

IT Support Staff Services Report

Tony Brett

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Oxford University Computing Services



Staff News

- Nikki Cutler left for a new post with UCISA in Nov 2005
- Jane Littlehailes became OUCS Head of Marketing in Feb 2006
- Steve Pierce joined ITS3 on a full time basis on 12th Jun 2006
- Malcolm Austen & Tony Brett still full time with ITS3
 - Tony has been devoting about 50% of time to ICT Strategy but this will reduce from the end of June 2006



Training

- Sophos Briefings
- Solaris 10
- Mac OS X
- PERL
- Linux
- XP Desktop Support



Events

- Summer BBQ (Aug 05)
 - Another next month
- Black Tie Dinner (Dec 05)
- Lunch 'n' Learn (five)
- ICT Strategy Consultation (Dec 05)
- New ITSS inductions (two)
- Pre-Term roundup (Sep 05)
- ITSSG meetings
- IT Suppliers' exhibition (Dec 05)
- This conference



Developments

- ITSS Wiki
 - Malcolm has a workshop on this today and has put a lot of time and effort into it
 - Thank you to those of you who have also
- Moving ITSS-restricted facilities to webauth
- ITSS lunch'n'learn seminars



Plans

- Much closer integration with helpdesk and registration
- Priority services for ITSS
- Service level agreements
- More work with ITSSG and the new ICT Forum



Questions

- Thank you
- Email us your ideas:
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