your needs, please can you confirm the following:
Site Name (a short name with no symbols is most suitable):
Please describe the proposed use(s) for the new site:
Please describe the target audience (and if there should be any access restrictions for the site):
Site Members (if any) - These people will be given Document Upload / Edit rights:
Site Owner(s) - Full Control of the site:
Please note that the Owner(s) will be responsible for managing access and the design of the site, and will be contacted if requests for access or amendments are raised to us / the Helpline.
Action Plan:

Please follow the below action plan to collect the Fiddler Trace (network traffic) while reproducing the issue;

Now Fiddler is ready. We will start to reproduce the issue to capture the logs.

If a user is not able to access a SharePoint site that they in fact have permissions for, resetting their permissions for the site can resolve the issue.
To perform a permissions reset for a user of a SharePoint site:1. Go to SharePoint Admin Center and add youself as a 'Site Collection Administrator' of the site.2. Remove the user from any permission groups they are a member of in the site.3. Add the string '/_layouts/15/people.aspx?MembershipGroupId=0' to the end of the site URL and then go to the resulting page.4. Select the user from the list, and then on the 'Actions' menu, select 'Delete Users from Site Collection'.5. Re-add the user to the relevant permission group in the site. The user should now be able access the site as normal.
If a smartphone user can't use the Building Occupancy App (compatability, storage requirements, etc) then they can use direct URLs:
BuildingOccupancy App:
https://apps.powerapps.com/play/f3f78854-08c1-4ce3-87dd-f814f5cdef2b?tenantId=2e9f06b0-1669-4589-8789-10a06934dc61https://edin.ac/3Ccf98G
Entry and Exit App:
https://apps.powerapps.com/play/49aee1a2-a16d-4775-bf76-e2b20d15a561?tenantId=2e9f06b0-1669-4589-8789-10a06934dc61http://edin.ac/3bW78rP

Hi (user),
Unfortunately, the retention labels have to be set up at the O365 tenancy level before they can be used in a SharePoint library (or in any other O365 application), and I am afraid no retention labels have been set up in our tenancy so far.However, it might be possible to achieve something similar to the retention-label process using Power Automate (which all UoE members can use as part of our O365 licence). For example, there is the Update and delete items in a SharePoint list on a recurring basis Power-Automate flow template, which you could adapt to work with your library (along with perhaps adding some appropriate columns to your library) to delete files that have elapsed their retention period. (You also of course could build a flow from scratch to meet your needs.)Would you like to have a look at Power Automate to see if that could work for you?

Kind regards,
(NAME)
All sites should be audited and logs can be returned for the last 90 days as standard. You should be able to search on actions based on filename, folder or site.
https://compliance.microsoft.com/auditlogsearch?viewid=Test%20Tab
Helpline staff should be in this AD group 'IS Helpline Permissions' in order to publish committee sites. However, this doesn't always seem to make the 'Publish' button visible to them on new committee sites. Therefore, you can add them in manually at: https://uoe.sharepoint.com/sites/committees/_layouts/15/mngsiteadmin.aspx
This will allow them to see the 'Publish' button.
There's an API to get permissions group membership - for most purposes people call it from Excel as a 'Get Data' > 'From Other Sources' > 'From OData Feed'. See screenshot below:
To find the URL, first you'll need the group ID of the desired permission group. To get this, first navigate to the group and copy the ID in the URL like so:

Next, append '/_api/Web/SiteGroups/GetByID([GROUP ID GOES HERE])/Users' at the end of the site root address (replace where it says '[GROUP ID GOES HERE]' with the Group ID you copied in the previous step (keep the '()' brackets in. For the example above, it would be:
https://uoe.sharepoint.com/sites/WassimPlaygroundSite/_api/Web/SiteGroups/GetByID(5)
Then concatenate the emails with '; ' between each; copy & paste them into the new permissions group in the new site.

