

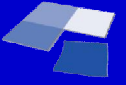
The support of advanced ICT

A structured approach

Dr Max Hammond

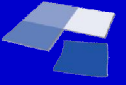
20 July 2010





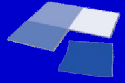
Project overview

- JISC-funded study
- January – July 2010
- Curtis+Cartwright Consulting Ltd

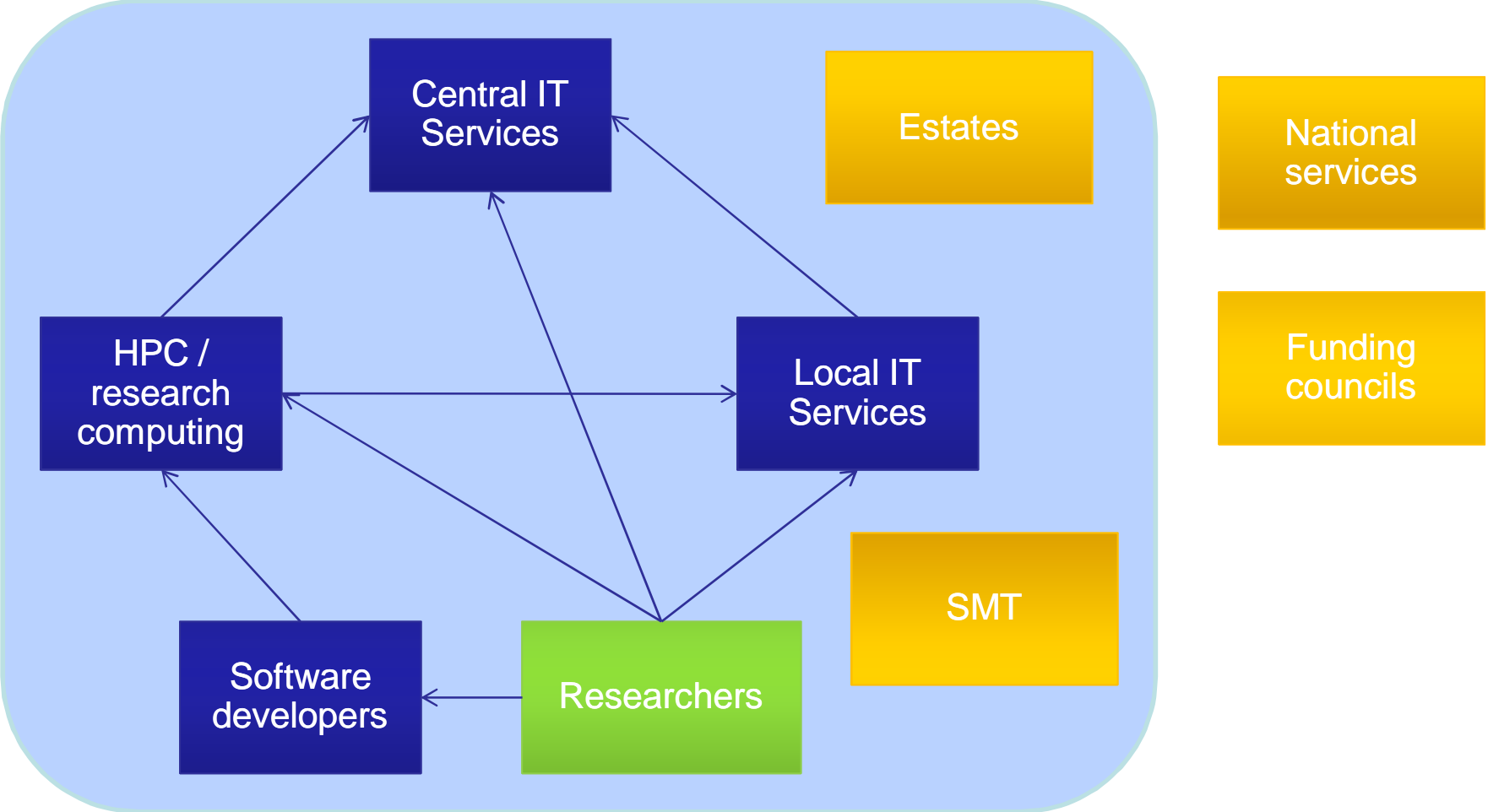


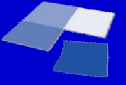
Scope

- Liaison between “suppliers” of ICT and research users
- The human infrastructure
- Looking at a range of interfaces (two-way)



Interfaces

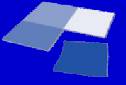




Advanced ICT

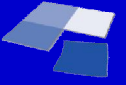
From the ITT:

“By advanced ICT, we mean the use of computing and the networked infrastructure as part of the research process itself. This could include, for example, the use of grid or high performance computing for simulations or massive calculations, or the use of Web 2.0 tools and virtual research environments to facilitate collaborations.”



