IT Skills Development E-bulletin

Service Desk—Single Point of Contact
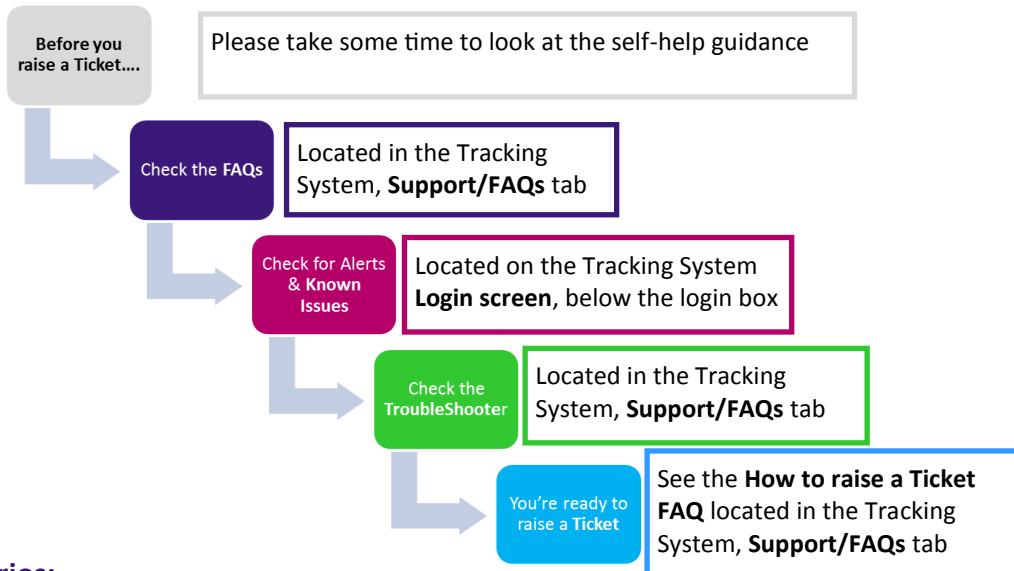## Important Information for ALL Centres

We're improving the way we handle and record support for centres and streamlining the process so there is one easy way for your centre to get support. By following the new support arrangements you are enabling us to support your centres more appropriately and in a timely, fairer manner.
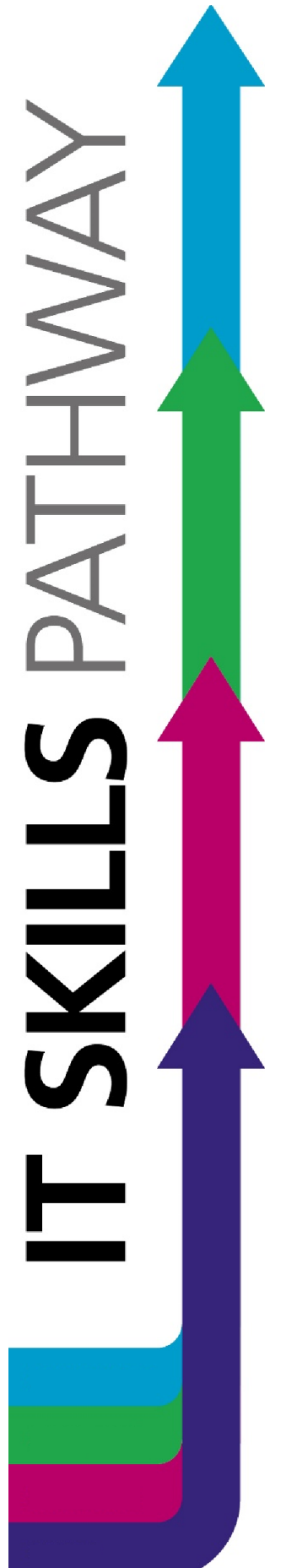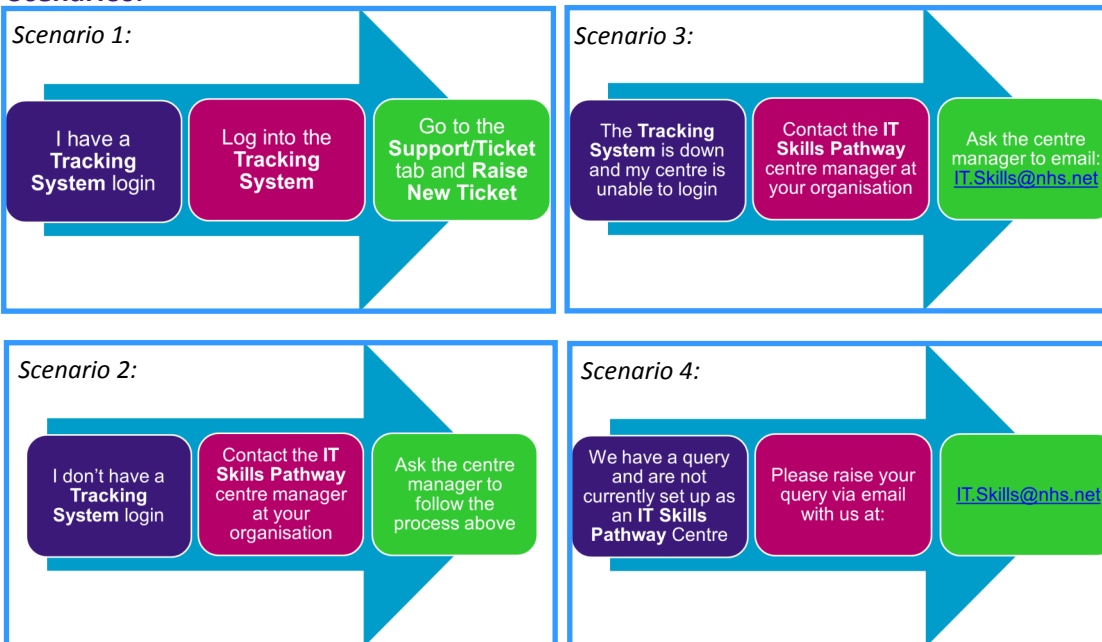
From 1st June 2017, registered IT Skills Pathway centres should raise a **Ticket** on the **Tracking System** <u>for all technical and non-technical support issues</u>, queries, training— <u>everything!</u> The only exception to this would be if the system was down in which case you should email: it.skills@nhs.net. Please be aware the mailbox for Morecambe Bay (elearning@mbhci.nhs.uk) is no longer in use.