If the App Catalog is installed, and the 'Delete this site' is missing, the following workaround will allow Site Owners to delete the Site when needed:- Navigate to the Site / Subsite you wish to delete- Click Settings > Site Settings- The URL should now have _layouts/15/settings.aspx? and characters after this- Remove everything after _layouts/15/- Add deleteweb.aspxThen click 'Delete'.
Sharepoint site shows user is editing this page
Standard Solutions
[SharePoint] Delete Committees SharePoint Site

[SharePoint] Opening files from SharePoint in Visio crashes the client
[SharePoint] Add External Sharing to Site Collection
[SharePoint] Permanently Delete Site from Recycle Bin
[SharePoint] All Staff Group in SharePoint

UniDesk Category: Core Services and Systems
UniDesk SubCategory: Collaboration Tools
Object ID: Office 365
Organisational User-facing documentation: http://www.ed.ac.uk/stream
Vendor User-facing documentation: https://learn.microsoft.com/en-us/stream/
Service manager's documentation: None

Microsoft Stream has been enabled on our tenancy and will be classed as a supported component of Office 365. Nothing for us to do since Stephen and Eilidh will be picking up all the support requests until a handover is proposed.
Our process: If you see "Stream" in the call fire it off to Stephen and he can then triage to Eilidh if required. We don't touch it.

The background from Stephen:
Gavin and the Principal are expecting MS Stream to be enabled this week in an effort to mitigate the issue whereby people are complaining that without it, they're being forced to upload their Teams meeting recordings to social media platforms for sharing.   This is a deliverable of DTI053 project which reports weekly to Gavin and the Principal.
We will 'silently' enable Stream in that we're deliberately not broadcasting to everyone that it's available all at once. We have getting started, FAQ and How To guidance, including privacy and policy in place at: https://www.edweb.ed.ac.uk/information-services/computing/comms-and-collab/office365/microsoft-stream
Eilidh and I will pick up queries raised through IS Helpline. Although there's not much there to configure - Microsoft has it packaged up tightly - it's basically like having a Youtube-esq account.
We will continue to work in the background to build service documentation covering service design, support flows, status alerts etc. with a view to build knowledge transfer. However, this will take us through September.

UniDesk Category: Core Services and Systems
UniDesk SubCategory: Collaboration Tools
Object ID: Teams on Office365
Organisational User-facing documentation:: https://www.ed.ac.uk/teams
Vendor User-facing documentation: https://support.microsoft.com/en-us/teams
Service manager's documentation:
https://uoe.sharepoint.com/sites/OnlineandDigitalEvents
SOM: IS Apps Service Management - Stephen Smith
Possible workaround steps:

If successful:
- This will generate a URL. Go to the URL and the meeting recording will download.
- Share to the meeting host to re-share with participants

If not successful:
- It’ll tell you to log a ticket with Microsoft

Note: when logging a ticket with Microsoft, ensure that you have the following information:
You will then receive a link for each recording that the organiser or the person who started the recording will be able to use to download the recording as long as they are signed into Teams on the web in a different tab.

UniDesk Category: Core Services and Systems
UniDesk SubCategory: Business Reporting & Analytics
Object ID: Business Objects BI Launchpad, Business Objects Explorer ,Business Reporting and Analytics
Tag: [BI Suite]
Organisational User-facing documentation:: https://www.ed.ac.uk/information-services/computing/comms-and-collab/reporting-and-analytics/businessobjects-overview
Vendor User-facing documentation: https://support.sap.com/en/my-support/knowledge-base.html
Service manager's documentation: BI Tools: SAP BusinessObjects Service Page
SOM: IS Apps Enterprise Data Services - Andrew McFarlane
Process
Link
Process
Link
Advanced groups give users the ability to amend and create reports within a universe,
Standard groups give the user 'Read Only' access to the universe. They can run a report, but they cannot edit the queries.
The Restrict to Standard group does what it says on the tin. It operates across all universes, restricting access to Read Only. Historically, when an access request for a particular universe came in, the user would be added to Advanced, Standard, and the general Restrict to Standard group. The idea behind this was that we could easily remove the Restrict to Standard group if/when the user did the training to get Advanced access. What this means is that there will be users listed in the Advanced groups who do not actually have the ability to amend or write reports. If you see a user in the Advanced groups who you think shouldn't have edit access, assume that they're not in the Restrict to Standard group.
Processing BI Suite requests
BI Suite Call RoutingService Team adding users to BI Suite and to GroupsArea authorisers
Bi Suite Wiki
BI Suite general information
BI Suite Advanced Users List
Service Team BIS Advanced Licence Request
Users must request access via the relevant Content Provider first: https://www.ed.ac.uk/information-services/computing/comms-and-collab/reporting-and-analytics/access
"There is no secure college/school space in BusinessObjects just yet. Teams use Student Systems > Locally Developed, to store their reports,

