

IT Support Staff Services Report 2006-7

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Staff News

- Steve Pierce has completed a year with ITS3
- Malcolm Austen & Tony Brett still full time with ITS3
- Working ever more closely with helpdesk and registration
 - ITS3 covering helpdesk more and doing more consultancy appointments
- Stu Robseon from registration shares office with ITS3

Training

- Sophos Briefings
- Windows 2003, XP, Vista
- Active Directory Design
- Exchange Server
- Networking +
- Netware 6.5
- Mac OS X Support
- Linux – Choosing a distro (see your free DVD)
- Virtualisation – VMWare, Xen, Parallels
- LDAP
- Meeting Room Booking System
- Google Apps
- Nagios

2,440 person hours in 35 events!

Events

- Lunchtime Surgery – revived!
- Lots of Lunch & Learn
 - Dell (premier pages!), HP, Nexstor
- New ITSS inductions (three)
- Pre-Term roundup (Sep 06)
- ITSSG meetings
- IT Suppliers' exhibition (Dec 06)
- This conference

Developments (1)

- Service level descriptions
- ITSS Wiki growth
- Moving ITSS-restricted facilities to webauth
 - Still ongoing
 - Lots more planned including
 - rescue code generation by ITSS
 - Mobile notifications
 - Self service maillists
 - More data for ITSS from database via Beth
 - Devolution of mail routing (pilot active)
- ITSS Seminars in Michaelmas
 - Attendance was over 50 in three of those

Developments (2)

- ITS3 can do registration tasks
- Mentoring Scheme
 - Volunteers ready
- Group BCS membership
 - OUCS only so-far
- More ITSS recruitment involving ITS3
 - 2 colleges and helping several departments
- I'm on USCIA Staff Development Group
 - And subgroup DITSS

Plans

- Much closer integration with helpdesk and registration
- Priority services for ITSS
- More work with ITSSG and the ICT Forum
- Seek places on more strategic ICT Committees to represent ITSS better
- Work more closely with CITO – if invited!
- Spend more time with ITSS in units
 - Possibly as a placement scheme

Questions

- Thank you
- Email us your ideas:
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