ITS3 Report for ICT Forum Trinity Term 2012

Staff

ITS3 is at full complement with all staff working well to provide services and support for ITSS. As part of the ICCP process Rory is now working full time with his extra 2 days being spent supporting the OUCS Helpcentre as it prepares to merge with ICTST and BSP equivalents.

Courses

Elsa has been working extremely hard to deliver courses and seminars that you have requested. Since the last meeting ITS3 has delivered, arranged, or helped to deliver:

- 7 Telecoms discussion panels
- 2 Shared Data Centre round table sessions
- New ITSS induction
- Mac Malware Briefing
- CUD client training (data pushes and interfaces)
- HP session on BYOD and network security
- Computers, Privacy and the Law (with JANET)
- Private Cloud lunch & learn
- VMWare training
- HPC-SIG
- Virtualisation implementation and Cloud Computing (with JANET)

As ever, if there are courses you would like to see, or things you want to run that we could help with then please do get in touch via its3@oucs.ox.ac.uk

ITSS Induction is now booked for the afternoon of 19th September. The ITSS Pre-year roundup will be an all-day event on 20th September.

Events

The event of the year is coming up on 5th July at the Kassam Stadium. This year's ICT Forum Conference will include a dinner for the first time and we believe it will be the biggest and best yet. Again.

Other events are always being organised for the future – please note them on http://www.oucs.ox.ac.uk/its3 noting particularly the 7th September BBQ, which is always a great success, and the IT Suppliers Exhibition on 13th December.

Externally, Tony is attending the Cardiff University DITSS conference on 20th June and will be attending and taking part in the UCISA Support Services Conference in Crewe on 10-12 July. It is hugely useful to make links with ITSS from other Universities for all sorts of reasons and we really do recommend UCISA events to you. You can find more at http://www.ucisa.ac.uk/en/events.aspx

ICCP

ICT Central Coordination Project is well underway with the stated aim to bring together all the main ICT providers in university administration and services. Tony Brett is the OUCS communications link. Progress has been made on briefing all staff about the organisational change and on the top level structure of the new department. ICT Forum Steering Group members are heavily involved in the

workstreams making sure that the context and needs of Distributed ITSS are properly considered. Further information can be found at http://www.iccp.ox.ac.uk/

Workstream 8 is considering local services interfaces and is the one that is probably most important for you as Distributed ITSS. Its objectives are:

- To define how the new department's services will interface with specific local services provided by the Bodleian Libraries, Academic Divisions' IT support staff and Colleges.
- To connect with the project co-sponsored by the ICT Forum and the College Estates Bursars' Committee, which is considering opportunities for closer collaboration, to identify ideas that ICCP might incorporate into the planning of services.
- To identify any new service interfaces or new services to be considered.
- To use case studies to consider future engagement strategies.

I am pleased that it is being chaired by Paul Jeffreys with Sarah Lawson as the vice chair. Jeremy Worth and Ben Bridle are also members as are Steve Kersley and Craig Tranfield. Do ask any of them about its work.

Finally
OUCS really appreciates all the hard work you do to make sure that together we provide a joined-up IT service to all members of the University and its colleges. We value our relationship with you as service delivery partners just as much as we do with you as customers and users.

Best wishes for a good summer break and we look forward to seeing you on 5th July at the ICTF Conference, at the BBQ on 7th September and/or the pre-year roundup on 20th (by which time we will be IT Services!)

Tony Brett
IT Support Staff Services
June 2012