but there is no security on those in the sense that each folder is not locked down so that only that team can see it.
However, on each folder Advanced and Standard rights do apply as normal. So users accessing a folder who have Standard rights will only be able to view the report and save it to their favorites (where they an edit it) , but they can't delete it or make and save changes to either query or formatting.
At the moment there is no resource to implement secure college/school space because this would require a lot of resource that isn't available just now.We hope the Locally space can offer you a half-way house until we can roll-out something more fitting."
Test BI Suite / Test Business Objects does not work via EASE or Test myed. Instead the user must be given a Test Password and then sent the following URLs:Modern Launchpad: https://www-test.bobi.is.ed.ac.uk/BOE/BILaunchpadClassic Launchpad: https://www-test.bobi.is.ed.ac.uk/BOE/BITo set their password, log into Test CMC via: https://www-test.bobi.is.ed.ac.uk/BOE/CMC
Then, search for the User (via Users and Groups > User list)
Here, set a password and choose the options 'Password never expires' and 'User must change password at next login':Click 'Save and close' and send the password to the user securely.
The report will need to be removed from all user BI Suite inboxes (2000+) - Ticket for reference: I220105-2234

Steps taken to remove the reports:
- Open BI Suite QMC- Select the 'Inboxes' option from the drop down- Search for the file name minus the numbers* - in this case Coursework Extensions : - Confirm the results are the specific report in question. Note - there is not a lot of information here so you may need to search individual inboxes to get more data to help narrow down the deletion. - Select all reports to be deleted - Right click and 'Delete' - Repeat this in 500 batches at a time. - useful tip is to pick a username from this batch and confirm it is deleted before moving to the next 500.
*Every report in a user's inbox gets a different number when sending in bulk. eg Coursework Extensions : 1008001, 1008002 etc.). This number is useful for determining if the file was sent earlier than the bulk send. Eg. Coursework Extensions 670001 would be a number earlier sent report than 1008001. So, we can search Coursework Extension : 1008 to find only those sent in this run (or later).
Example of the search:

The user can then be advised to report it as a breach via the DPO if they consider the data sensitive: https://www.ed.ac.uk/data-protection/breach-procedure
Tickets for reference: I201022-1810 & I220915-1211

Get the user to try the following:
Click on 'Locale and Time Zone' and try the following combination of settings:
Preferred Viewing Locale: "English (United Kingdom)"Current Time Zone: "Greenwich Mean Time: Dublin, Edinburgh, ..."Product Locale: English
Restart BI Suite after this, double check the settings have saved, and then try the export again.

https://www.wiki.ed.ac.uk/display/ser/Service+Team+Request+for+Visitor+Registration+Report+Process
SAP Group membership

Standard Solutions
[BI Suite] Restart Web Intelligence Processing Server
[BIS] BI Suite error - "You do not have access to one or more data providers"
User opens / refreshes a report, and gets this 'permissions' error:"You do not have access to one or more data providers. Only the data providers to which you have access will be refreshed. Do you want to continue? Yes/No"

Serengeti
UniDesk Category:
UniDesk SubCategory:
Object ID: Serengeti
Tag:
Organisational User-facing documentation:
https://www.ed.ac.uk/information-services/computing/application-development/doc-management
Vendor User-facing documentation: ?
Service manager's documentation: Serengeti
Process
Process
Process
Process
Serengeti is Down
Serengeti is Down

UniDesk
UniDesk Category: UK and International Services
UniDesk SubCategory: UniDesk
Object ID: UniDesk Institution
Tag: [UDSK]
Organisational User-facing documentation:
https://www.ed.ac.uk/information-services/computing/comms-and-collab/unidesk
Vendor User-facing documentation: ?
Service manager's documentation: UniDesk
Request
Process
Request
Process
Everything
Admin GuideMost UDSK SR are documented here, including Operators/Operator Groups/Hidden Teams/Categories and Mail Loops.
Adding and removing an operator to an operator group
How to add an operator
UniDesk Admin Settings (Settings Management Client)

