

IT SERVICES



IT Services Portfolio Review

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June 2014



Purpose & Approach

- Better alignment of our services with needs of University of Oxford
- Rational basis for portfolio and associated funding
- Inform and be informed by strategy implementation
- Opportunity to understand needs and market services

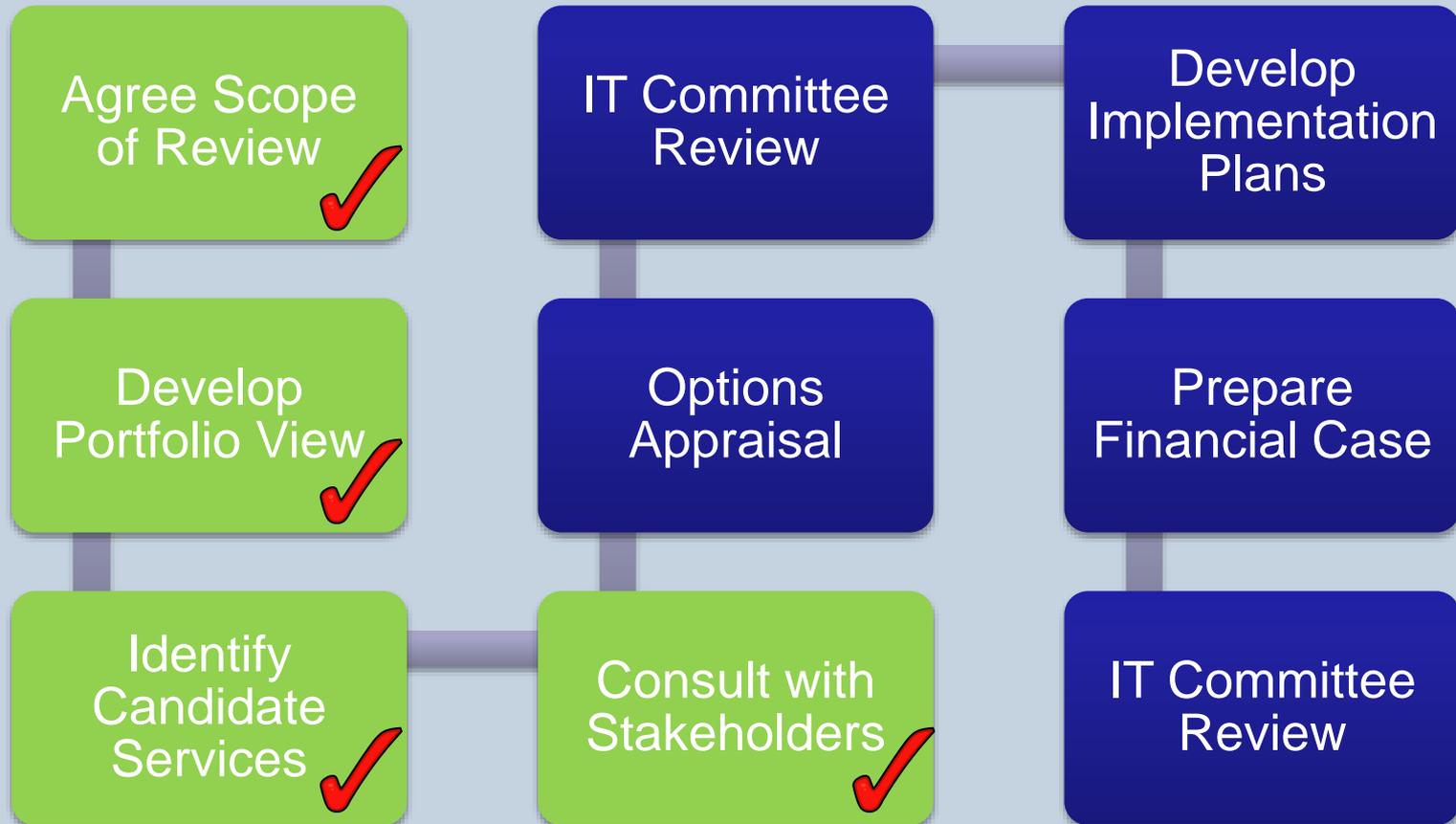
- Conversations with stakeholders
- Interviews in small groups or as individuals, also workshops

- Existing insights: DIGE, OUCS Survey, Fresher's Survey, Staff Survey, Strategy feedback etc.

