

IT Skills Development E-bulletin

Advanced notice of planned downtime

Important – advanced notice of planned downtime – 27 January 2018.

As part of our commitment to providing our customers with a stable and reliable service we are moving all of our services to new servers.

The move will take place on **Saturday, 27th January, 2018**. **No IT Skills Pathway services will be available for this 24 hour period** (midnight to midnight). We have selected this date to minimize the impact to your learners and service.

What does this mean for you and your learners? – On Saturday 27th January 2018, neither you as administrators or your learners will be able to access any of our systems.

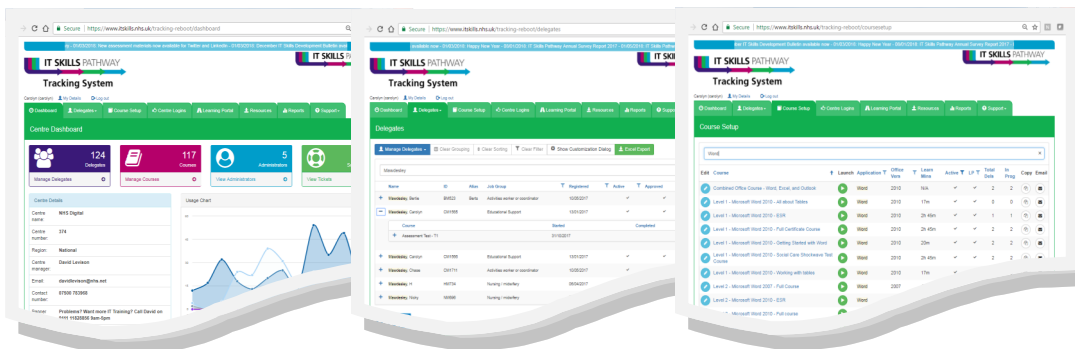
What do centre administrators need to do? – Inform your learners asap.

We apologise for any inconvenience this may cause. Please be assured the reliability of our services is our highest priority and this is a key step to continue providing a stable and reliable service.

New Year, New Look.....

Revealing the new look Tracking System coming soon to your centre.

We've been updating our look, out with the old and in with the new! As well as looking good, the **new Tracking System** has improved features and functionality. We plan to release the new Tracking System to all centres on **Monday 14th May**. Watch this space as each month in the lead up to the release date we'll be featuring articles in the bulletin that introduce you to "what's new".



Between now and then we've tried to anticipate some questions you may have:-

Q. What does our centre need to do?

A. Nothing, when you login to the Tracking System on 14th May your centre will have the new look Tracking System. All your courses, delegates and data will be unaffected.

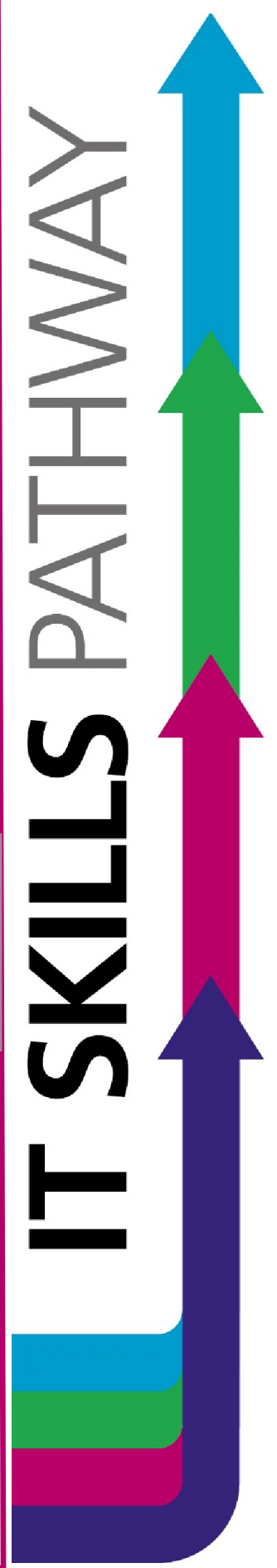
Q. Will the Tracking System be easy to use?

A. Yes, all the usual functionality will be there. It just looks better and it goes without saying we've made everything easy and intuitive to use. As you'd expect the system will have built in help to guide you should you need it.

Q. Are there any specific system requirements?

A. No, the Tracking System will run in all modern browsers, on your tablet and even your phone.

Attendees at our Spring user groups will be the first centres to get access to the new look Tracking System. [Click here to see dates and book a place.](#)



Get Ready for Passwords in 2018—*Important information for all centres*

Reminder—Password access to the IT Skills Pathway will become mandatory for your learners early this year.



Currently learners who access their learning via the Learning Portal have the option to set up a password (recommended) or skip at first login. Learners can receive an automated email to reset the password should it be forgotten. It is best practice to encourage learners to set up a password as this proves identity, protects security and confidentiality.

Below is a summary of the new password security changes learners can expect:-

- **Passwords will no longer be optional.** A user must set a password when they log in if one hasn't already been set.
- Passwords must meet minimum complexity rules: 8 characters with at least one letter, one number and one symbol.
- If a delegate has already set a password that doesn't meet the complexity criteria they will be prompted to set a new one that does when they next try to log in.
- Failed login attempts won't trigger an account lock-out.

Learners can prepare and learn more about passwords in the **Entry Level - Digital Literacy** course, **Staying Safe, Password Security** module.

New Developments this Quarter

Here's a round up of all the *new* and *exciting* developments that are available for your centre now.....

