

ICTF Hilary Term 2013

IT Services Report

- **ICCP:** On 1st February 2013 we completed the migration of staff into the new departmental structure. This is a key enabling step to realising improvements in services, investment, risk, and efficiency. Our plans and specific objectives that will underpin these improvements are being developed, and we have sought funds to allow some of these to go forwards in the next few months. In relation to ICCP workstream 8, we have met with ICTF members and the steering group to discuss how ICTF and IT Services can work together “for the common good” but with some activities to provide tangible change to all of us working in IT.
- **Networks, Telecoms, Phishing:** reported elsewhere in the meeting
- **Oracle R12:** reported earlier in the meeting
- **HRIS:** The main focus of activity is now on Payroll. Two parallel runs have been carried out, comparing the output from the existing payroll system to the new Core system. A third and final parallel run is planned for April with the first live run planned for May. The other elements of the HRIS Programme are scheduled for completion by June. Further details at <http://www.admin.ox.ac.uk/hrisprogramme/>
- **DARS:** The building of a significantly enhanced infrastructure to host DARS and give robustness and capacity for at least 5 years is nearing completion, schedule for March. The new phase of work on DARS which will primarily focus on a major upgrade of the underlying application is underway. In addition plans for further data migrations, interfaces with major systems and improved operational functionality are all being considered – this phase 5 will be implemented over the next 18-24 months.
- **Webauth:** infrastructure changes, updates etc are now in place, and a specialist team is working on the web interface. A preview will be made available to ITSS. This round of development incorporates all comments and requests for change that we can in this release – including those recorded through the suggestions channel, raised directly with sysdev, and which came up through enquiry tickets. One of the key changes in this release will be that the new interface is designed to work well with mobile devices, which should assist integration with relevant applications such as Mobile Oxford.
- **ESSO:** Extended SSO – offering SSO to people who don’t yet have a formal relationship with the University (e.g. applicants), those who have left (e.g. Alumni), and those whose relationship hasn’t qualified in the past (e.g. Bodleian Readers). Lyn Waddington is keen to consult widely, but without consuming a huge amount of time. A number of options are on the table including a questionnaire and discussion with ICTF. We will be seeking your input!
- **Nexus:** The Nexus team has investigated a number of reported problems involving the automap

feature (which changed in Exchange 2010, and so present since April last year). In most cases it appears that the underlying issues are things like Outlook clients accessing too many folders from the same server, and that automapping has exacerbated this. However, where automapping of secondary accounts is seen to be less than useful, IT Services can easily remove that setting. We just need to know the SSO of the person and the name of the secondary (or third party's) mailbox. More information (for ITSS) can be found at <http://www.oucs.ox.ac.uk/nexus/itss/outlookperf.xml>.

- **SharePoint:** We have some new functionality coming up for SharePoint: Alert Plus (already live); Document to PDF conversion (very soon, if not already by the time you read this); an advanced Workflow editor (soon). Workflows are possibly the most powerful aspect of SharePoint and this is something that the Nexus Team would like to take forward in 2013.
- **SharePoint:** A combination of an ITSS survey and a specially convened user representative panel has allowed the Nexus team to prioritise a number of requests for enhancements to the Nexus Exchange and SharePoint services. Most are intended to be undertaken in 2013 within the team, whereas one, integrating Nexus with single sign-on (Webauth) will require a separate project. The prioritised enhancements are:
 - Integration with SSO (cross-realm trust to MIT Kerberos);
 - SharePoint vacation/sick leave workflow application;
 - Improve the functionality (or understanding) regarding 'sites that I am a member of' for My Sites
 - ITSS to have ability to delegate full access and send as rights on behalf of user;
 - ITSS able to directly upgrade their users' quota to 3GB (discretionary quota);
 - PDF document collation from document library;
 - SharePoint short URL service.
- **HFS:** The HFS has increased the 'free' at source archive space for 'projects of long-term value to the University' to 4TB for 5 years - on a rolling 5-yearly application basis, against a previous allocation of 1TB. See <http://www.oucs.ox.ac.uk/hfs/archive/index.xml> in the first instance. However, just to say - the archive service is suitable for important, valuable data that is likely to be accessed only infrequently and is not to be confused with daily/weekly backups of data held on your desktops and servers.
- **Tablet Working Group:** central Purchasing has formed a small group to consider use of tablet devices within the University. The group is yet to meet, but has representation from the colleges and departments through Ben Bridle and Tom King respectively.
- **Departmental Representatives scheme:** is being reviewed to see how we can involve the whole of IT Services, support our reps better so they have the information that units want, and can get feedback to the right part of IT Services more easily.
- **IT "Alliance":** we are outlining a new group to aid better communication and coordination between the major University IT service providers. This will enable our strategies to be designed with each other in mind, timetable changes more intelligently, promote innovation, and help align IT better with the University's needs. ICTF are well positioned to play a key part in this group and we will be seeking representation from ICTF on the group soon.

Submitted by John Ireland, 19th March 2013