

# Link2ICT School Network Managers and Technicians Think Tank

Wednesday 7<sup>th</sup> May 2014

## Feedback

### SUMMARY

The School Network Managers and Technicians (SNMT) Think Tank is an event that invites technical staff from Primary, Special and Secondary schools in Birmingham to hear the latest updates from Link2ICT; sharing information and an opportunity to gain knowledge of relevant technology and security innovations.

Unlike previous events, this year the format was changed to be more open and transparent. There were a number of key topics that needed to be discussed with schools and so an interactive forum was created to allow a 2-way exchange.

During this one-day event, delegates were split into groups, and given an opportunity to discuss a selection of themes with Link2ICT representatives and colleagues/suppliers. Each group was then rotated clockwise at 45-minute intervals, for the chance to discuss each of the following topics.

#### Group 1: Firewall Services

- Past
- Present
- Future

#### Group 2: Safeguarding Services

- Web Filtering
- Email Filtering
- Policy Central
- e-Safety guidance

#### Group 3: Cloud and Hosting Services

- Zimbra
- Microsoft 365
- Moodle
- Joomla
- e-Schools

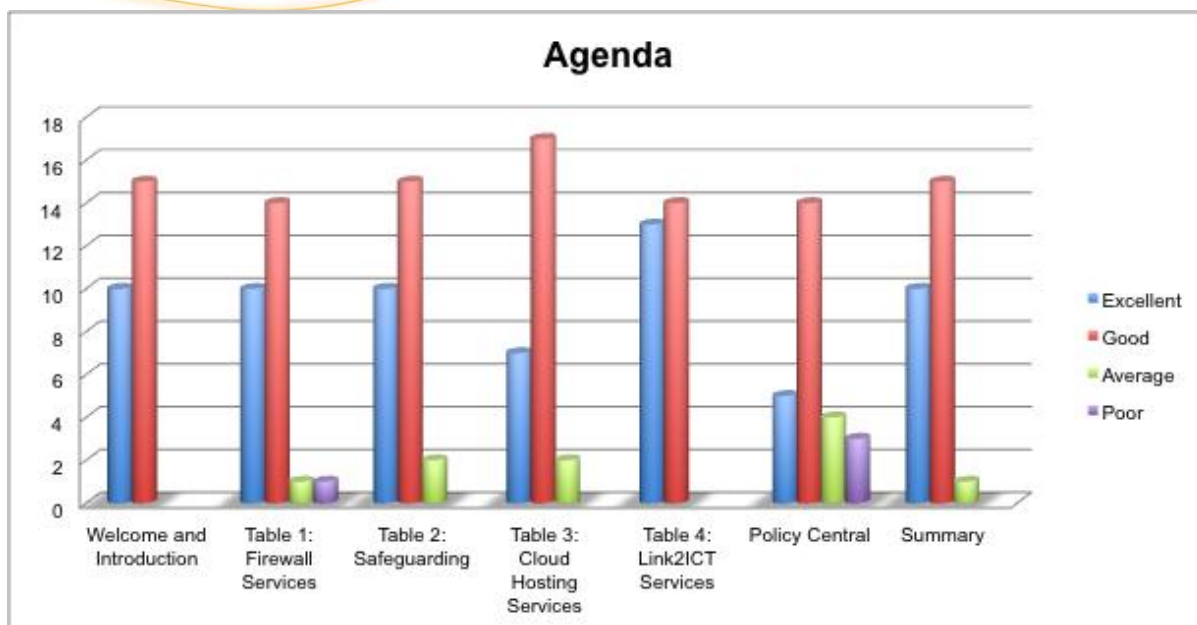
#### Group 4: Link2ICT Services

- Management Information Systems
- Service Desk
- Subscriptions
- Other Link2ICT Services

