

## Contents

- Introduction
- Glow Service - RM Unify Release
- Countdown to switchover
- Glow Projects Update
- Stakeholder Engagement
- Communications
- Guidance and Policy

## Introduction

I would like to start by thanking you for taking the time to participate in last month's engagement sessions – I found this format really useful and, from the feedback we have received, a number of you did too.

We would therefore like to suggest that instead of holding a series of national workshops, we host one national event and at least two smaller engagement sessions in a number of geographic areas. Please let me know your views, and we will also make mention of this at the next national workshop on 19<sup>th</sup> June at the Grosvenor Hotel in Edinburgh.

The papers from the engagement sessions have now been posted to the Glow Key Contacts newsfeed for those who were unable to participate. The main issues identified at the sessions included:

- Permissions / Administration rights
- Double Authentication
- Master Page issues
- Templates to help deploy new sites
- Technical Support and the support model
- OneDrive Use
- Application integration with local installs of O365

We are working up responses to the points raised and will share this with you.

Work on the Privacy Impact Assessment of Glow is underway and will involve the production and review of policy and guidance relating to information security, usability and technical protocols.

In particular you will want to note the service updates that are planned, and further information on this is provided in the Microsoft Office 365 section below.

We will continue to consult and review this with you over the coming months and take

on board your comments about striking the right balance between our legislative obligations and the functionality of Glow to support learning and teaching.

Finally, Jim Fanning, Head of Emerging Technologies at Education Scotland made a presentation at last month's Technology in Learning conference, see his slides [here](#).

Keep in touch.

**Liza McLean**  
**Head of Glow Strategy and Programme**

## Glow Service - RM Unify Release

### Create Link Tiles on Personal Launch Pads

An improvement to the **My Launch Pad functionality** that enables all users (Students and staff alike) to create tiles for links to useful websites and resources on their Personal Launch Pad.

### Ability for Administrator users to generate a CSV file of your RM Unify users

A new feature which relates to the way user data can be extracted from RM Unify. An option has been added for administrator users to perform a full CSV download of user groups, or all users entirely, should they wish to.

This feature has been added to the RM Unify **Management Console** tasks and particularly benefits schools using **CSV Sync** as a means of user provisioning; making it simpler to add to or amend existing user data, then re-upload, without the need to generate a new CSV file altogether.

For more information go to the **RM Unify Blog**.

### Release 2.4 - June 2014

The release notes for this will be posted on the key contacts newsfeed, and then

on the RM Unify Blog when the release goes live.

**Account Lockout** - this details a change that has been made to minimise the impact of user account hacking, should a persistent threat be posed where someone enters a large number of passwords in an attempt to enter an account.

Please note that the reference to **Cached Credentials** in these release note relates specifically to making use of licences that schools have for Apps that are already in the App Library.

### J2E

As you know, the contract Education Scotland has with J2E will end this month. J2E is available to purchase directly from the RM Unify app store, and J2E has committed to keeping user data for 1 month after the current contract has expired. If you would like to discuss how to purchase J2E please contact Stuart Sefton – [ssefton@rm.com](mailto:ssefton@rm.com)

### Daily What

Following the end of the Daily What contract, we were able to retain access to historical content for a finite time however will require to remove the tile on Glow that currently provides access to this content at the end of this month.

## Countdown to switchover – four months to go....

In the early Autumn the old Glow systems including the old portal (SharePoint 2003) will no longer be available.

Your username and password will not change and you will access Glow in the same way, but you can expect some changes to come. More details will be made available nearer the time but please remember that the old Glow portal (SharePoint 2003) is going to be removed and Microsoft O365, with its much more up to date version of SharePoint, will remain. Any new content that you have created in the old SharePoint 2003 environment since the migration last year will not be automatically moved across. You should plan for moving in to the new 365 SharePoint environment any content you will continue to require access to.

Further information will follow and we are working to raise awareness amongst users so that they are prepared for when the old portal is switched off.

## Glow Projects Update

### Blogs Project

The tender for the replacement blog service has now issued. The aim is to deliver a fully managed blog hosting service to replace the current blog service that will be withdrawn by October 2014. The plan is to migrate and upgrade all blogs and local files from the current WordPress environment version initially to the same WordPress version, and then to iteratively upgrade to the latest version of WordPress. We will keep you informed as this project continues to make progress.

