BSP Report – ICTF MT10

The following is a brief report on some of the activities BSP is currently engaging in, or news of changes. See http://www.admin.ox.ac.uk/bsp/ for further information.

Major Projects

HRIS

Replacement of the University's current HR information systems and the associated processes is proceeding with eRecruitment pilots. Pilot 2, which commenced on 28 September, offers additional functionality, as well as processes for authorising recruitment. From 2 November, five additional NDM departments started using e-Recruitment, and were followed soon after by the Bodleian Libraries, Physics, and the whole of UAS. Rollout to all departments will be between January and July 2011.

From March 2011 a pilot of the Personnel module will commence, involving at least one large department. Building on the pilot, rollout to all departments will start from May and the project team aim to have completed the roll-out of the basic system by October 2011.

Business Intelligence Programme

Creation of a data warehouse to consolidate information from the University's core systems, providing us with a single, authoritative source that can be accessed directly by users for query and analysis. The programme aims to deliver the following benefits:

- Definitive source of accurate information to support decision-making.
- Direct self-service access by users for query and analysis.
- Reduced manual effort and duplication, thus enabling a focus on data analysis.
- Improved data assurance and data compliance.
- Improved quality, consistency and content of reporting.
- Migration of historic data from legacy systems, removing the need for additional support procedures.
- Easier statutory data reporting to external bodies, such as HEFCE and HESA.

The system, using Tableau Server and Wherescape RED, is in use in pilot mode by up to 100 users in the Finance and Purchasing departments, and AAD (SDMA).The next stage is to productionise the system ready to make the solution available to more users from a wider audience.

Research Costing & Pricing (RCP)

Development of a Research Costing & Pricing (RCP) System for use by the Universities of Oxford and Cambridge. This will replace the existing Resolve system at Oxford and will be used by staff across all departments.

Student Systems Replacement Programme

The Oracle Student System (OSS) will no longer be supported after 2013, so AAD are currently reviewing the approach to be taken to replace its student systems functionality whilst at the same time working with BSP on defining Oxford's future student systems requirements.

Financials upgrade

The University's main Finance system (Oracle Financials) will be updated to release 12 (R12) in the next 2 years. The project to achieve this is currently being scoped and defined.

Development & Alumni Relations System (DARS)

Rollout of the new system across the University and participating Colleges and Halls to store data on alumni and donors and to support fundraising and alumni relations operations continues with 5 colleges due to join in early 2011

Migration to Nexus

Between June and October 2010, 1100 users of Lotus Notes and 600 project accounts were migrated to the Nexus groupware solution, a total migration of 2 terabytes of data.

Web CMS

30 UAS websites have been migrated to the new Web Content Management System (CMS), to achieve a consistent look and feel, and easier future maintenance of web pages. The migrated sites include Finance, BSP, and the Student Gateway (see http://www.admin.ox.ac.uk/)

Infrastructure modernisation

This two-year programme to improve BSP's technical infrastructurehas continued. This will lead to a more resilient infrastructure and the ability to carry out normal maintenance tasks in the future with minimal disruption to service.
The work includes:

- Moving secondary data centre from Banbury Road to Begbroke Science Park, re-cabling the primary data centre . **Complete**
- Implementing two high-specification IBM P Series Servers and associated storage. **Complete**
- Decommissioning older storage and legacy network equipment. **Complete**
- Reviewing and implementing data management tools. **In progress**
- Upgrading web application firewalls. **In progress**
- Expanding and upgrading the Virtual Infrastructure (VI) platform; migrating Oracle Student Systems and Oracle Financials application and web tiers onto this. **In progress**
- Implementing a resilient high-speed fibre network and upgrading web application firewalls. **In progress**
- Implementing high availability for enterprise systems. **Not started**
- Removing single points of failure. **Continuing; significant benefits realised**

FAQ system (RightNow)

A hosted FAQ solution has been selected to deliver a customer FAQ services to users of personnel services (HRIS), AAD and the Public Affairs Directorate initially.

Business–as-usual activities

System enhancements and maintenance have included provision for Standing Order Payments, new UCAS requirements, GSS administration, Student Visa System support.

Outlook has been transitioned into business-as-usual support

MS-Office has been upgraded to Office 2007 for UAS, working closely with ICTST

A Customer Satisfaction Survey has been completed for the third year for users of Finance, OSS and Opendoor systems, with DARS now added. This has allowed measurement of services against a baseline and agreement of improvement plans where necessary.

Helpdesk telephony Supported by OUCS Telecoms, the BSP Helpdesk has moved to using the CISCO Call Centre Express software, permitting a range of improvements such as very flexible call distribution and management, and comprehensive analysis and reporting.

Process changes have included the adoption of a **Major Incident Process**, to improve communications and problem resolution around major systems incidents, and the phased implementation of **Configuration Management** software (from iET Solutions) to capture an accurate view of the infrastructure, supporting incident, change & problem management processes.

Standard support hours are 8.30am to 5pm on weekdays, but there is increasing pressure to make systems available on a 24 x 7 basis. Infrastructure is configured to approach this where possible.

Service Level Agreements are being put into place between BSP and its major sponsoring departments: SLAs with Finance, AAD, Development Office are in place.