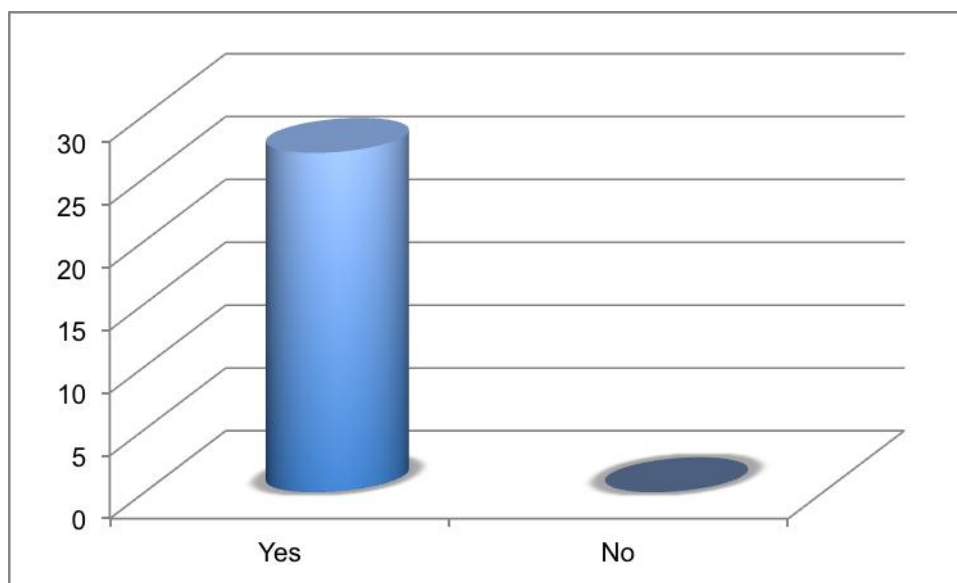
The School Network Managers and Technicians Think Tank (May 2014) was attended by 43 delegates and from this number of attendees, 27 feedback forms (62%) have been returned by which this report has been collated.

## EVALUATION RESPONSES

1) Please rate the agenda items using the following scale:



2) Based on your feedback, we changed the format of this session to allow more collaboration. Do you prefer this format of event?



3) Please state why you prefer this format

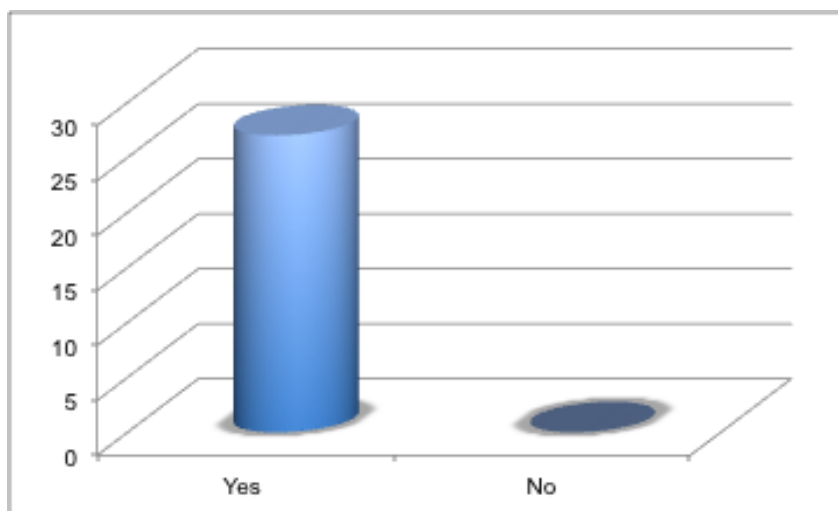
- More useful and we can give our feedback on what we would like
- Great format for asking questions to smaller groups and not have to shout across a room
- Better than being talked at which is the normal way at Link2ICT
- More in depth answers
- Good to understand other schools' experiences
- No sales people
- Enjoyed but it was very hard to hear at times. A bigger room would have been better
- Exactly what we needed

- Allowed us to talk directly to relevant staff about problems that we have. Easier to talk to other technicians too about developments and experiences
- No sales pitch
- Much better information and ability to share information with colleagues
- Smaller group discussions worked really well and everyone was able to talk and get their point across
- Easier to ask questions and share experiences
- Yes! Discussion, very good! Opportunity to feedback, good! Networking with peers, good!
- The breakout sessions empowered the participants
- Good to put a face to a name and good to meet other techies
- More ideas and solutions
- Good interactive session

