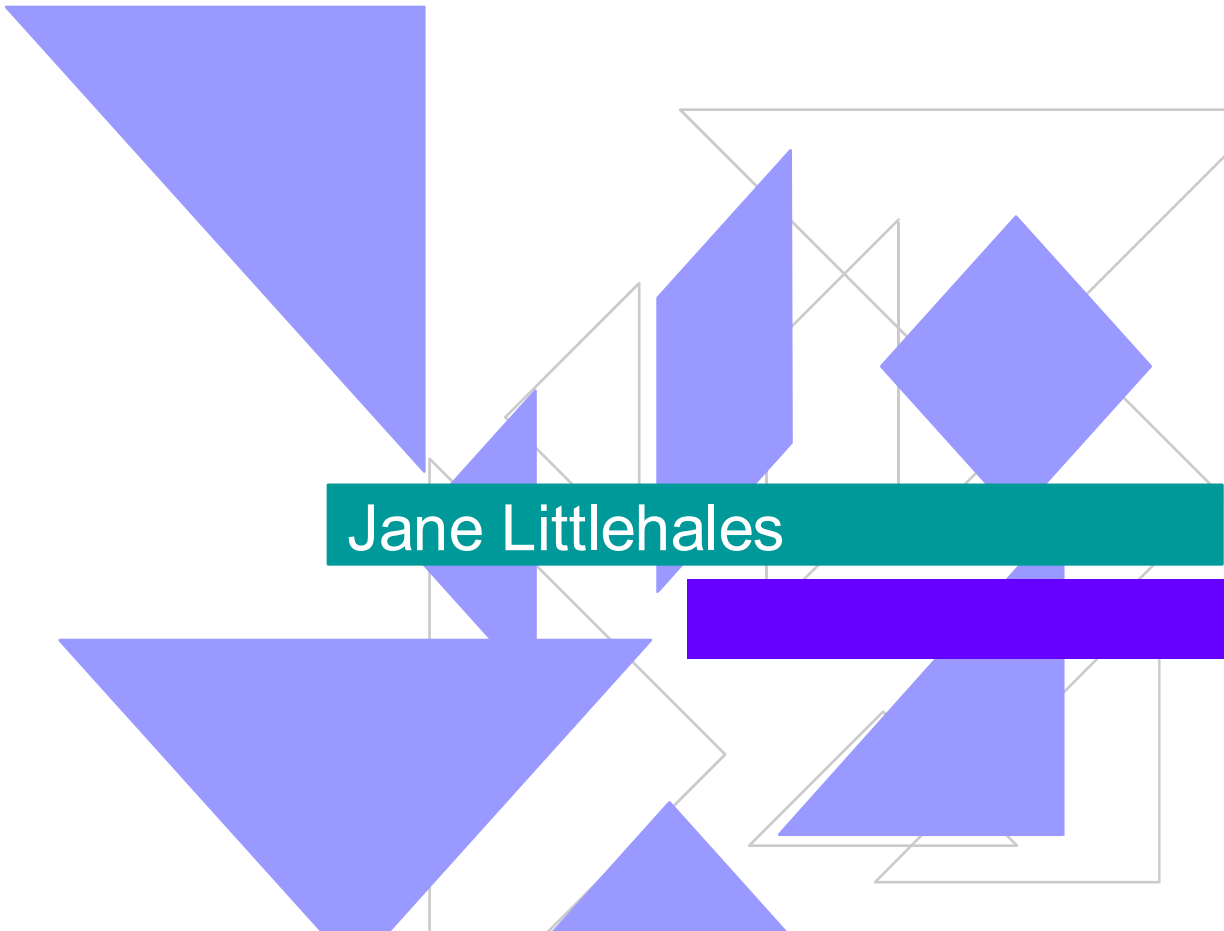
IT Support Staff Services Annual Report

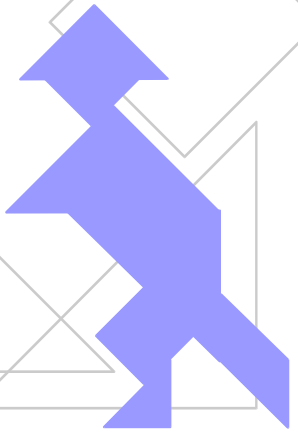


Jane Littlehales

Who?