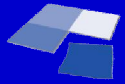
Advanced ICT

- Research computing
- Data visualisation
- Collaborative working environment
- Filestore
- Database
- Website

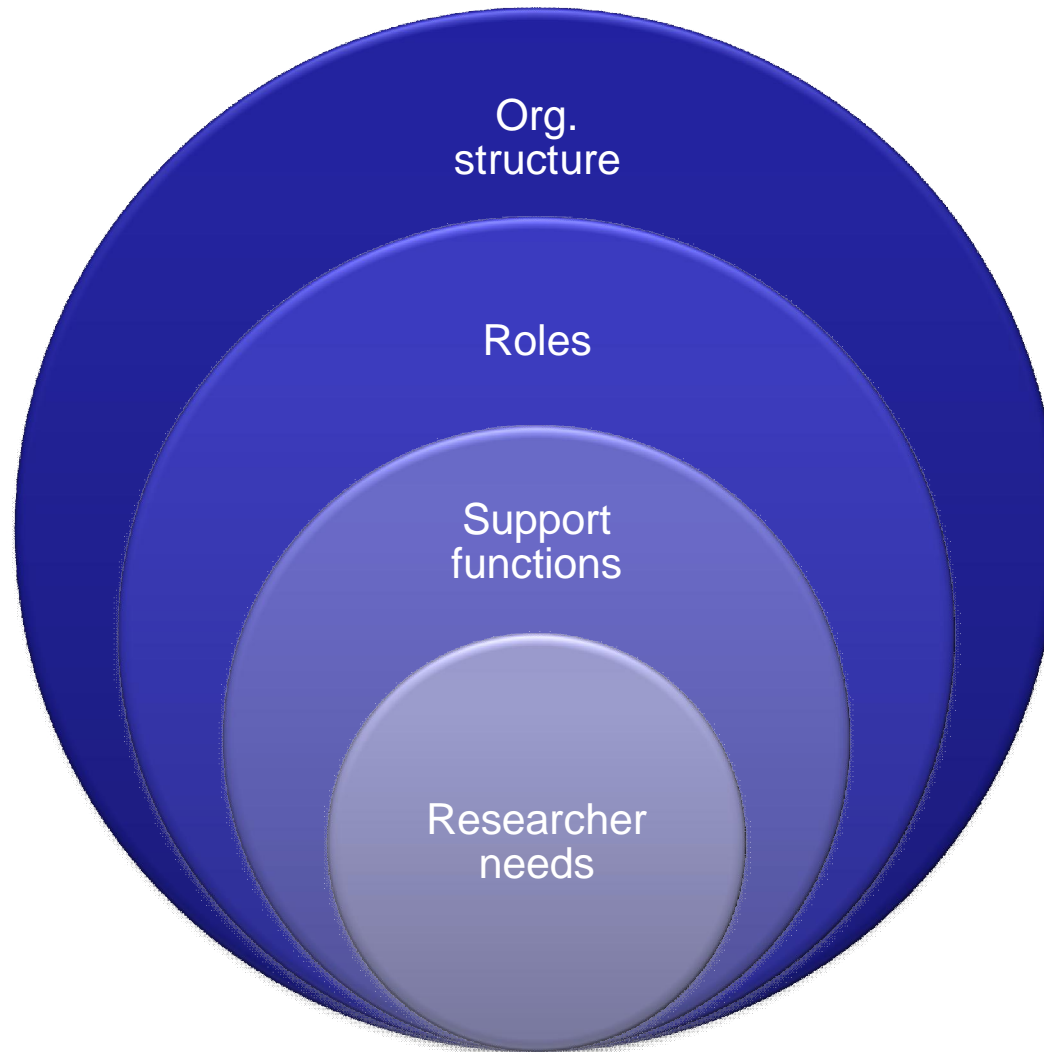


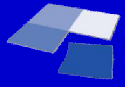
Advanced ICT

- What is “advanced ICT” depends on:
 - User
 - Institution
 - Existing capabilities

