

Medway Grid for Learning News



Term 2
15/11/2007

Following suggestions at recent meetings we will be publishing regular updates (usually each term) on Medway Grid for Learning developments you may be interested in. These will be archived in Adobe pdf format on the MGfL documentation site at <http://www.medway.gov.uk/mgfl/> so those new to the service can catch up on previous announcement.

Sophos Antivirus Upgrade

Sophos are rolling out an automatic upgrade from SAV version 6 to version 7.

This upgrade is not optional - it will take place as part of the normal Sophos client updating process. In anticipation of this event, we have carried out a testing programme and thus far not encountered any issue with the new version. However, any major upgrade of existing software may have unforeseen localised side-effects so it is important that you are aware that this upgrade will take place.

This upgrade will not require end-user or administrative intervention, and will work just like the regular incremental updates. A reboot will be requested but is only required in order to use the new capabilities in Sophos Anti-Virus for Windows, version 7. The protection provided by version 6 will be maintained until a reboot is performed.

If you have any questions relating to the process of the upgrade, then please contact MGfL support on 01634 332828, support@medway.org.uk or via the support web site <https://support.atomwide.com/>

New Civic Headquarters at Gun Wharf

You may have noticed that Medway Council is relocating its main buildings to a new Civic Headquarters at Gun Wharf on Dock Road in Chatham. This will have a major impact on the way Medway Grid connections are served. All the core infrastructure will be relocated to this site and a second backup site. The Super JANET connections and links to commercial carriers will also be split between the new main site and the backup site. We are planning this work to minimise downtime for all users and we are aiming to provide at least a month of advance notice before any service affecting work. When your service is transferred to one of the new sites we will need to have an engineer present on site to check the new connection is working and we will contact each school to arrange this date which is likely to be in January, February or March 2008.

Local Control of Filtering

A streamlined application for the local control of filtering service is available at <http://www.medway.org.uk/mgfl/> - this service allows designated staff to modify the filtering policy in use in a school, including allowing or blocking specific sites. More details are in the application form.

Enhanced Super JANET connection

Over the summer holiday we installed an upgraded Super JANET connection to provide additional bandwidth for Internet connection and connection to National Education Network services. This service is now in use and an immediate uptake of additional capacity has been observed.

Support options reminder

The new web-based support interface is available at <https://support.atomwide.com> and ICT contacts can login to place support requests directly. This system allows updates to be monitored and new call information added so please consider using this system when you need to place a support call. Alternatively the other support channels are available as normal, telephone 01634 332828 or email support@medway.org.uk

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