October—LinkedIn and Twitter learning materials published to all centres.

November—Full course catalogue published to the Tracking System, **Resources, Trainer resources.**

December—LinkedIn and Twitter Diagnostic and Post Learning Assessments go live.

"How to....."

This month we've had an interesting enquiry from one of our centres that we'd like to share....



Q. Can a centre record that a delegate has attended classroom or other learning courses on the Tracking System?

A. **Yes.** You can add classroom or other learning courses to your centre using the Content Management System (CMS) and then publish the courses to your centres Tracking System. Delegates can then be added to the course and marked as complete.

Benefits:-

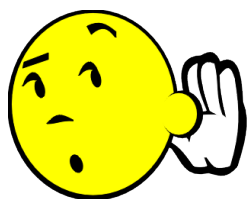
- Delegates will have a full record of all achievements documented within their Learning Portal.
- Delegates can evaluate classroom and other courses from the Learning Portal.
- Delegates can view/print a .pdf Progress Summary.
- Delegate records within the Tracking System will reflect all completed training courses that the centre has recorded.
- Course evaluation data from delegates is included in your centres Tracking System evaluation stats.
- All the data is available to the centre for management reporting from the Tracking System.

Interested? - To arrange a demonstration and see how easily this can be achieved, please raise a ticket on the Tracking System.

Annual Survey 2017 —Published

Thank you to all centres who gave up their time to complete our 2017 Annual Survey.

The final report is now available to view on our external website [IT Skills Pathway Annual Survey 2017](#) and in the Tracking System **Resources** tab, **Trainer Resources**.



We're all Ears

New application category: We've received requests from centres who are developing local content for a new application category to be added to CMS to reflect that the training is for a clinical or business application. The application category "**Systems**" is now available from the drop down list.

New course suggestions: Centres often suggest new courses for development so we've introduced a new process for recording, tracking and scoring suggested courses, this has been approved by the IT Skills Pathway Expert Advisory Group (ITSPEAG). The "Learning Development Gateway" is now in operation and provides a clear and transparent development track based on set standard criteria agreed by the project group. This is supported by flash surveys which provide all centres with the opportunity to let us know that a given course, if developed, will be a useful resource for their workforce. **Remember we're all ears so if your centre receives a flash survey please let us know if the course will be useful ... or not.**

If your centre has a requirement for a course which is currently not available on the IT Skills Pathway, please raise a ticket.

New Courses

Published: We're pleased to announce that the new [Word 2016 and PowerPoint 2016 for the Workplace](#) learning courses have been published to all centres.

Testing: [Excel 2016 for the Workplace](#) - currently undergoing testing.

[Office 2016 Essentials](#) - **Raise a ticket and volunteer to test now.**

In Development: [Rework of Digital Literacy using Content Creator](#)



New Materials, New Materials, New Materials, New Materials, New Materials

Spring user Group dates announced—Save the Date

Spring User Groups—Book your place

Location:	Day:	Date:	Time:
Leeds - Book now	Tuesday	17/04/2018	10:30 to 13:00
Newcastle TBC, save the date	Wednesday	18/04/2018	10:30 to 13:00
North West - Book now	Friday	20/04/2018	10:30 to 13:00
Redditch - TBC, save the date	Wednesday	02/05/2018	14:00 to 16:30
London - Book now	Thursday	03/05/2018	10:30 to 13:00
National Webinar - Book now	Friday	04/05/2018	10:00 to 12:00

Attendees at the **Spring User Groups** will get information and updates on all the latest IT Skills Pathway developments. This is also a good opportunity to meet and network with other centres and hear about what is happening in your local region.

Follow the location link to Eventbrite for venue details and to book a place.

NB. If you are unable to attend one of the face to face meetings please book a place on the National

Training Webinars

Content Management System (CMS) The CMS System enables centres to create bespoke courses using all of the content available from the IT Skills Pathway. Click [here](#) to view the February training dates and register for your preferred date.



IT Skills Pathway Tracking System Monthly team training webinars are available to book in January. To see dates and book a place with Eventbrite click [here](#).

Hosting Content (charges apply) - Want to learn more about hosting your own in-house content on the Tracking System? Raise a ticket on the Tracking System and let us know your availability for a 30 minute webinar.

Learning Portal If your centre would like to arrange a training webinar to learn how to set up, configure and launch the Learning Portal please raise a ticket on the Tracking System.

Reminders Checklist

✓	Centre Managers	✓	All Tracking System Administrators
	Planned Downtime 27/01/2018		Planned Downtime 27/01/2018
	Preview the new look Tracking System		Preview the new look Tracking System
	Mandatory Passwords—coming soon		Mandatory Passwords—coming soon
	Read the 2017 Annual Survey		Read the 2017 Annual Survey
	New Courses available now		New Courses available now
	Spring User Groups—Save the Date		Spring User Groups—Save the Date
	Book Training		Book Training

Top Pathway centres:

1	Teesside University	6	Mid Yorkshire Hospitals NHS Trust
2	Northumbria Digital Solutions	7	University of Manchester
3	Skills development Network – East Midlands	8	Sheffield Teaching Hospital NHS Foundation Trust
4	The Dudley Group NHS Foundation Trust	9	NHS England
5	Skill Development Network, Yorkshire and Humber	10	Central Southern Commissioning Support Unit

Pathway learning:

No. of learners in December 2017	1684
Total pathway learners	257824



Contact us:

ITSP Centre: [Raise a Ticket](#)
 Email: it.skills@nhs.net
 Web: www.itskills.nhs.uk