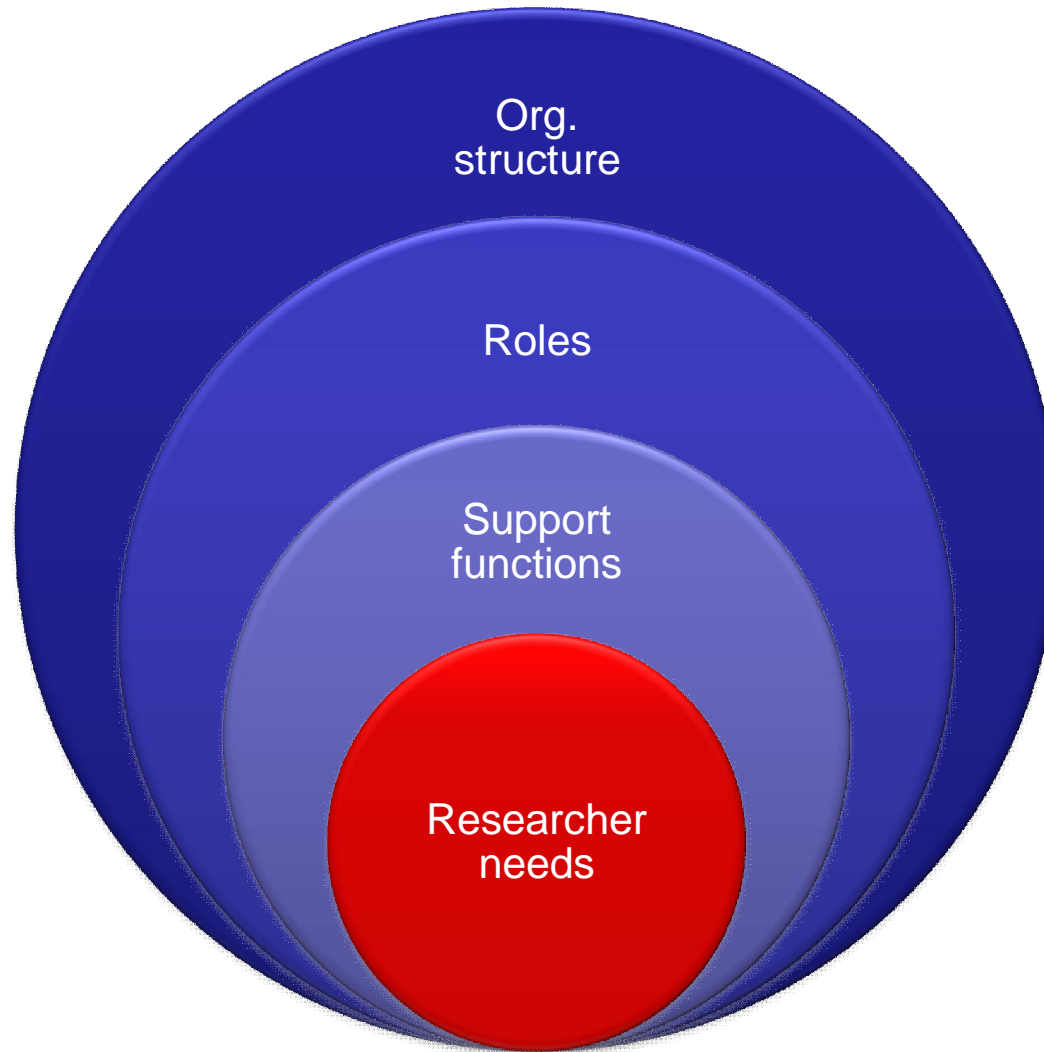


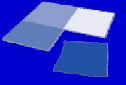
The support stack





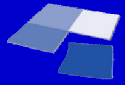
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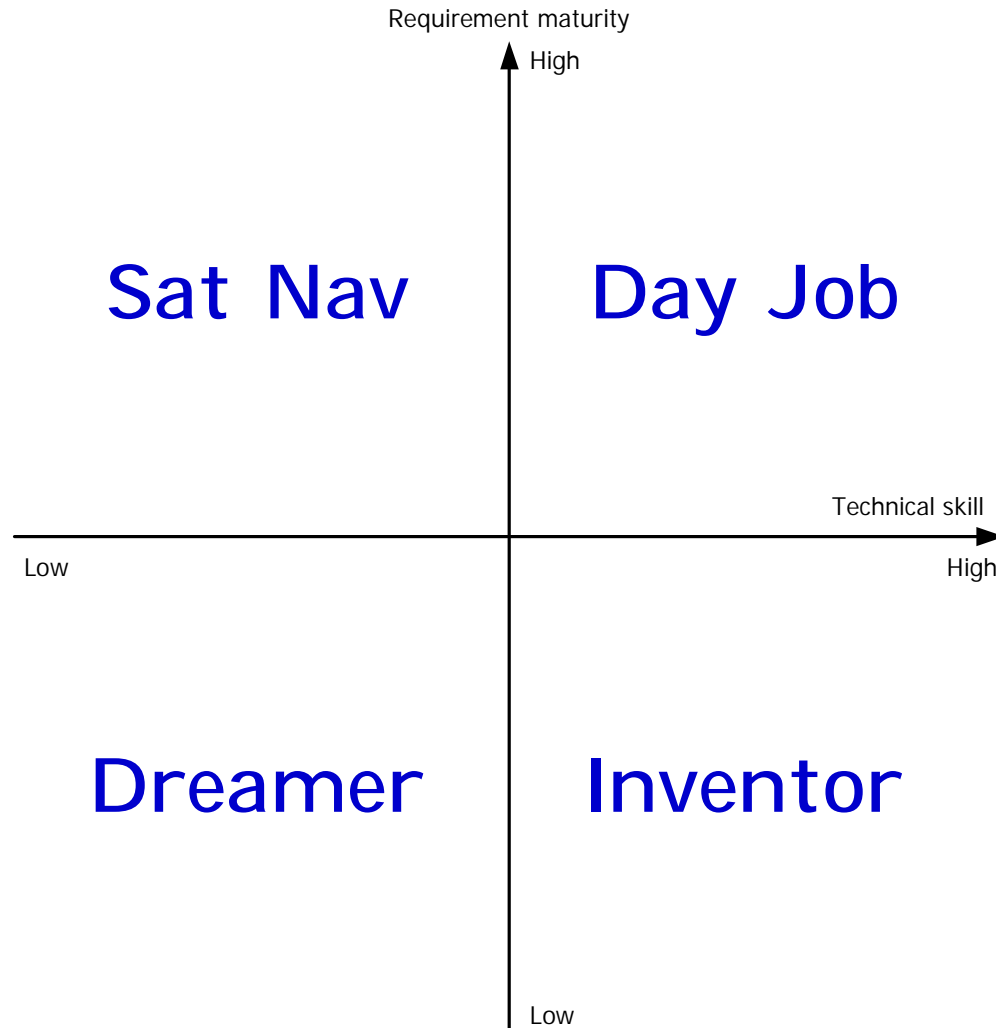