Standard Solutions

[Unidesk] Update Mail Import Certificates

Determine UniDesk Logins - Operator and SSP
Feedback field in UniDesk
UniDesk Accessibility query
UniDesk and Operator Filters
UniDesk Autoclosure mechanism not working (Events and Actions)
UniDesk Demonstration Environment
UniDesk Email Size Limits
UniDesk enquiry
UniDesk Logon error with Azure AD
UniDesk institutions who use Azure AD as their authentication method (rather than Shibboleth) may encounter a role-based error when trying to access either Operator or Self Service functionality.
"The signed in user X@institution.ac.uk is not assigned to a role for the application".
UniDesk Mail imports failing
ERROR:~~~~~~Mail imports were failing for Napier with the below message:Connection failed: The request failed. The request failed. java.lang.RuntimeException: Unexpected error: java.security.InvalidAlgorithmParameterException: the trustAnchors parameter must be non-empty
UniDesk Mobile

UniDesk Category: Core Services and Systems
UniDesk Subcategory: Visitor Registration System
Object ID: Visitor Registration
Tag: [VRS]
Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/application-development/vrs
Vendor User-facing documentation: N/A
Service manager's documentation: Visitor Registration
Request
Process
Request
Process
Edinburgh University Students Association and the Edinburgh Innovations teams are all Visiting Staff. Typically we would ask that a permanent (non-Visiting-Staff) person is the Approver for their area however none exist. We have a deal with these two areas that they can do Approval but not themselves.
Edinburgh Innovations IT Manager (David Montreuil) has the following people as Approvers and IDMCO personnel:
VRS Access
Application Form
Hello APPROVERS_NAME,
The application for REQUESTORS NAME’s access to the Visitor Registration System (VRS) & Identity Management System (IDM) has been rejected.
This is because no options were selected in the Application Form. Should they still require VRS / IDM access, please provide the level needed:
VRS: Originator/Sponsor OR Approver OR No VRS Access Required
IDM: IDMCO or No IDM Access Required
Deleting a Visit
A visit must be ended by the VRS admins for the department. We can end visits in certain circumstances '(see Ending a visit' above). However, if

a Visit MUST be deleted immediatley (with no suspension period) we can do this:
Please note - If a visit is deleted, the suspension period will last until the visit end date NOT after the 30 day suspension period.
Complete the following steps if the cases below are true

Request for Visitor Registration Report ProcessService Team Request for Visitor Registration Report ProcessNEW: Service Team Service Request for Visitor Registration Report Process
UniDesk Category: Core Services and Systems
UniDesk SubCategory: Collaboration Tools
Object ID: Web and Application Hosting
Tag: [Web Hosting]
Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/audio-visual-multi-media/web-hosting
Vendor User-facing documentation: https://docs.cpanel.net/cpanel/
Service manager's documentation: Web Hosting Support
SOM: IS Apps Service Management - Alain Forrester
Service Outage/Disruption Contacts: csgdocs_users@mlist.is.ed.ac.uk, csgscripts_users@mlist.is.ed.ac.uk, hssdocs_users@mlist.is.ed.ac.uk, isdocs_users@mlist.is.ed.ac.uk, sasgdocs_users@mlist.is.ed.ac.uk, sasgscripts_users@mlist.is.ed.ac.uk, C.J.Henderson@ed.ac.uk, Callum.Kerr@ed.ac.uk
Availability, Entitlement & Charges - Note from Alain regarding costs for research purposes below:
"For a basic hosting account - Free. Provided it fits into any of the basic options available.Historically we had it as POA because many research projects need to consider funding and would enter into discussions with us which might surface other costs elsewhere, such as ongoing maintenance, that would otherwise not be considered. The basic cost of the hosting itself is free given it keeps the website on the University's infrastructure and it's of little overhead given that we're running the service anyway."