- Jane Littlehales, Head, ITS3
- Tony Brett, Associate Head
- Malcolm Austen, Technical Information Officer
- Nikki Cutler, Administrative Assistant

- its3@oucs.ox.ac.uk



Staff Changes

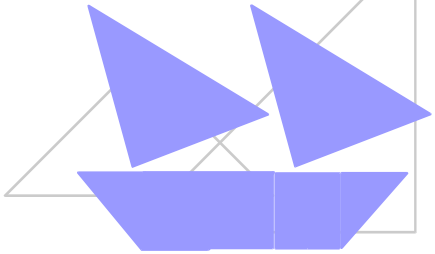
- Tony taken on full time
- Nikki regraded
- I've come back!

Reporting

- To Lou as head of Info and Support Group
- ITSSG taken on role of ITS3 Advisory Group
  - ITS3 members attend ITSSG by invitation

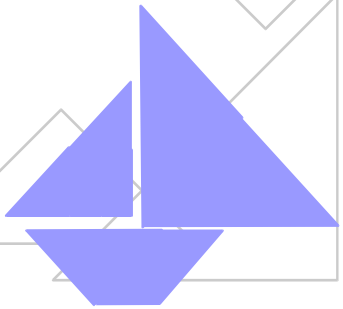
Original Events

- Virus debriefs
- Why Linux? courses
- OUCS review briefing
- Webmail launch
- Win 2003 server courses
- ITS3 surgeries



Continuing Events

- ITSS Seminars
  - IT support at other universities
  - 9.2 million pixel monitor
  - Poor turnout for many
    - Will suspend for Michaelmas and review
    - Comments?
- Unix seminars
- Induction workshops

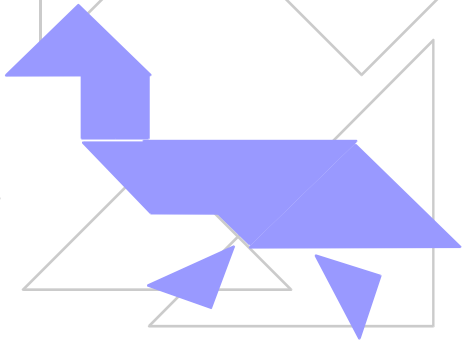


Projects

- Portal Project
- IT Metrics Project
- Recruitment advice
  - From job specs to interviewing and mentoring
- Updating and enhancing ITS3, ITSSG and relevant OUCS web pages
- Course and seminar admin
- ITSS Conference admin