- Draft report in Summer 2014



Outline Plan



Consultees

- Selected from...
- Registrar & Pro-VCs
- Divisional Heads and Secretaries (and other members of the Divisional SMTs)
- Departmental Heads and Administrators
- Academics (from our IT groups/committees)
- Heads of UAS Sections
- Senior staff in the Libraries/Collections
- Reps from the Conference of Colleges
- Students
- Research staff
- ITSS



IT Services Portfolio

- Desktop & Mobiles
 - Wireless and Internet Access
 - Desktop/laptop and Printing
 - Supporting Mobiles
 - Working Remotely
- Working & Communicating
 - Secure Use
 - Email, Calendars, and Phones
 - Collaborating
 - Office Applications
- University Administration
 - Administration Systems
 - Management Reporting & Business Intelligence
 - Websites
- Supporting Learning & Teaching
 - Podcasting, iTunesU, Filming, Streaming Events
 - Putting Learning Materials Online
 - WebLearn
 - IT Skills Training
 - Websites, Mobile Apps
 - Plagiarism Detection
- Working on Research
 - High Performance Computing
 - Data Management & Archiving
 - Supporting Research Systems
- Widening Engagement
- Getting Help & Advice
- Custom Solutions

This is to help us describe what we do
This is not how we are structured
The Service Catalogue is a level below this

