
Don't throw the baby out with the bath water

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...or be careful that by trying to rid yourselves of a bad thing you don't succeed in destroying whatever good there was as well...



The Nottingham model

- 6 x Faculty IT Support Teams
- Providing generalist IT support
- Working closely with the Help desk
- All under central line management
- Many based locally in schools
- Many located together in team offices, but close to schools
- Many assimilated from schools over last 5 years
- Backed up by central teams for Systems, Business Systems, e-Learning, etc.



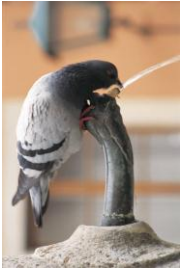
We're busy people



Add to the mix...

- A new framework for research support!

And as we know researchers often don't conform to convention...



Can we cope?

- Do we understand research processes?
- Standards based versus bleeding edge technology
- Continually evolving requirements
- Generalist IT support versus specialist support
- Centralised versus distributed support models
- Skills gaps
- Some schools have local gurus and specialists
- Misconceptions on both sides



Finding spare capacity

- How do you retain the good stuff and drop the bad stuff?
- Can we streamline processes and maintain quality?
- Can we make better use of existing processes?
- How do we persuade our customers to join us?





Improving how we work together

- Governance
 - Processes and frameworks
 - Review of e-infrastructure
- People
 - Encourage collaboration with locally based teams
 - Agree roles, responsibilities and timescales and always deliver on time
 - Better communication builds relationships and leads to trust
 - Second local guru's expertise onto central projects





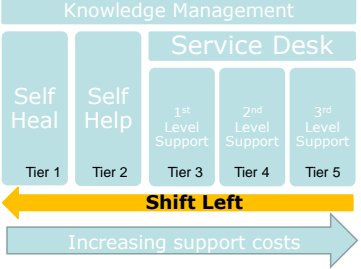
Improving how we work together 2

- Hardware
 - Server hosting and virtualisation
 - Systems are risk managed
 - improved resilience
 - less need for multiple facilities
 - Cost and environmental savings realised
- Socio-technical needs
 - Have the kit but also support it fully
 - Make use of national facilities
 - Doing things similarly across institutions could make cross-institutional research easier





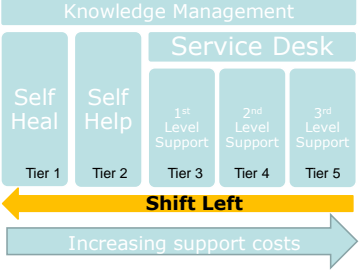
Shift Left



"Shift Left" strategy seeks to resolve problems as early as possible in their life cycle by building up the effectiveness of the early support tiers, where problems can be solved at lower cost. The right work is done by the right people for the right reasons



Shift Left



- Work with your Helpdesk to improve FCR
- Analyse support calls
- Seek opportunities to improve services, to train end users, to improve processes
- Move issue resolution to the lowest level possible



An example from Nottingham

Call	Change	How to implement?	Benefit
Canon Print Release system not working	Helpdesk instead of Systems	Train and provide access rights	Call moves from Tier 5 to Tier 3 – Support costs reduced



Benefits of Shift-Left

- Reduce costs
- Reduce end-user downtime
- End users self help already in real life
- Improve efficiency
- Free up resources
- More time to support research



So don't throw your baby out...



...because
sometimes it's all
you need



Breakout session

In your groups take 20 minutes to list as many ideas as you can and be ready to report back to the session:-

- List key issues for supporting research
- Identify which of these we are good and bad at
- Which of these add most value to research?
- How can we commoditise or Shift Left the ones that add least value to free up time?

