

# ITS3 Report for ICT Forum Michaelmas Term 2011

## Staff

The 50% FTE vacancy in ITS3 has been recruited to with the appointment of Rory Edwards who started just prior to ICTF 11 conference, which was good timing as this is a very busy time for the ITS3 team.

## Courses

ITILv3 whistle-stop tour was presented by Tony Brett to a diverse group of curious and interested IT staff. ITIL is a structured process to focus on IT service provision with the aim of continually improving services. Tony managed to give a good taste of a very dry subject, feedback was collated using Weblearn surveys and generally the feeling was ITIL knowledge was clarified or reinforced for attendees and some staff were encouraged to pursue this pathway.

ITIL v3 Foundation, is a 3 day course and examination that is an increasingly recognised and desired qualification in industry and IT. This was delivered at OUCS. Look out for courses on other subjects through the ITSS index.

We ran the usual New ITSS Induction in September with 14 attendees. .

## Events

Events are few in Michaelmas term due to the time required by ITSS to support all the newcomers to departments and colleges at this time of year.

The late summer BBQ was a success as ever and thanks once again to Natasha and Ahrum for arranging permission to host it in the lovely garden at 64 Banbury Road. Thanks also to Corpus Christi College for the loan of the gas BBQ.

For a Free digital Society, an entertaining and thought provoking talk by Richard Stallman of the free software foundation society, was heavily subscribed from within and without the Oxford IT community.

Inaugural High Performance Computing, Special Interest Group, HPC SIG event was held at the Oxford e-research centre. A full report is available in the ICTF newsletter.

The ITSS Christmas dinner was held in the McKenna room at Christ Church after drinks in the buttery bar. This event continues to grow and had record attendance this year at over 40 people. The venue may have to be reviewed if it continues to grow. I think this was largely due to the decision by ICTF steering group to subsidise places for ITSS so that those places cost only £20 rather than the £35 true cost. Christ Church did us proud in quality of food and ambiance. It was good to see lots of ITSS taking partners along to this event.

Learn and Lunch workshops of interest included a Lan3 collaboration with Palo Alto, demonstrating next generation firewall technology with an emphasis on innovative malware detection.

Cisco Lunch and Learn was well attended at OUCS, these events are a great opportunity to ask highly technical questions face to face, as well as improve our horizon scanning abilities, and build relationships.

An IT managers meeting was organised to allow Michael Sibley, deputy registrar to present the ICCP plans. Currently the focus is on appointing a CIO who will then lead the coordination of OUCS, BSP and UAS services. Paul Jeffreys, Director of IT at OUCS presented the Information Security developments and further funding phases. Ben Bridle also spoke to announce ICTF is gathering Information to highlight the work of ITSS in the wider University, with the expectation to feed this to the ICCP workgroups.

The IT Suppliers' Exhibition was a great success once again and our thanks go to Mondale for arranging a good line-up of exhibitors in these difficult times, and to all of you for attending in good numbers and nice and early. We need to advertise the breakout sessions more clearly and there is room for improvement here.

All these events are extremely important in fostering good communications and good relationships among the ITSS community so it's great to see so many of you attending them. If you've not done so yet I recommend you try one!

## ICCP

ICT Central Coordination Project is underway with the stated aim to bring together all the main ICT providers in university administration and services. Tony Brett has been highly involved in the communications team for this. As yet the focus has been on appointing a CIO, presentations have been made to the 3 groups and IT managers. Further information can be found at <http://www.iccp.ox.ac.uk/>

Every opportunity will be made to share information with ITSS staff and keep the ICCP workgroups informed of ITSS requirements. ICTF committee is also mindful of the need for representation in this process.

## Future Plans

We have an imminent Nexstor lunch and learn on 16<sup>th</sup> December. Spaces are available

Further upcoming Training courses for 2012 that we are advertising through the ITSS index at <https://register.oucs.ox.ac.uk/itss/index> are listed below

Cisco ICND2

Configuring, managing and maintaining Windows server 2008 R2

Implementing and managing Microsoft server Virtualisation

Configuring and managing Microsoft Sharepoint

Designing and deploying a Microsoft Sharepoint 2010 infrastructure.

Please let us know of any other training you want to see us deliver.

## Finally

Thank you to all of you for all the help you give to OUCS in supporting users of our services, dealing with copyright infringements contributing to the ITSS Wiki and much, much more.

We wish all of you a happy Christmas and a prosperous new year from all of us in ITS3.

Rory Edwards

IT Support Staff Services

December 2011