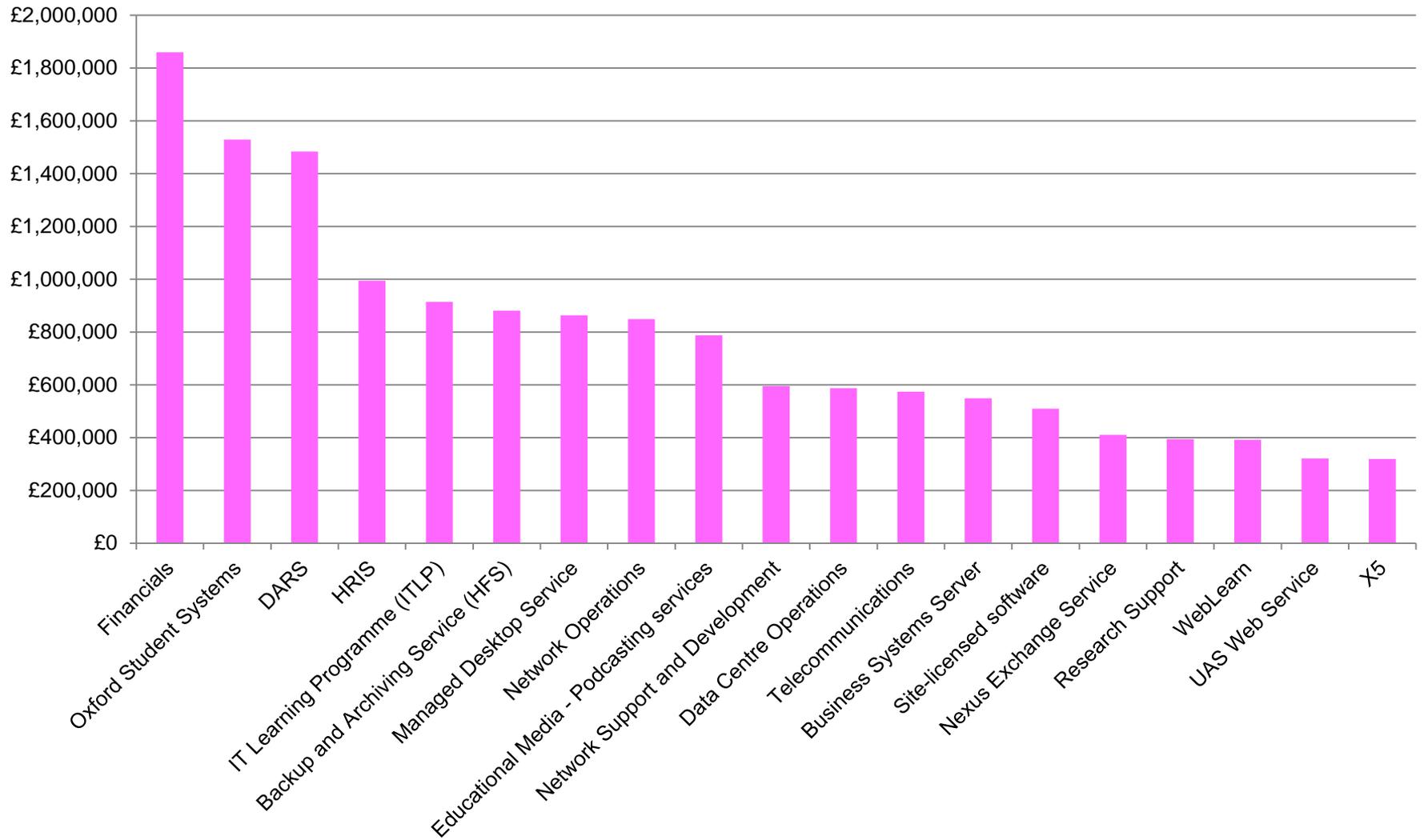
Key Facts

- Overall funding levels and trends
- Costs of Top 20
- Source of funds and destination of funds

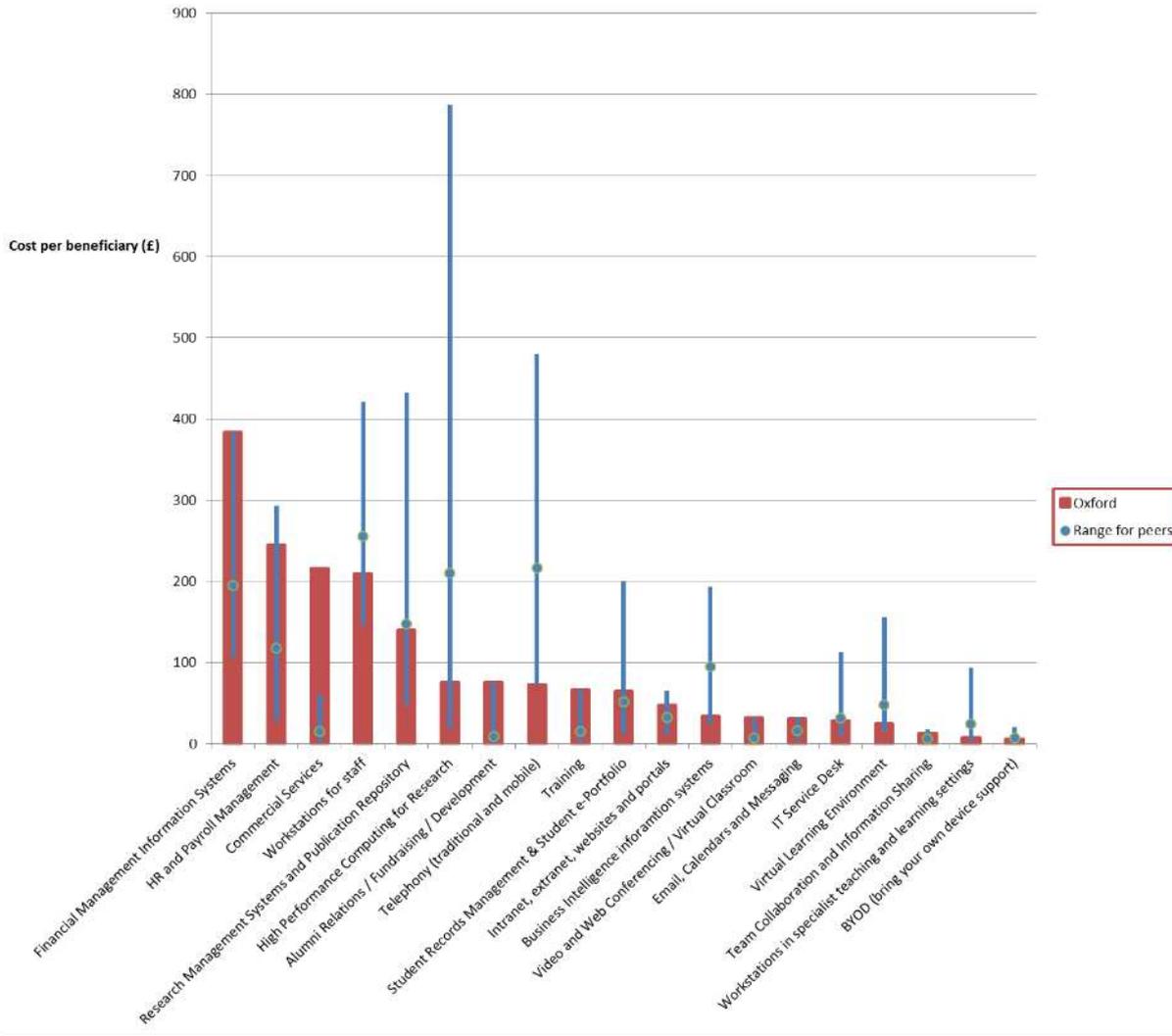
- Benchmark costs for spend on admin systems
- Most used services and KPIs
- Least used services and KPIs
- User satisfaction ratings for our key services