Standard Solutions

UniDesk Category:
UniDesk SubCategory:
Object ID: Identity Management (IDM)
Tag: [IDM]
Organisational User-facing documentation: https://www.ed.ac.uk/information-services/computing/comms-and-collab/central-wiki
Vendor User-facing documentation: https://confluence.atlassian.com/doc/confluence-data-center-and-server-documentation-135922.html
Service manager's documentation: Wiki Service
SOM: IS Apps Service Management - Alain Forrester

Process
Link

Process
Link
EASE Friend Access
Remove/Rename/Copy/Backup a Wiki
Cloning or Renaming a wiki space
Google Analytics
Google Analytics Overview
Setting up a Theme Builder space/user
Administration of TB
The easier way to do this would be to edit the page, find the text you would like to make a footnote for, and then start typing {footnote and select the Footnote macro that appears, then enter the text to be used for the footnote and click save. The foot note will then be created however will not be displayed until a Footnote Display is created. They can then set-up a Footnote Display at the bottom of the page by typing {footnotes and click on Footnotes Display macro.
If a user is trying to add Macros to their pages and see the description in Asian characters then do the following.

1) Manage Apps (top-right cog when logged in as Admin)2) Give it a wee minute to load and you'll see ScriptRuner as an option:3) Expand that and there's a grey 'Disable button'. Click that and confirm if asked (just click the don't give feedback link when it asks you why) 4) Wait for the plugin to be greyed out and the previous disable button becomes "enable".5) Click that to turn it back on
Additional information
How to get a reference in on the WIKI page? - please use the footnote macro after the word you want your foot note to attach to, and the display footnote at the end under reference.
That works better than anchors but still is not referencing and bibtex macro doesn't display correctly

Standard Solutions

[Wiki] Create Groups of Users in Wiki Spaces
A Wiki Space Owner can create groups of people to be used on the Space. This group can then be added to the permissions of the Space or specific, restricted Pages.
The Group can also be used on other Spaces if needed.
If a Group is required to be set up across many different Spaces, Service Management can create these. To create a Group for a specific Space, or a set of similar Spaces, the below steps can be used.
[Wiki] Granting Wiki Page Access for Restricted Child Page / Pages

UniDesk Category: Core Services and Systems
UniDesk SubCategory: Collaboration Tools
Object ID: User Testing
Tag: [Test Rail]
Organisational User-facing documentation: https://www.ed.ac.uk/finance/about/sections/sas/efinancials-upgrade/testrail
Vendor User-facing documentation: https://support.gurock.com/hc/en-us/
Service manager's documentation: TestRail Procedures
SOM: IS Apps Service Management - Alain Forrester

Link
Link
(First Step) Adding Project in TestRail Admin tool
https://testrail-admin.is.ed.ac.uk
Project managers should use
https://testrail-admin.is.ed.ac.uk
to go in and add a list of users that they want to give access to with a role and start/end dates. That way, we can get an aggregated list of the changes that need made and action them once per day - the daily tasks

Minimal support as a technical service with Service Owner (currently Susan Cooke) taking on majority of support with the supplier. Data Protection Office are the frontline so tasks are limited.
Susan Cooke has created some Visio flows so that we have a graphical overview of support procedures and is available here:
https://uoe.sharepoint.com/sites/SMEDSTeam/Shared%20Documents/Forms/AllItems.aspx?id=%2Fsites%2FSMEDSTeam%2FShared%20Documents%2FService%20%2D%20DPIA%20OneTrust%2FStandard%20Solutions&p=true&originalPath=aHR0cHM6Ly91b2Uuc2hhcmVwb2ludC5jb20vOmY6L3MvU01FRFNUZWFtL0V0ZTZZaTNhVndKS3Nhb1BQcVRQZTRRQkVCTmxZVlZrdm9WVlpfUDVkdmxBS2c_cnRpbWU9MTVyb3ZTWEUxMGc

The direct login for the service is at: https://app-eu.onetrust.com/auth/login
Service Owner may request new administrators to be added.
Can be done within the tool itself via the Launch menu then “Users and Groups”.

The role is "Site Admin".
Service unavailable (non-EASE issue)
Call to be raised to OneTrust via Service Owner. Raise IS Alert. Inform DPO@ed.ac.uk with the IS Alert URL. DPO to inform end users.
Service unavailable (EASE issue)
Call to be raised to Development Services via Service Owner. Raise IS Alert. Inform DPO@ed.ac.uk with the IS Alert URL. DPO to inform end users.
Service unavailable (due to maintenance period)
Only one Standard Solution is available which IS Helpline will use to refer end users on to the DPO team.