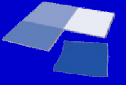
User types: two axes

- **Technical skill:** the researcher's ability to use the technologies available
- **Requirement maturity:** how well a researcher can express the problem they are trying to solve.

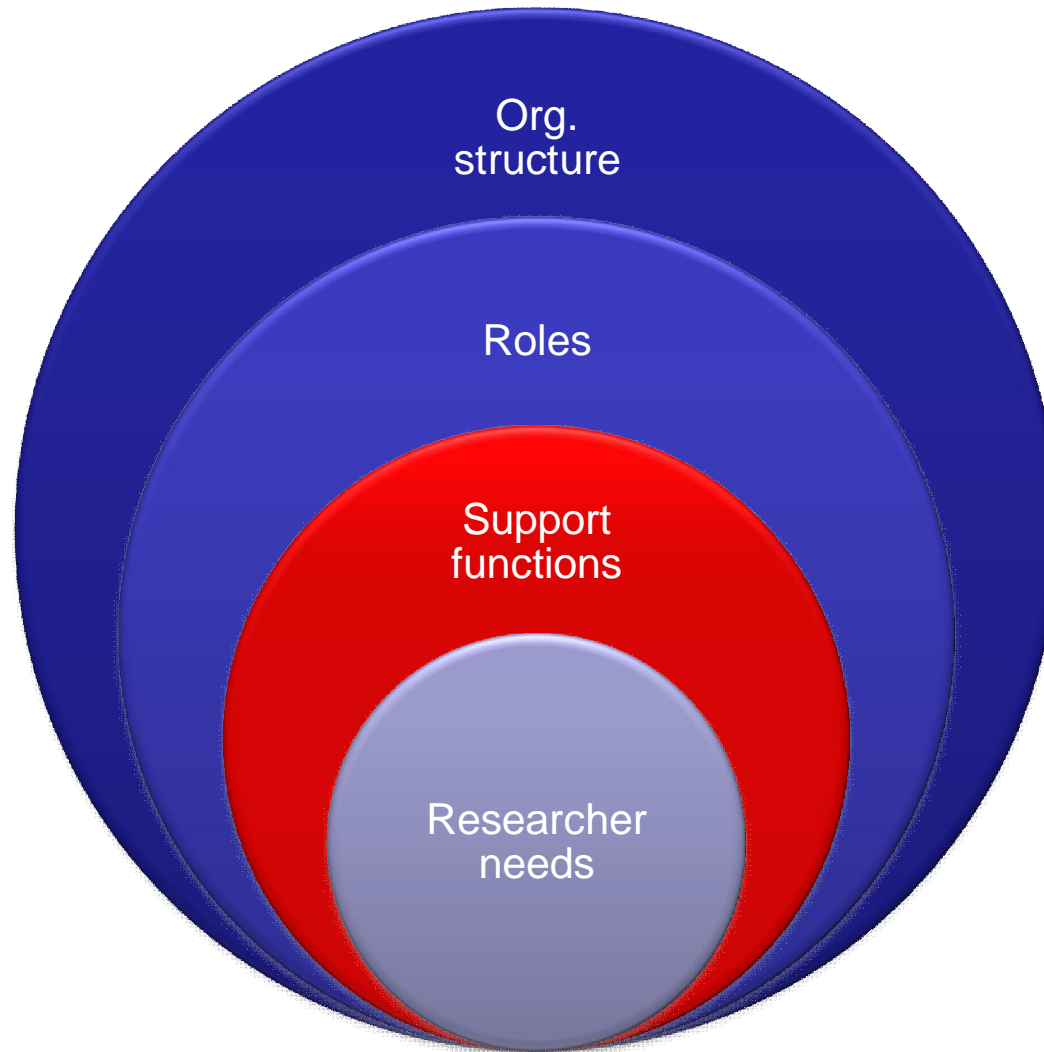


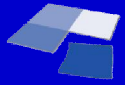
User types: two axes



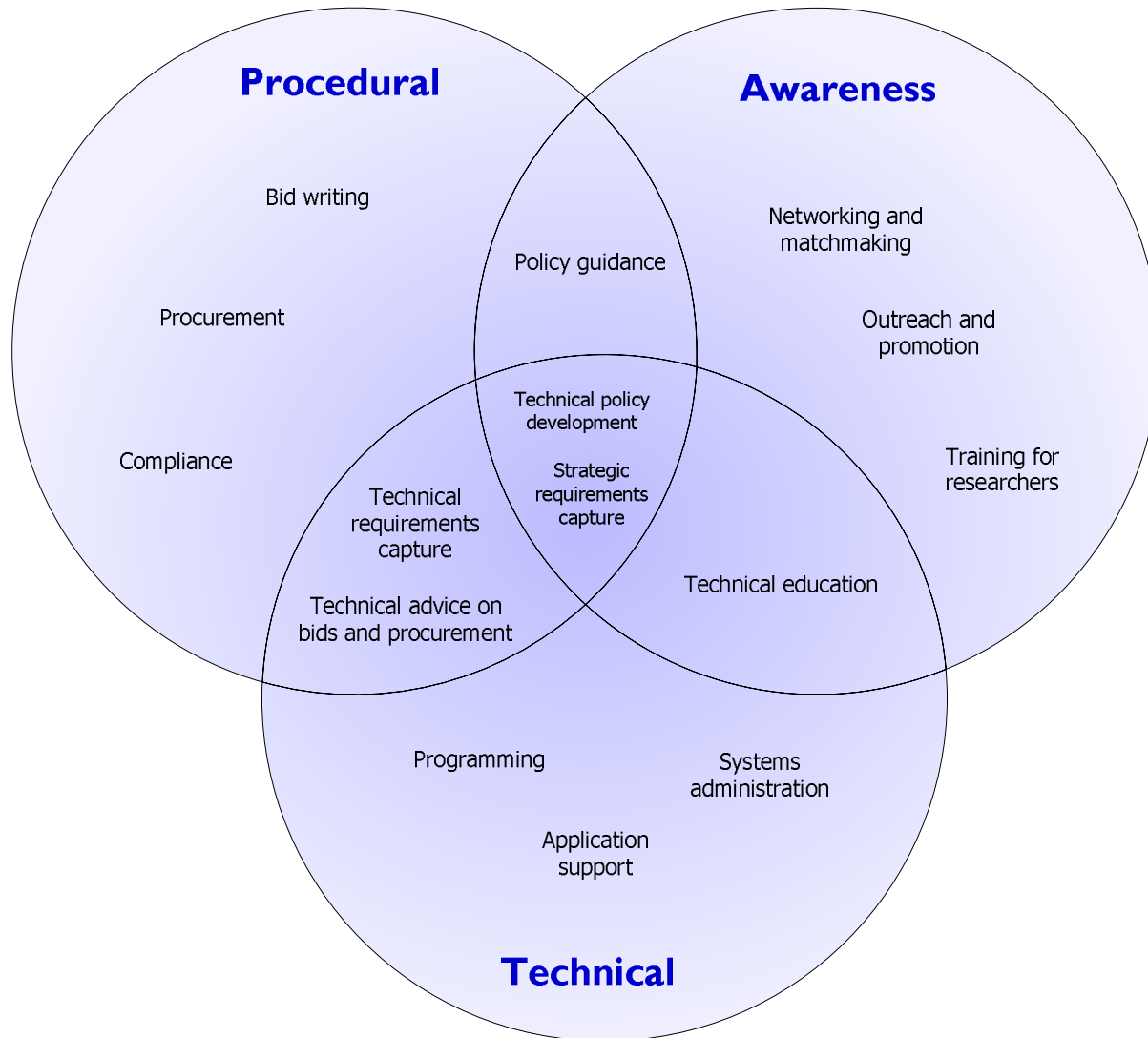


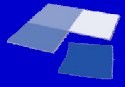
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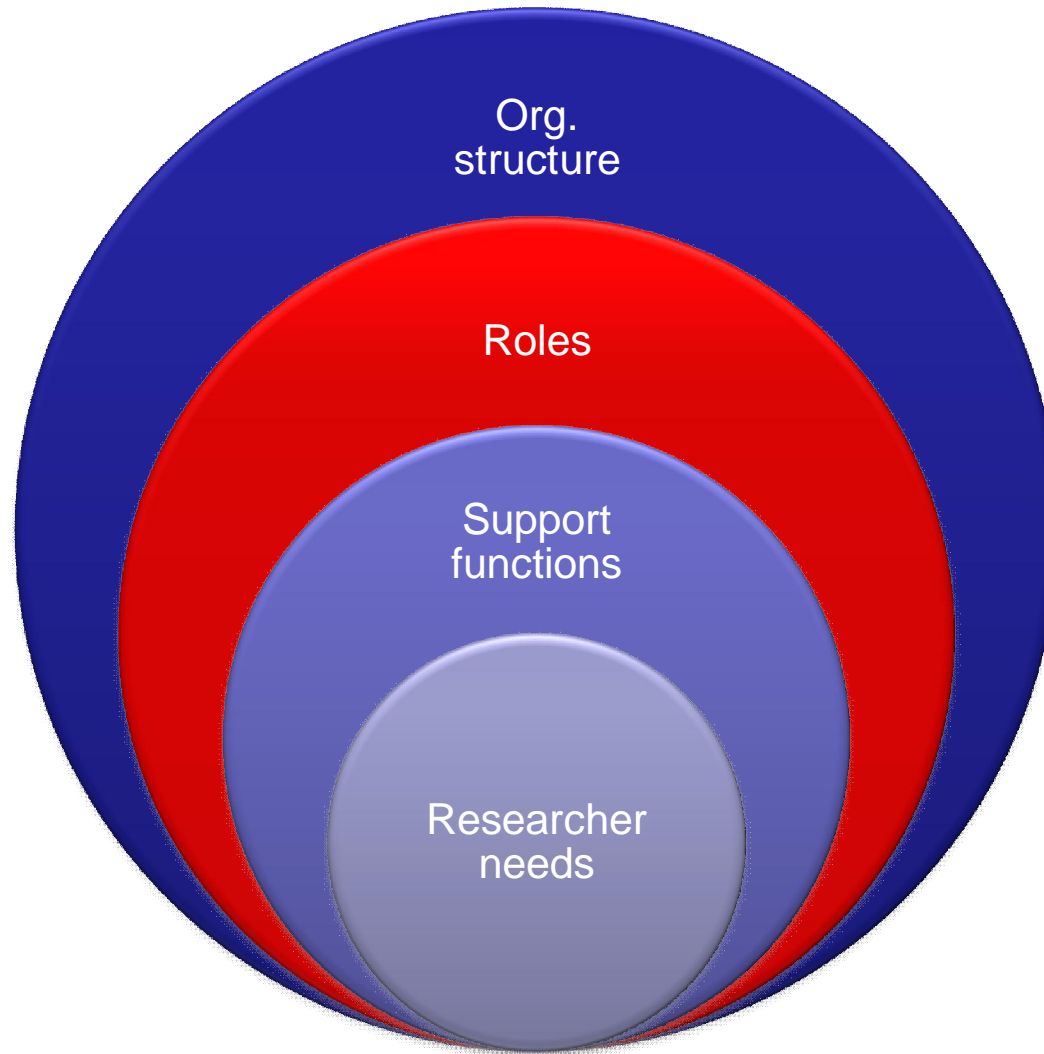