Please note, we plan to have a content freeze of Glow Blogs during a period of the summer holidays (1<sup>st</sup> July until August 15<sup>th</sup>) so we can carry out a pilot migration exercise. This pilot will help us to plan the improvements to blogs in a way that minimises impact on the Glow community.

A content freeze means that all blogs will become 'read only' while maintaining availability. The pilot will determine whether there is a need, and the timing of, a further content freeze. This would be likely to take place between August and October. We will aim to issue another update as soon as

the results of the pilot migration are known.

### Wiki Project

**We would like to remind current wiki users that content will not be migrated to the new service.** Users should save any content they want to an appropriate place. We are currently looking at options for a replacement service.

### Broadcasting Project

We have almost completed work to define the requirements for the replacement of the current broadcasting service, which provides capability for Glow Meets and the Glow TV service prior to initiating a short procurement to buy a new hosted conferencing service. We are aiming to have no break in service between the current service and the future service and are aiming to deliver a set of capabilities which are largely the same or better than those of the existing service.

We'll continue to provide updates on progress.

### Microsoft Office 365

The Microsoft Office 365 tenancy team are working hard on **new master pages** to deploy to the Tenancy. We are currently in the testing phase and hope to have the templates available by the end of June or beginning of July.

The **Site Collection Administrator** permissions are currently under review and we will be ensuring that we have the correct accounts in place across each site collection by the end of June. We will communicate any changes with site owners.

We are still considering potential restrictions to the **Student people search** in SharePoint, in order to bring this in-line with the policy agreed with stakeholders for the Global Address List in Mail. We are hoping to finalise this by the end of June.

Unfortunately we have experienced a couple of **service interruptions** recently, particularly on Sharepoint. This is not isolated to our Tenancy in Glow, but has also affected a number of other customers. We are working with Microsoft to minimise the number and impact of these as much as possible. Where we become aware of a problem we will communicate this via email in order to make all key users aware and will advise of any known timescales.

## Stakeholder Engagement and User Involvement

### National Digital Learning Forum(NDLF)

The Core Group responsible for establishing the NDLF has now met and nominations have been made for the membership of the Forum. The priority is to ensure a wide and

diverse membership. We are also setting up a National Digital Learning Community to encourage collaboration and sharing. We propose to stage a national conference and are considering the possibility of hosting regional events.

### Technical Operational Advisory Group

The first meetings of the Technical Operational Advisory Group (TOAG) have taken place and we shared with you the Terms of Reference for the Group on the Newsfeed. The group has already provided valuable feedback on draft security documentation and some architectural documents. We will look at mechanisms to share any relevant documentation considered by the Group more widely where appropriate.

### Communications

We will launch a new public facing website to support the Glow Programme this month.

The site, called Glow Connect, will bring together all news, updates and information about Glow including technical updates, help and support for users and new users. We will showcase the new site at the Key Contacts national workshop on 19<sup>th</sup> June.

An update letter has been issued to Directors of Education to keep them abreast of developments in ICT in Learning and Glow. Further senior management engagement with Directors of Education will be taking place through their networks over the coming weeks and months to maintain their on-going interest and support.

Work is underway to develop promotional activity to support communications and engagement activity, more to follow on this.

### Guidance and Policy

A Handling Information Project has been established as part of the Operating Conditions work. This project will produce updated documentation such as Privacy Impact Assessment, Information Security Policy, Risk Appetite Evaluation Processes, SEEMIS-Glow Data Transfer Agreement, Glow Policy/Capability Statements, Glow Rules (Acceptable Use Guidance), and a Customer Service Level Agreement. Early drafts will be shared with the TOAG in the first instance and once matured they will be shared more widely for comment and input.

### Stay in Touch

If you have any comments or feedback on this update, please contact: Lorraine on:  
Lorraine.spalding@scotland.gsi.gov.uk  
Lorraine.spalding@scotland.gsi.gov.uk

Please remember to follow @EducationScot and @engagefired and the hashtag #Glowscot for Twitter updates about Glow.

Whilst we are not running a 24/7 social media service, our intention is to keep you informed and updated on a regular basis.