

LEARN SOMETHING NEW
WITH MICROSOFT 365

WHAT'S BEEN GOING ON AT DELT

It's a reasonably common observation that our stakeholders don't know about all the good work that Delt is doing. Given we deliver lots of different services, in multiple sectors, this isn't really a surprise. Producing a bi-annual customer newsletter is one way we are trying to improve the understanding of what we are doing and where we are doing it.

To make the newsletter practical as well as communicative, each issue will contain guidance on avoiding some of the issues that most commonly require Delt support because better than us solving your problem quickly, is avoiding it in the first place.

We hope you find this first issue useful and would very much welcome feedback on what else you might like to see.

Giles Letheren, CEO



HELP ZONE

Find out how to self-serve and troubleshoot some of the more common IT related issues via our Service Now knowledge articles and how to guides.

1. [Using Self Service Reset](#) – resetting your password is as easy as 1,2,3.
2. [Outlook Mobile FAQs](#) – struggling with email access on your mobile?
3. [Multi-Factor Authentication](#) – just what is MFA and why is it important?

These articles are available through ServiceNow and a login may be required. They also may not apply to you or your device(s).

NEW MICROSOFT TEAMS FEATURES

Whether you're going on an adventure for a week or offline for the afternoon, you can now set your out of office status and automatic replies from the Teams desktop or web app.

Select your profile picture, and then set status message > schedule out of office. Or go to settings > general > out of office and select schedule. Just as you would in Outlook, you can personalise your automatic reply and choose how long it's set.

Get back to things you were working on in Teams

Quickly revisit previous areas you've been to in Teams with the back arrow at the top of the app. When you hover over the arrow, a history of conversations, channels, apps, activities, tabs, and files will appear. Choose an item from the list to immediately jump back to that spot in Teams. Learn more at: [use history to revisit where you've been](#).

Have small group discussions with breakout rooms

With teachers and meeting organisers conducting lessons and large meetings online, people are looking for ways to encourage meaningful discussions. There's a need for large groups to be able to break out into smaller groups for more engaging conversations.

Luckily, you can get just that with breakout rooms in Teams meetings. Organisers can learn how to set up breakout rooms via the Windows or Mac desktop app: [use breakout rooms in Teams meetings](#).

MICROSOFT 365 TRAINING SESSIONS

Microsoft runs a series of [online training events](#) for customers. With hybrid working now integrated into our way of life, perhaps now is the time to learn how to use the tools available to us, in a collaborative and effective manner? Time to grab a cup of tea and learn something new?

WHAT'S BEEN GOING ON AT DELT

Here's a quick look at what's been keeping our teams busy:

Blue Light

- HR Leadership for Devon and Somerset Fire and Rescue Service and their 2000 staff.



Courtlands School renovation project

Education

- Payroll for 31 schools/multi academy trusts
- HR support for 300+ Transforming Futures Trust staff
- Financial management for Transforming Futures Trust
- Secured £650,000 in Condition Improvement Funding for Transforming Futures Trust.
- Leading on the project delivery for Asbestos removal, new fire and CCTV system and replacement windows and doors across multiple schools.
- Estates Management for the Transforming Futures Trust
- Implementation of a Purchasing System for Transforming Futures Trust

Charity

- Payroll for Young Devon
- Payroll for Lark Children's Centre

Commercial

- Business process and applications consultancy for Cormac Ltd

Local Government

- Managed the implementation of a new social care system at Torbay Council.
- Provided an interim IT Director to Torbay
- Provided support to internal comms at Torbay
- Shared services consultancy to Oadby Wigston Borough Council

Healthcare

- Supporting a PCN on internal governance and corporate structuring
- Providing data protection officer services to 121 GP practices
- Leading cross organisation digital design for the upcoming Cavell Health and Wellbeing Centre
- Supporting Devon Partnership Trust in Business Continuity Planning
- Delivering DRSS mailing contract for patient appointment letters
- Procurement & budget management service for South Devon CCG capital



Print

- Produce around 3 million items of print every year for local government, healthcare, education, charity and commercial customers.
- Produce around 1 million mail items a year for local government, healthcare and education.