

The Relationship between Central and Distributed IT Support in a Multi Campus University.

Caroline Gregory

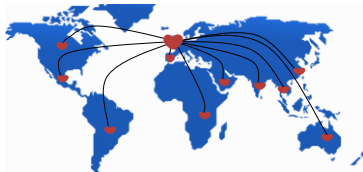


Introduction

- My Vision for IT Support
- Current Setup at UoN
- Challenges and how we have met them
- Future – What does it hold?
- Questions



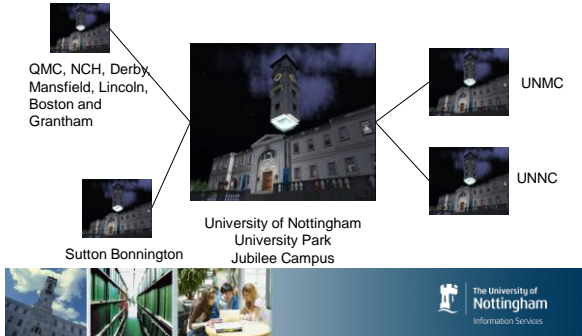
Vision of IT Support



24/7 - 365 days a year



UoN – Multi Campus Institution



Information Services

- IS Mission – To deliver high-quality information and technology services to support the research, learning, teaching and business activities of the University
- Converged IS Organisation
- Nottingham based HQ



IT Support Challenges

- IS have responsibilities for supporting
 - Access to Information
 - The IT estate
 - Shared applications
 - Servers
 - Networks
- Getting the right central/local balance
- Interdependencies between teams and services



IT Support Challenges

- Central Core Services:
 - Email
 - Internet Access
 - Intranet Portal
 - University Website
 - WebCT
 - Business Applications
 - Desktop Infrastructure
- Available across all Campuses



IT Support Challenges

- Increasing demand for general and specialised IT Support
- Increasing and changing service Demands
- Limited Resources
- Grant Funded equipment – Supporting Research
- Understanding complexities of systems
- Offering parity of service across all Campuses
- Communicating to Schools and Departments



Addressing the Challenges

- UK
 - Central IT Systems Teams
 - Faculty Based IT Support Model
 - Team Leader per Faculty
 - Centralised services yet supported locally



Balancing Central and Local Needs

Central Services

- Policy and Strategy
- Controls cost
- Capitalises on scale
- Enhanced Resilience
- Improved Security
- Standards
- Best Practice Processes
- Out of hours support

Local Services

- Deploy Operational Priorities
- Faster to respond to requests
- Closer to End Users
- Build relationships
- Faster response times
- Manage standard platforms
- Understand requirements

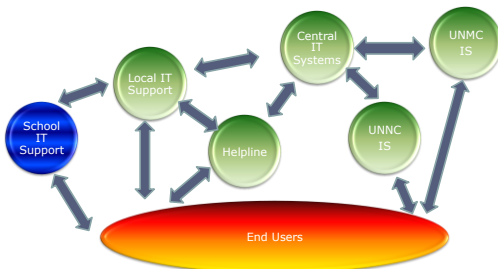


Structure at UNNC/UNMC

- UNNC
 - Seconded post to UNNC IS
 - Outsourced services
- UNMC
 - Locally contracted staff



How does it all hang together?



IT Support Working with Schools

- Regular Meetings
 - Strategic – Faculty Based
 - School Based Committees
- School IT Representatives
- IS Training Events
- Research Grants
- Local Based Systems
- School Surveys
- IS Service Charter



IT Support working with Central IT

- Technical Forum Events
- Regular Meetings - Helpline/Systems Teams
- Project Management involvement/ Working Groups
- Town Hall Sessions
- Deployment of central initiatives
- Secondments
- Knowledge Sharing Sessions
- Documentation
- People listening to each other – building trust.
- Central IT Staff trust local IT Staff.



What relationships exist?

Formal

- Helpline Support Requests
- Status Page
- Projects – New Developments
- Newsletters
- Cross Team Meetings
- Secondments
- Town Hall Sessions

Informal

- Phone/email advice
- Wikis/Blogs
- Tech Forums
- Working Groups
- Cross Team Working
- Away Days



Benefits for IT Support

Central IT Support

- Development of New Services
- Informed of new building initiatives and impacts on IT
- Setting Policy

Schools/Departments

- Preparation and support for Schools during major initiatives
- Liaising to understand requirements for grants
- Encouraging standardisation



IS working with UNNC/UNMC

- IS Strategy
- Implement central systems
- Expertise at UON UK
- Skype Meetings
- Monthly Reporting
- Visits
- Video Conference Meetings
- Project Management Involvement



Relationships pushed to limits

- During incidents and problems – Faculty IT Support generally hear user complaints first
- Deployment of new initiatives – front line
- Busy periods of year – Registration, Exams
- School Demands



Communication

- Helpdesk
- Incident Management
- Page 123
- Wiki
- News
- Tools
- Internal



Leadership

- Mission, Vision, Values
- Willingness to Collaborate and cooperate
- Sharing of Knowledge
- Involve people in policy setting and direction
- Bring people together – share knowledge, spread the word
- Best Practice – ITIL
- Communicate, Relationship, Trust



Working Together

- Governance Process - Frameworks
- Encourage collaboration with locally based teams
- Clearly defined roles
- Communication between teams, builds relationships, leads to trust



What the future holds

- Increase in service demands – International Campuses newer and still developing campuses
- Follow the Sun Support
- Shift to flexible working practices – remote working
- Equitable/Parity of service – instrumental in achieving the overall mission and goals of a distributed university
- Manage and communicate realistic expectations for IT support and services.
- Build community



Questions?