The Managed APIs service provides a centralized solution for the creation, consumption, hosting and management of University-produced APIs. In basic terms, APIs (‘application programming interfaces’) are bits of code that let applications speak to / integrate with each other. This is a technical service, expected only to be used by software developers. This service is delivered via a cloud-hosted product called “WSO2 API Gateway”, which developers will access through a web browser. Developers can request access to WSO2, but what they can see or do in WSO2 will be dependent on a) data steward approval, b) and what they need to use WSO2 for (e.g. API consumption or creation).
Identifying who owns API (I.e. Service or Business Owner) before referral to IS Apps Service Management.

IRM SalesForce Instance is available at:
We have a Service Account: errit@ed.ac.uk (Login available in PMP)

SalesForce Forces you to enable MFA
SalesForce will force you to set up MFA on first login and this cannot be bypassed. Just set it up and remember to disable it when logged in. Instructions below.
You can disconnect MFA before logging out with:
Settings -> Advanced User Details -> App Registration: Salesforce Authenticator: Disconnect

UniDesk Category: Core Services and Systems
UniDesk SubCategory: Collaboration Tools
Object ID: Service Alerts
Tag: [Alerts]
Organisational User-facing documentation:
https://alerts.is.ed.ac.uk/help
Admin User Interface: https://alerts.is.ed.ac.uk/admin
SOM: IS Apps Service Management - Alain Forrester (TBC)
Grant 'Raise Alerts' permission to Visitor Staff
UniDesk form: https://edin.ac/3uaiwxq
Ensure the request is from a Team Manager or Section Head
Check the requester to ensure they are a Team manager or section head and not simply the visitor themselves requesting access
Users must visit Alerts and Log In first in order to create their account
Steps
DO NOT ASSIGN PERMISSIONS DIRECTLY
Ignore the permissions pane below. Permissions are set using groups only!
4. Click 'Save'

Grant 'Advanced Permissions' to users
UniDesk form: https://edin.ac/468lKPl
Ensure the request is from a Team Manager or Section Head
Check the requester to ensure they are a Team manager, Section Head or existing member of the authoriser group (where required) and not simply the user themselves requesting access
Users must visit Alerts and Log In first in order to create their account
Permissions and associated groups
Approvers
Ensure Approval Group is set selected

Helpline
Steps
DO NOT ASSIGN PERMISSIONS DIRECTLY
Ignore the permissions pane below. Permissions are set using groups only!
4. Click 'Save'
Steps
Managing Services
Services can be added or edited from the select list under the 'Services' option
Removing a service

Services can be removed from the select list when raising an alert by simply setting the Priority to '0'
DO NOT DELETE SERVICES
Deleting will also delete the availability history and/or break referential integrity

These are general admin tasks. There is no need to change the category or add tags to these requests.
Request
Process
Request
Process
Service Team raise Alerts for our services normally for outages, degrades or planned work discussed with Service Managers. Some IS Planned Alerts have not been approved in a timely manner on behalf of Service Management. Applications Management have always been the approvers of planned alerts due to most services historically being on-premises. But with the moves towards SaaS/cloud providers there are certain services which have no reliance or involvement from Applications Management. Hence Service Management can now self-approve but with some conditions. Steve Hall and Wassim Demnati are the approvers in the Service Team.
Service Management can approve their own alerts (i.e. Steve and Wassim) and the Section has been notified with the following conditions.If your Planned Alert:- Has Applications/Production Management involvement- Affects on-premises infrastructure such as EASE, Exchange, data imports, data warehouses, etc- Is a project Then Planned Alerts should still go via Applications Management as the approver. They need to see these due to involvement or from a QA perspective.If your Planned Alert:- Resides solely within the control of Service Management/your supplier- Is not a projectThen it will be approved by us. To exemplify, if our cloud-based platform is receiving a change that the supplier is making, and is outside of our control, and has no effect on how anything on-premises is run, then a Service Management alert will be approved by us. Zoom, UniDesk, TestRail and most (but not all) of the M365 arena are good examples where new product/component changes are released and we cannot influence or specify the nature of the release. The following is a list of services that can have Planned Alerts approved by us:- UniDesk- EventsAir- Zoom- Microsoft Dynamics- Mobile telephony- OneTrust- Test Rail- JournyX
These platforms are excluded since the platform is within our control on-premises and Production Management are in the driving seat. These will always go through as Applications Management as the approver:Event BookingIDMVRSJiraWikiWeb Hosting
Remove password from UniDesk incident
Helpline staff remove the sensitive information from action fields and pass the call to us to remove the emails attached under the Notes tab in the Emails and Document Overview sections.
Unable to view the original incident
A reply to a hidden incident has created a new incident. Follow the original incident reference (usually found in the subject of the users email) and assign the call to that team.
UniDesk mail loop
GuidanceFind the generated incidents and remove them from UniDesk.
Service Management Service Reports (monthly)