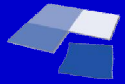
Support functions





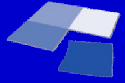
The support stack



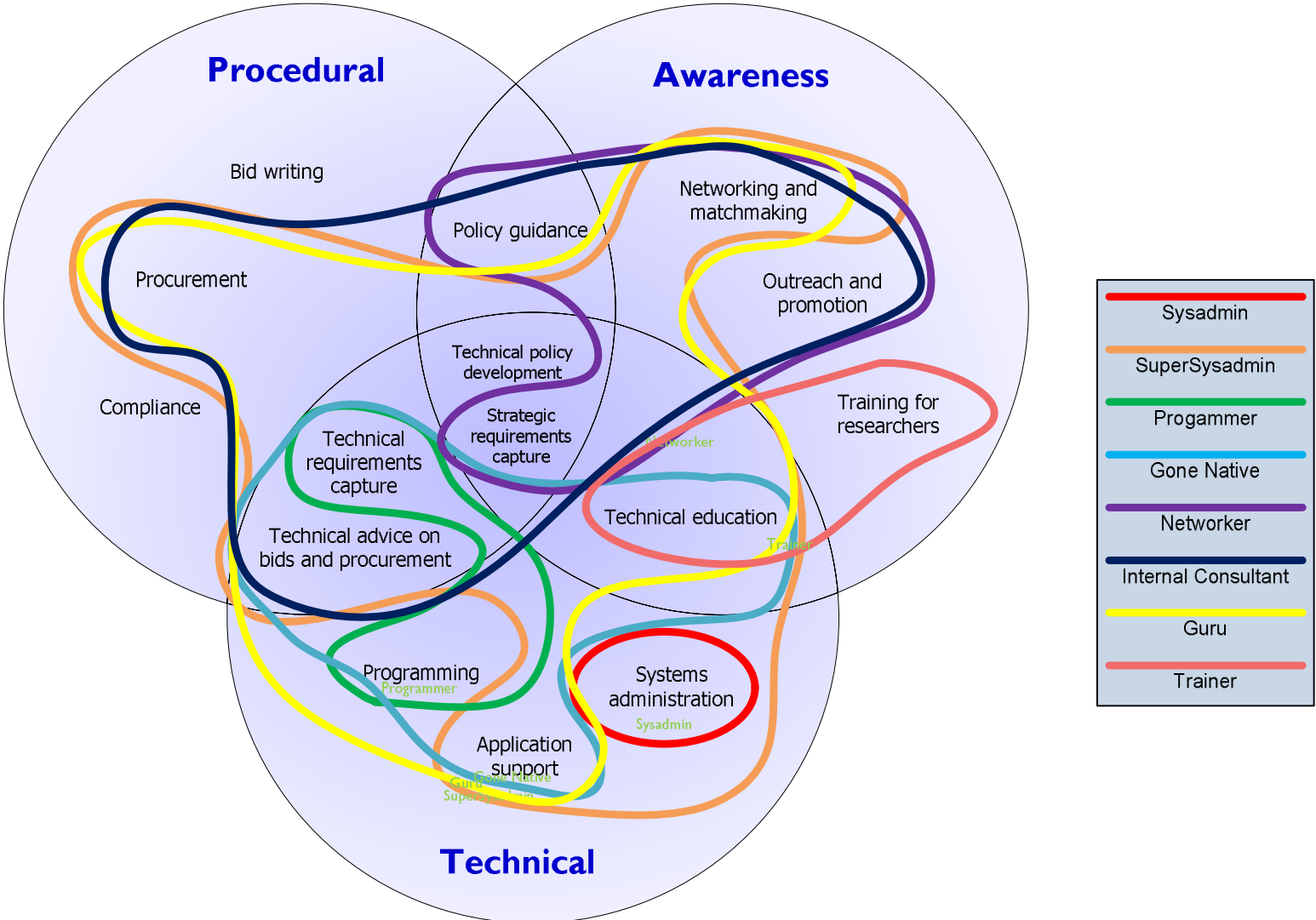


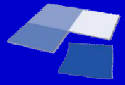
Role types

- **Doers** (Sysadmin, SuperSysadmin, Programmer, Gone Native)
- **Talkers** (Networker, Internal consultant)
- **Advisers** (Guru, Trainer)
- **Controllers** (Research computing manager, ICT manager, Research office, Management board)
- **Hired Guns** (project staff)