**4) What were your primary objectives for attending this event?**

- Obtain updates and share experiences
- Keep up to date with developments
- Update on Office 365 (from Zimbra)
- Networking with colleagues
- Find out about firewall services and what's being done about the problems
- Understanding where we are heading and updates on services
- Find out more about Office 365, Mobile – Apple/Google Device Management
- To highlight current issues, see future plans and interactive colleagues
- Heads up on Link2ICT developments and get other school views and opinions
- Find out if things had started to change
- To give my opinion and views regarding Link2ICT service and hopefully to improve the future of IT within Birmingham Schools
- Meet with Link2ICT staff to discuss the issues
- To listen!
- Find out about Firewall and Filtering developments
- To be able to discuss our feelings face to face
- Being able to speak directly to Link2ICT staff
- To find out what's going on at Link2ICT
- Understanding Link2ICT strategy
- Discuss concerns
- Find out more about things like Policy Central and Facility
- New technology for the future
- To talk to people who make decisions in Link2ICT

**5) Were your objectives achieved?**



**6) What topics would you like to be discussed at the next SNMT Event?**

- MIS Updates
- New Products
- SCCM, iPad deployment
- Tablets
- Device Management
- School sharing ideas/experiences
- Mobile Device Management
- Microsoft 365, Tablet Mobile Devices and platforms, web filtering, transparent proxy, mobile device filtering/monitoring
- Updates from this event, BYOD, filtering – especially granular
- Bespoke solution provision
- Apple iPad, android, Surface pros/cons and level of support from Link2ICT
- Cloud Services, collaboration tools
- How things have changed/improved since this meeting? Future developments of the Link2ICT network
- Future vision of Link2ICT, case studies, success stories from other schools
- Hardware
- Whatever the current “hot topic” is and another open forum
- Where we are in 6 months
- “How to...” topics, deploying WSUS etc.
- Same again with specific dates
- Internet speed options. 10MB been the same for 8+ years
- Moving away from Sophos

**7) Is there any training that you would be interested in attending over the next 12 months? Please specify:**

- Network based and Microsoft courses
- Windows Server 2012 R2 and Active Directory
- ITIL v3 x2
- Microsoft Server
- Server based training
- Vestige
- Windows training
- SCCM, iPad deployment
- E-Safety
- Microsoft Group Policy

**8) What information will you take away with you as a result of today's meeting?**

- A Roadmap for where schools are heading
- McAfee Client based protection
- Link2ICT is trying to change
- New filtering options and the granular approach
- Services costing, PCE changes, Firewall, Office 365
- Web filtering – delegated filtering – transparency – exchange for staff and pupils
- Change is happening – the services provided by Link2ICT are slowly moving forward
- Office 365 possibilities and advice from peers
- Link2ICT has had a lot of suggestions made to them and I would like to see what comes from this meeting. They are working hard to meet our demands, this is clear from talking to their staff
- Control over filtering, transparent proxies
- I'm pleased to see Link2ICT are actively trying to make changes
- Assurance from Link2ICT that we will be well informed
- Information on what Link2ICT is doing
- New web monitoring
- Policy Central roadmap
- All was good and an eye opener

### 9) Comments?

- I found it quite difficult to hear at some stages. Maybe next time have a venue with individual rooms
- Happy to be trial school for any new software/solutions. Great format today please do it again
- Very good event. Venue was much better, easy parking etc.
- Very good event and I hope they continue into the future
- I appreciate the session being organised and look forward to more
- Very good let's do it again
- Thanks Link2ICT for organising this meeting, it was very needed and hopefully there will be more in the future
- The event was worthwhile and hopefully positive for both parties. Similar events in the future would be appreciated but not just as a chance to pitch sales
- More advance notice of upcoming maintenance services (sms)
- 3D Printing interest
- Excellent location but room too small

***Please send further information on the following:***