Service Team Reports (calls handled per month)
Live
IDM Live
(DESCRIPTION = (ADDRESS = (PROTOCOL = TCP)(HOST = ora-idm-kb1live.is.ed.ac.uk)(PORT = 1839)) (ADDRESS = (PROTOCOL = TCP)(HOST = ora-idm-at1live.is.ed.ac.uk)(PORT = 1839)) (CONNECT_DATA = (SERVICE_NAME = IDMLIVE_PRMY.is.ed.ac.uk)))
Test
TNSName was IDMTEST.WORLD and is now IDMTEST.
(DESCRIPTION = (ADDRESS = (PROTOCOL = TCP)(HOST = ora-idm-kb1test.is.ed.ac.uk)(PORT = 1839)) (ADDRESS = (PROTOCOL = TCP)(HOST = ora-idm-at1test.is.ed.ac.uk)(PORT = 1839)) (CONNECT_DATA = (SERVICE_NAME = IDMTEST_PRMY.is.ed.ac.uk)))
GitLab gitlab.is.ed.ac.uk - Note: Only accessible on campus or via the VPN (SSL).
Reference ticket - I231030-1323
This is mostly relevant to organising events with more than 30 attendees until we have an official roll out of EventBrite in the Uni.
If users setup an EventBrite account or have an account already we need the email address for the account (don't need to know every user of the account, just the email address used to set it up). They can use the following form:
Existing Eventbrite User:https://forms.office.com/e/3iXJZpjHv7New to Eventbrite:https://forms.office.com/e/gYTXeJBukvUsers will be contacted in due course, once the service is ready to use
Doing this allows us to have Eventbrite fees waived so that the event organiser can increase the number of tickets available for the event. If they use the form we get notified and pass details to Eventbrite as soon as they come in.
If it takes a day or two to get Eventbrite to process the account but the event organiser needs to publish their event - they can do it with 24 tickets and a wait list - once processed, the organiser can then increase the number of tickets, even after the event is published:
Changing ticket capacity and adding wait list info here:
Change your event capacity | Eventbrite Help Center
(a more extensive list of typical service requests can be found here)

Monday - Thursday 8:15 - 4:30
Friday 8- 12
Monday-Thursday 07:45 - 17:30

UniDesk Category: Core Services and Systems
UniDesk SubCategory: Collaboration Tools
Object ID: TBA
Tag: Miro
Organisational User-facing documentation: TBA
Vendor User-facing documentation: Miro Help Center
Service manager's documentation: TBA
SOM: IS Apps Service Management - Duncan Wilson
Process
Process
Mailing lists and primary stakeholder mail addresses go here..
Miro first line troubleshooting
Hi,

Miro Enterprise is not yet established as a centrally-supported service. To date, however, it has been used and supported locally by some areas within the University. Currently, ISG are working on a project to roll out Miro to the University community as a fully supported service but we are not in a position to provide any support for Miro just yet.As the project is already well underway we expect it will be available within the next few weeks, comms and guidance will be issued when the service is in place.

Checklist for soft release.

https://forms.office.com/Pages/DesignPageV2.aspx?prevorigin=shell&origin=NeoPortalPage&subpage=design&id=sAafLmkWiUWHiRCgaTTcYXylMiWSKn5MtQB95h1HHphURVNPUzRXMjdUVTYyVEZXWVcyNkxZVkUzViQlQCN0PWcu

Miro-Designers - This list is for operators who have the ability to create teams. For example the Learning Technologists at ECA.

miro-designers@mlist.is.ed.ac.uk

From <https://mlist.is.ed.ac.uk/lists/admin/miro-designers>

Miro-Users - This is our user community list, users can subscribe and receive publications from the SoM and show off anything they've created and want to share.

miro-users@mlist.is.ed.ac.uk

From <https://mlist.is.ed.ac.uk/lists/admin/miro-users>

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