- What is the rest of HE focusing on
- New and emerging technologies
- Capital plan investment priorities
- RUGIT/UCISA Top Issues/JISC

Top 20 services by operating costs



Benchmarking Oxford IT spend against other Universities (cohort of 11 HE institutions)



Data is Operating & Capital for 5 year average

Outcomes & success criteria

- Understand what each part of the University is trying to achieve and the role IT will play in getting there
- Promote some of our less used (but valuable services)
- Continue with most services
- Start/stop delivering some services
- Options for changing the way we deliver some services
- Recommendations for change (IT projects)
- Recommendations for change (changing ourselves)
- New funding models for some services
- New funding model for whole portfolio
- Pay by use models



We currently have a deficit budget



Ideas from IT Services - 1

- Turn off redundant systems and consolidate applications
- Drop-in/bookable support service
- File and print services
- Mobile Oxford and mobile applications
- Consultancy and advice from developers and others
- Support for MS Access databases
- Online Shop review
- ORDS review
- Bulk and poster printing services
- Video-conferencing suite
- Training for admin systems
- Support Centres for admin systems
- Funding filming and marketing our filming services
- Corporate web design and web applications

Ideas from IT Services - 2

- Relationship with the Bodleian Digital Library Systems & Services
- Shared service desks
- Service level agreements and service level descriptions
- Outsource software support for some admin systems
- Support for UAS and Libraries
- Out of hours support and/or resilient services
- High volume scanners in Graduate Admissions
- Charging Colleges for the applications they use
- OSSWatch review
- Service recovery, disaster recovery and business continuity
- Enhanced wireless provision and network support
- Cyber threats and forensic service
- NSMS review

Ideas from Colleges IT Working Group

- More use of WebLearn, Wifi, Sharepoint and Nexus email
- VPN access to more people and more devices
- University card system link to Salto (for building access control)
- Help with service recovery, disaster recovery and business continuity planning
- Take up of the Windows Security Update Service
- Shared use of University Data Centres
- More framework agreements to enable further cost-efficiencies
- More use of centralised services, with better documentation and advice
- Joint user support models between Colleges and IT Services
- Joint Collegiate IT Help Desk service

Questions for you

- What are the main activities that you perform in your work?
- What IT services do you use and how would you rate them?
- Are they easy to access? Are they easy to use?
- How would you compare them to IT services at other places you have worked/studied, or at home?
- Are there any service groups that we have mentioned that you don't use? Why not?
- Are there any services you would like to see us introduce?
- What would you like us to do more of? Less of?
- What other improvements would make your work easier?
- How do you think IT services should be paid for?
- Is there anything we do that you find confusing?
- What else should we do to help educators, researchers, students, administrators?

Questions for us?

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