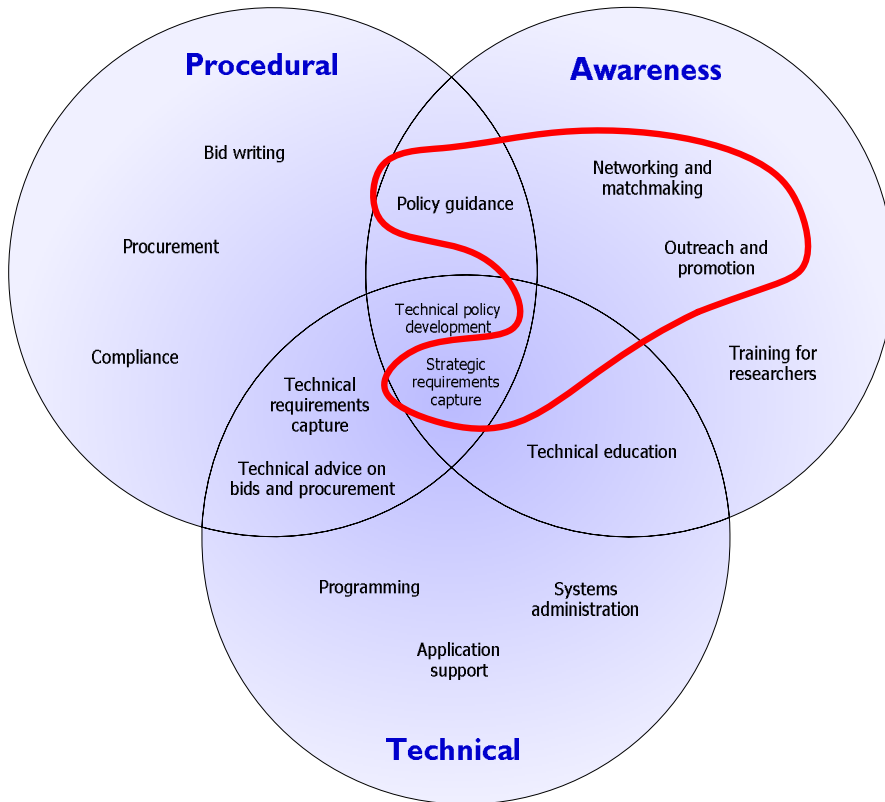


Role/function map

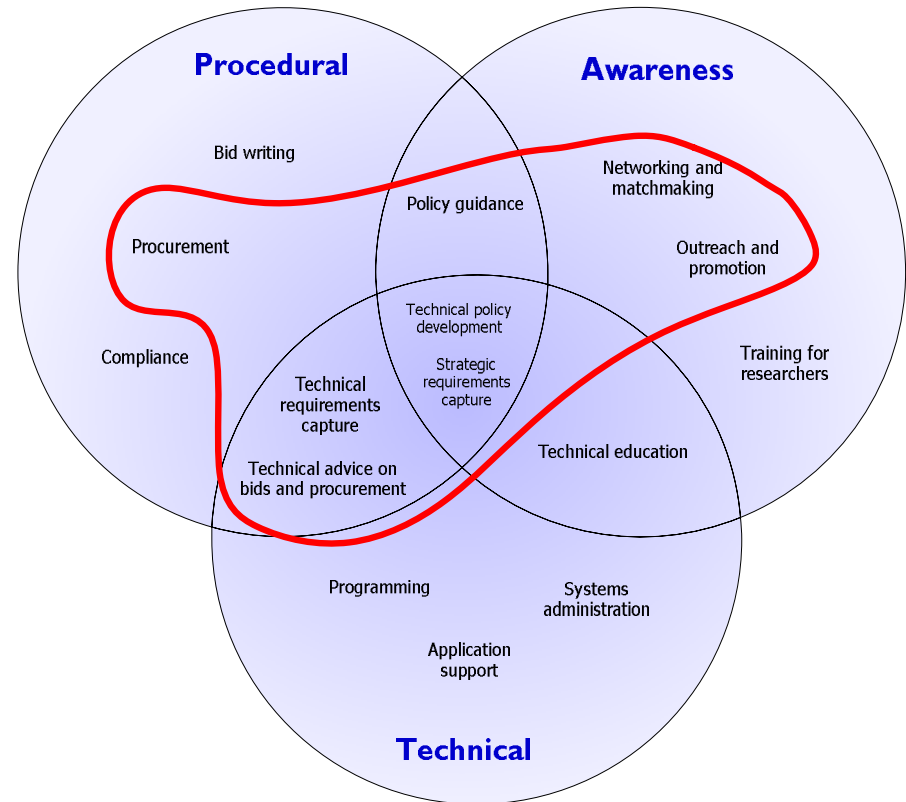




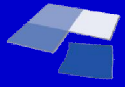
Role/function map



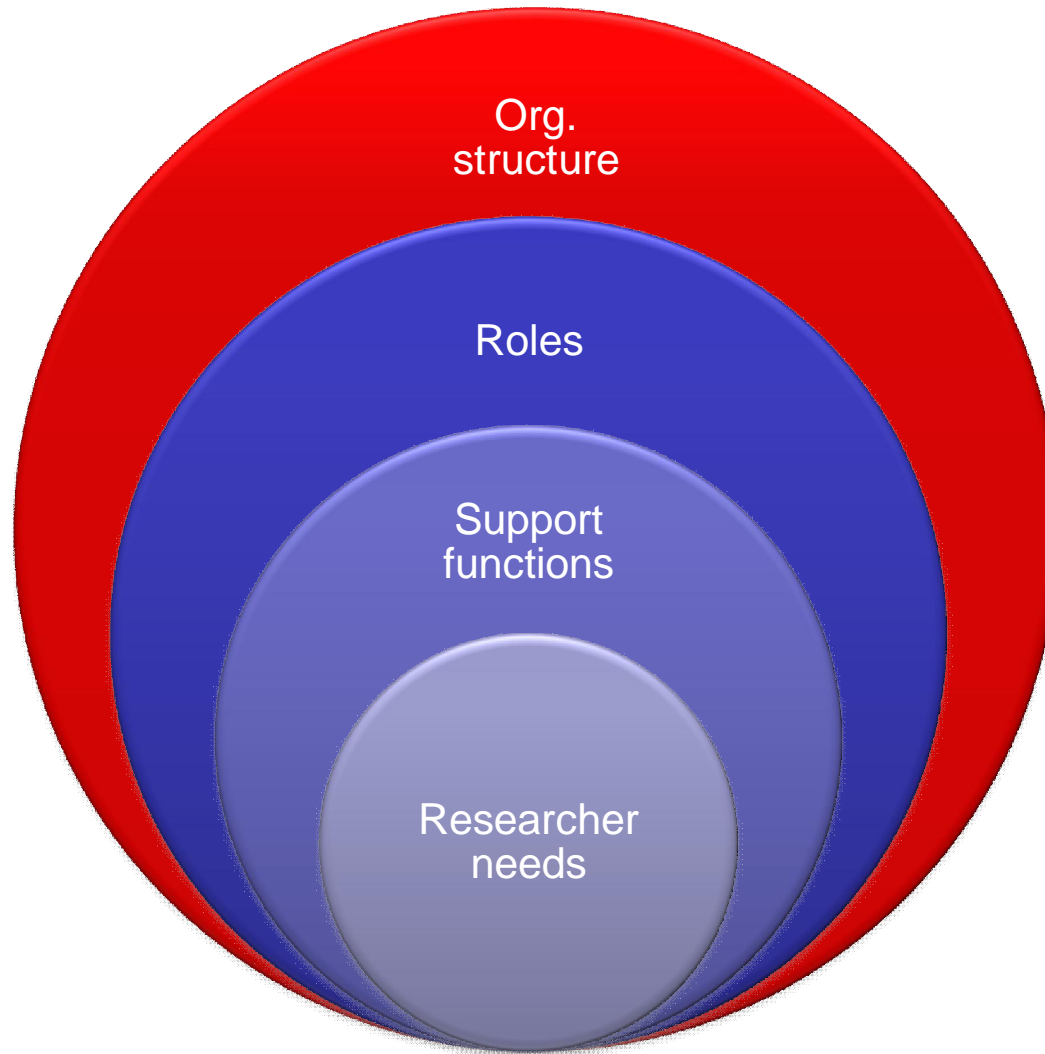
Networker

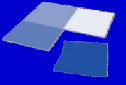


Internal Consultant



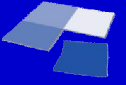
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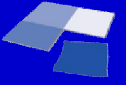
Factors for success

- **Trust**
- **Business alignment**
- **Staff**
- **Clarity**
- **Responsiveness**



Recommendations

- Consider “advanced ICT” within the overall picture
- Decide what to support and what not to support
- Remember that specialist facilitators need specialist careers
- Could you engineer your processes to avoid the need for specialist facilitators?



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