SINGING FROM THE SAME HYMN SHEET...
Who am I?

- Paul Wood
- Deputy Director IT Services (Client Services)
- Bangor University
- 25+ Years in IT Support (and AV...)
- Chair of SCHOMS 2014-16
Journey from Disorder to Order

- Building Refurbishment
  - Reichel Summer 2011
  - Rathbone Summer 2012
  - Garth Summer 2013
  - Pontio 2014-16

- Apologies if expecting a technical presentation
- Teaching Spaces
- National Initiatives
- Questions
Building Refurbishment

- Reichel Halls of Residence
- Built in the 1940s
- Summer 2011
- £3.5 Million
- Refurbishment
- 100 Bedrooms
- Also, conference venue
- IT involvement too late
IT involvement too late

• Horse had bolted … IT involved in August for September hand over
• That will do … drawings not marked with Wifi APs, AV, etc
• We can get away with that … no data test certificates, no labelling, no fibre, ….
• PC Room with kitchen units
• Analogue CCTV on IP
• No socket for phones
• Faults, faults and more faults
• yo-yo site visits
• Can’t be repeated
What are the IT Services

- IT Infrastructure Service
  - What the user sees
- IT Infrastructure
  - What the user doesn’t see
What the user sees
What the user doesn’t see
Responsibilities

• May not be IT’s responsibility (CCTV, lifts, etc)
• But needs IT co-ordination
• If not co-ordinated
  – Chaotic ... Random IT and Estates Staff
  – IT Staff on site at random points
  – Difficult to control IT staff resources
  – Confusion for client and third parties
  – Frustration for all
Relationships

- Crucial and vital
- Select the correct IT Lead
- Give and take … you will not achieve
Communications

• Meetings
  – Site, project, planning, etc
• Avoid a communication mesh
• Project lead and communication … one
IT Specification

• University of Houston
  – http://www.uh.edu/plantops/departments/fpc/master-specs/

• Warwick University
  – http://www2.warwick.ac.uk/services/its/servicessupport/cabling/telecommunication_s_cabling_specification_v4.pdf

• Leeds University

• PSA schedule of rates for building works
  – ISBN:0117068314 ... 600 Pages
BU IT Specification

• BU IT Standards
  – Keep it short, pages of details are never read
  – Based on repeated questions from Contractors
  – Not just the infrastructure
  – Cabling standards in Measured Term Contract
  – Specific to Bangor
BU IT Spec (extracts)

- Not just cable standards
- Hand over procedure
- Drawings
- Tests and Certificates
- Labels
- Details of minimum specification for all IT services and infrastructure
- Programme of work (installation, lead times, etc)
- Strip Out
- … and everything else which has been discussed here
Rathbone 2012

- Rathbone
- May 2012
- £3 Million Refurbishment
- Change of Use:
  - Halls to Office
- Theory into practice
- IT Standards
- Started to quote the spec.
- Determination
Successful Project

• Data room to our specification: a room, 32A, Air Con, cabinets, lights, cable trays, etc
• Observed 10% of cable tests
• Reviewed all certificates
• Wifi APs in the correct locations
• Best labelling ever
• Commission program scheduled around LAN availability
• Co-ordinated and structured use of IT staff
• No site visits for faults
• Drawings with IT’s layers added
Garth Halls

- Halls Refurbishment - Garth
- £4 Million project
- September 2013
- For the first time:
  - IT is now a stakeholder
  - ITS at feasibility
  - Specification review
  - IT Standards submitted
  - APs CAD layer
  - Site meetings
- Success (odd snag on way)
Approve or Reject

- IT can approve or reject the work
- The ace up the sleeve is ...

- Connect to the LAN only when you are happy
Pontio

- Pontio. September 2014
- £40 Million Project
- 2000 data points
- Arts and Innovation Centre
- Theatres, Lecture Rooms

Pontio will be a world class Arts and Innovation Centre set in the heart of Bangor.
PONTIO – so how did it go...

- Pontio open its doors to the public in November 2015
- Approx 18 months late
- BUT
  - Throughout the project IT and Estates
  - On the same side!
Teaching Room Work With Estates
Spending Together!

• The University’s fee plan identifies £500K per annum ring fenced for learning space development

• **Spent as a team effort with our Estates (Facilities) department.** Team chaired by the “PVC – Student Experience” to review our Estate and identify small/medium improvement projects – technology and environment

• Consult with Deans and Academics

• Identify larger projects and lobby for capital awards

• I.T. £100K AV pot to “keep on top of replacement cycle”
Working Together!

• Once a list of target learning spaces is established and prioritised:
  – IT can “get on” with doing C&IT work if this is the only aspect of the project
  – Usually some building works required – if only a touch of paint
    • Establish a timeline – C&IT upgrade literally after the dust settles
    • Tell the contractors a date via the Estates project office – but not the real deadline
    • You may then be ready for a technical fit out when you really need it!
  – Larger projects we try and keep the C&IT (AV) out of the main contract so we have known framework partners to work with
Nationally

SCHOMS, AUDE and UCISA

• The Learning Spaces Toolkit
  – To be launched at UCISA / SCHOMS 2016 conferences
  – A collaborative effort from members of the relevant professional groups – Caroline Pepper/Simon Birkett (SCHOMS), Eleanor Magennis (AUDE), Anna Mathews (UCISA) – being authored by Dr Gill Ferell
  – Provide a one stop tool kit for guidance on learning space design

• Twice yearly meetings - HE Estates Association Forum
Summary

• Building Refurbishment
  – Reichel Summer 2011 … shambolic
  – Data Centre Refurbishment Autumn 2011 … complex
  – Rathbone Summer 2012 … determined
  – Garth Summer 2013 … successful
  – Pontio 2014-16 … difficult project but not an IT/Estates issue!

• IT Specification has transformed our working practices

• We work together improving our learning spaces – this is reflected in student satisfaction

• Nationally our professional bodies are talking!
Conclusion

- Create an IT specification document
- Review frequently
- Include the IT specification in the ITT

- A thank you to David Round for major input into the IT Specification