Please read the self-help guidance and scenarios below to step you through the process:-
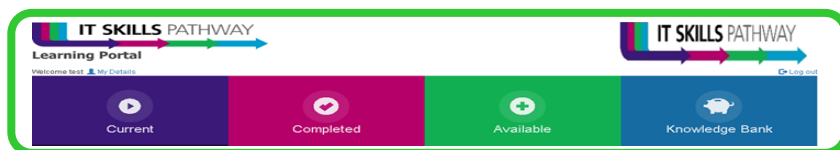
Self-Help Guidance:

Before you raise a Ticket.... → Please take some time to look at the self-help guidance

Check the **FAQs** → Located in the Tracking System, **Support/FAQs** tab

Check for Alerts & **Known Issues** → Located on the Tracking System **Login screen**, below the login box

Check the **TroubleShooter** → Located in the Tracking System, **Support/FAQs** tab

You're ready to raise a **Ticket** → See the **How to raise a Ticket FAQ** located in the Tracking System, **Support/FAQs** tab

Scenarios:

Scenario 1:
I have a **Tracking System** login → Log into the **Tracking System** → Go to the **Support/Ticket** tab and **Raise New Ticket**

Scenario 3:
The **Tracking System** is down and my centre is unable to login → Contact the **IT Skills Pathway** centre manager at your organisation → Ask the centre manager to email: IT.Skills@nhs.net

Scenario 2:
I don't have a **Tracking System** login → Contact the **IT Skills Pathway** centre manager at your organisation → Ask the centre manager to follow the process above

Scenario 4:
We have a query and are not currently set up as an **IT Skills Pathway** Centre → Please raise your query via email with us at: IT.Skills@nhs.net

NHS

IT SKILLS PATHWAY

New Learning Portal—Now Live

Just a reminder for those centres that don't already know, **the new IT Skills Pathway Learning Portal is now live for all centres.** The **Learning Portal** is the new one stop shop for your learners to access current learning, see their achievements, enrol on new courses and search the Knowledge Bank.

To learn more about the Learning Portal and how to configure for your centre, see the FAQs available from the Tracking System, **Support/FAQs** tabs. A **Learning Portal Quick Start Guide** for your learners is also available from the Tracking System, **Resources** tab, **Trainer Resources.**

Please note: For those centres who use Internet Explorer, we are aware that **IE9 or higher (with compatibility mode turned off) is the minimum requirement to run the Learning Portal.**
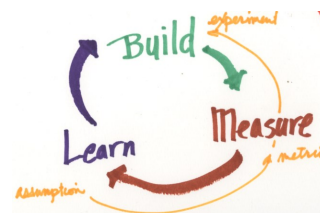
Although you may be launching the Learning Portal in IE9 or higher, your local settings may be using compatibility mode and defaulting the page down to an earlier IE version.

You can check this by loading the page and pressing **F12** for developer tools. In the **Mode** section, check the **Document mode** this may display an earlier (compatibility) version. To override for your learners you will need to seek support from your local IT Department.

This will enable you to launch everything via IE for your learners.

Evaluation Reporting - Measuring the Effectiveness of Courses Offered at your Centre

Whenever a student completes a course on the IT Skills Pathway they are invited to fill in a survey about their experience. This data can provide valuable management information for your centre and can help you in assessing if the courses offered to your learners are improving the IT Skills of the workforce.

You can now download this information from the Tracking System and produce reports by following the **Evaluation Reporting Guide** (with pre-prepared formulas), available from the Tracking System, **Resources** tab, **Trainer Resources**.

New "for the Workplace" courses—Reminder

The new **HTML 5.0** for the Workplace courses and assessments are now available to all centres and can be accessed from the **Course setup** tab, **Create New Course**. The HTML 5.0 format courses will run on most modern browsers without issue and don't rely on plug-in software such as Shockwave.

Workplace courses include: **Office Essentials, Word, Outlook, Excel and PowerPoint.**

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 June training dates and register for your preferred date.

IT Skills Pathway Tracking System Monthly team training webinars are available to book in June. To see dates and book a place with Eventbrite click here.

Hosting Content 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.

Webinar

Reminders Checklist

✓	**Centre Managers**	✓	**All Tracking System Administrators**

☐ **Service Desk -Important Information for ALL Centres**

☐ Access to the new Learning Portal

☐ Evaluation reporting resources

☐ New for the Workplace courses

☐ Book a training webinar

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Top Pathway centres:

1 Teesside University

2 Devon Partnership NHS Trust

3 Rotherham, Doncaster and South Humber Mental Health

4 University of Portsmouth

5 Sheffield Teaching Hospital NHS Foundation Trust

6 Marie Curie Cancer Care

7 Northumbria Healthcare NHS Trust

8 The Shrewsbury and Telford Hospital NHS Trust

9 Central Southern Commissioning Support Unit

10 South London and Maudsley NHS Foundation Trust

Pathway learning:

No. of learners in April 2017	9681
Total pathway learners	234708

IT SKILLS PATHWAY