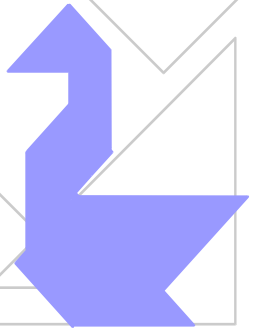
Portable Private Teaching Network

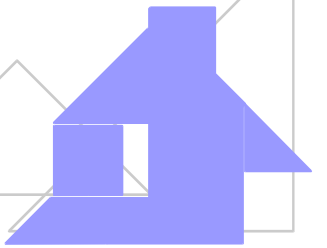
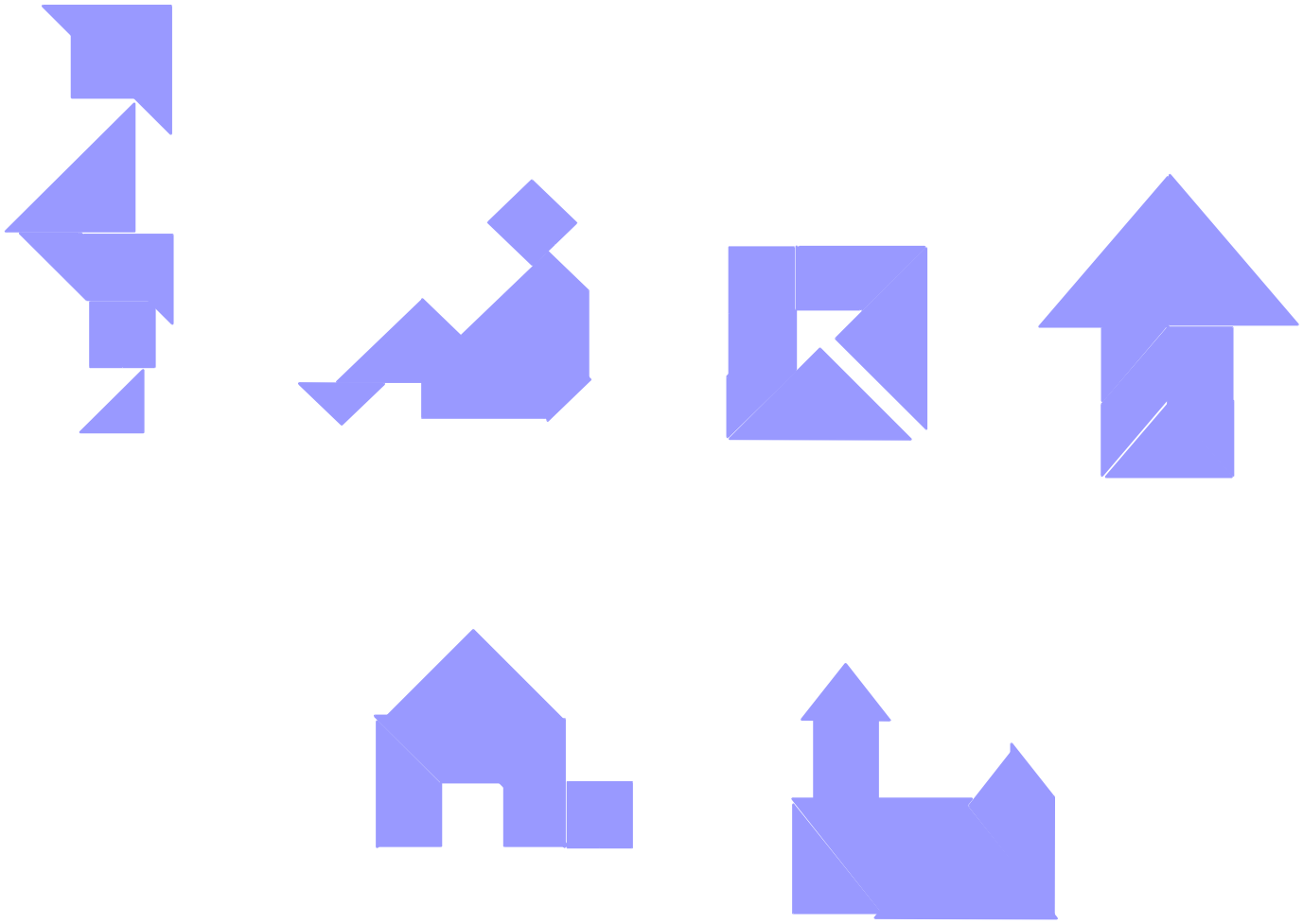
- 20 laptops
- Cables
- Power supplies
- Projector
- Printer
  - Run a course anywhere
  - Available to hire!



ITS3 reps on

- Colleges IT Group
- University IT User Group
- OUCS Isidore co-ordination group
- Engineering IT Group
- UCISA Staff Development and Distributed ITSS Groups



Future Plans

- Leading Technical Teams course
- More specialist seminars and workshops
  - We need to know what you want!
  - Easier to run courses on site with PPTN
- Portal Project, IMP roll outs