FOCUS ON THE USER EXPERIENCE

HOW AN ICT STRATEGY IS BORN

HOW AN ICT STRATEGY IS BORN

A look at how to move towards strategy planning from the position of firefighting

WHERE WE WERE

IT TEAM

- Morale Issues
- Workload
- Stagnation
- Frustration

USERS

- Experience
- Expectation
- Reliance
- Frustration

TIME TO ASK FOR HELP?

An IT Review

EXTERNAL OR INTERNAL REVIEW

- A new set of eyes on the situation can bring clarity

- Users are more likely to speak their mind

- So will IT staff

- Expect the unexpected

- Senior management often listens to outside consultants over internal staff, especially if there have been issues

DIVE RIGHT IN!

Empower the review to look at everything, no holds bared, provision for confidentially to all interviewed where possible

ONCE EVERYONE HAS HAD THEIR SAY

After the review has taken place, its time to walk it through the management structure of the organisation.

The review should provide a framework of issues which can be used to steer the organisation onto its next steps

Discuss your views and provide a commentary, I'm sure you wont agree with everything mentioned, but look at it as constructive criticism

Talk to your peers about the information you now have

IT COMMITTEE

- Having an IT Committee is not essential but you do need somewhere to discuss strategy and plan the next steps

- Quick fix's can be cheap and improve user perception

- Open up for ideas from all

and then…

EMBRACE CHANGE

It's good for users and it's good for you and your staff

COMMUNICATION, COMMUNICATION, COMMUNICATION

- Talk to the users

- Talk to the providers

- Talk to the community

- Talk to the representative bodies

- Ask

- Listen
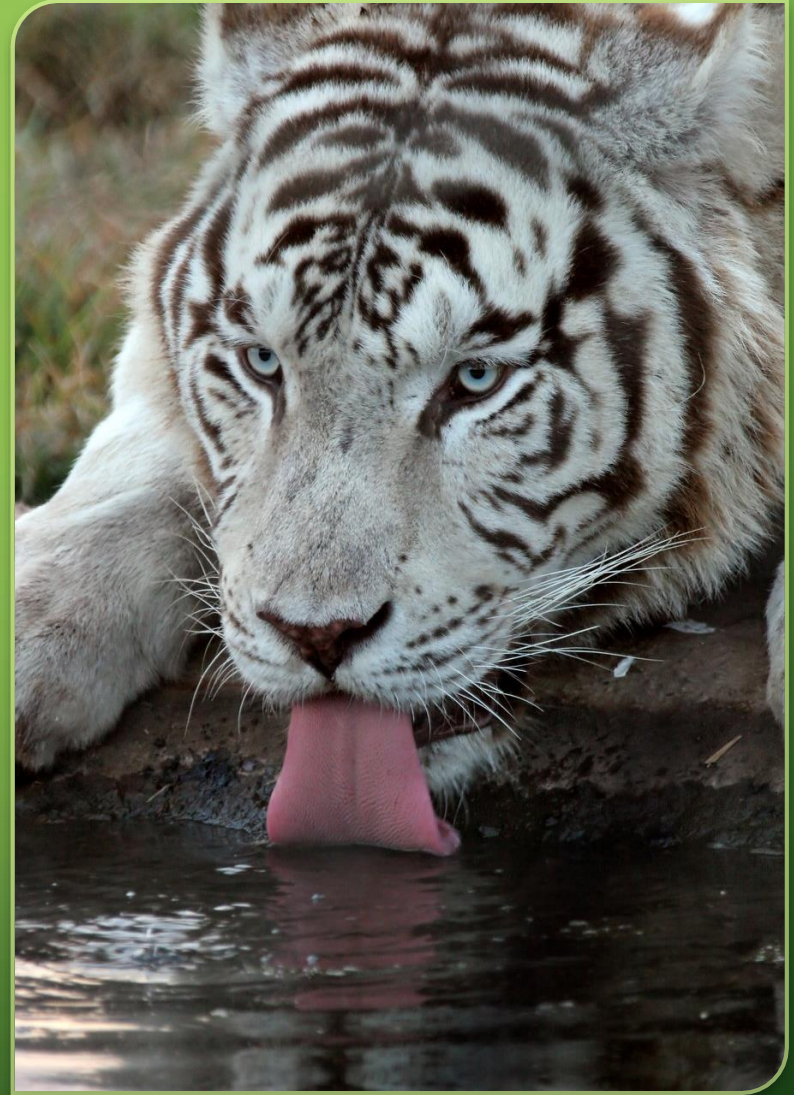
- Do

- Inform

DON'T RUN BEFORE YOU CAN WALK!

- Take it easy

- New ideas will be coming in

- Doors will open (hopefully so will purses)

WHAT HAPPENED NEXT

At the first IT Committee with the new Principal we discussed the IT review and the forming of the new IT Committee.

She then asked me the following…

" IF YOU HAD AN UNLIMITED BUDGET WHAT WOULD YOU DO TO MAKE THE USERS HAPPY? "

Alice Prochaska, Principal Somerville College, October 2010

A wish list gets turned into a shopping list

THE LIST AGREED BY THE COMMITTEE

1. Ease of Access to IT Services

2. Site wide Wi-Fi

3. High priority support for operations

4. Better integration to University Business Systems

5. Training needs

FIND THE MONEY

unattributed

WHAT HAVE WE DONE SO FAR

- Wireless is everywhere (Sept 2011)

- New Server hardware and Virtualised (May 2011)

- We are now two full time permanent IT staff and one yearly industrial placement student (Dec 2011)

- Systems working group looking at Business IT Systems (Oct 2011)

- Process review consultant started in (June 2013)

- IT Helpdesk, both virtual and physical (April 2013)

- IT Committee approved and managed maintenance budget (May 2013)

5 YEAR STRATEGY IS BEING UPDATED SUMMER 2013

ANY QUESTIONS?

Chris Bamber, IT Systems Manager, Somerville College

01865 2 70661

chris.bamber@some.ox.ac.uk

No cats where harmed in the making of this presentation, but you could help some:

Adopt a Tiger: - https://support.wwf.org.uk/adopt-a-tiger