

CiCS Objectives 2007/2008

Departmental

To become a more customer focused department and improve our ratings in the student and staff satisfaction surveys

To improve internal communication so that all staff have a clear understanding of how they contribute to the department's objectives

To provide an improved experience for students by providing high quality learning and teaching spaces, access to systems and services which are tailored to their needs and staff support.

To provide an ICT infrastructure to support the University's research strategy

To provide robust and reliable systems and infrastructure to support a 24/7 operation

To achieve the highest possible quality of service delivery to the University within the resources available, implementing best practice to ensure value for money and customer satisfaction.

To manage effectively major developments and changes in services through a coherent departmental programme of projects, involving key stakeholders throughout .

To work together as a department to help the University to achieve Our Shared Vision.

Business Services

To provide Management Information based on both University held data and data supplied by external agencies.

To support provision of the University with high quality, secure campus-wide Corporate Information Systems that reflect existing and future requirements.

To provide advice and support for users of CIS.

To ensure compliance with Data Protection Act 1998 and Freedom of Information Act 2000.

To obtain, monitor and report continuously on customer satisfaction in order to develop and enhance the service provided.

To administer an internal programme of training and development through the full implementation of SRDS.

To benchmark the services on a regular basis against leading providers within HE and private sector.

To maintain a constant review and ensure compliance with current legislation.

To ensure value for money in accordance with financial directives and procedures.

Technical Services

To increase our customer focus. We will:

- work closely with colleagues in Customer Services to improve our understanding of customer requirements
- understand better the impact of our services on the user community

To increase resilience and reliability. We will:

- maximise the advantages conferred by the commissioning of our second machine room
- move data storage to our Netapp-based SAN as appropriate
- take personal responsibility for thinking about improvements in uptime and increased resilience for the services we run
- Implement virtualisation technologies

To improve communication. We will:

- ensure that information is communicated effectively within the section by the appropriate use of channels
- improve and simplify our communication with colleagues in Customer Services

To understand Programme/Project Management. We will:

- ensure that appropriate training is given to section members to help them with project management techniques, whether project managers or not
- institute a system of time allocation to improve resource scheduling clarity

To support computer-based research activity within the University. We will:

- work closely with colleagues in Customer Services to understand the needs of departments engaging in research
- improve the coherency of the support we provide
- continue to provide a high performance compute facility
- provide training for usage of the HPC

To widen access to systems and services. We will:

- extend the reach of applications to the wider University community, both by innovative software technologies and by delivery of services through the portal
- Ensure that new systems acquisitions fit into this environment

To maintain a high quality of documentation. We will:

- maintain and improve appropriate documentation for our systems
- Use the CiCS wiki for documentation unless there are strong reasons for not doing so

To commit ourselves to reducing our environmental impact. We will:

- consider the energy footprint of all new acquisitions
- continually review usage of electricity on existing systems and make improvements where possible
- monitor emerging 'green' technologies to assess their use in our environment

To improve service monitoring and measurement. We will:

- seek to monitor all user services in a standard fashion
- provide statistics for usage and availability of all user services
- report on service failure in a standardised manner

Customer Services

To improve communication, both within the department and with our customers. To achieve this we will:

- review how we communicate with our customers and more actively manage how communication is handled, and will likely focus on how we communicate over changes in our services and about problems and faults
- explore the means we use to communicate, and aim to make communication more timely, co-ordinated, coherent and customer-focussed
- re-launch and develop the liaison service
- take the lead in improving internal communication
- launch new improved website and maintain it
- re-evaluate how we do training to meet the current needs of staff and rpgs

To take the lead in improving the quality of customer service across the whole department. Specifically we will:

- raise our awareness of ITIL, decide which bits will help and begin its implementation across the whole department. In particular we will seek to ensure that the regular process of change is managed and that the benefits of well understood internally and communicated to our customers
- ensure appropriate CS representation on projects so that all systems, services and procedures are designed with the customer in mind from the outset
- influence planning and changes so as to manage impact on the University
- develop customer service policies and standards and ensure the effective gathering and use of feedback

To develop and improve our support for Learning and Teaching. Therefore we will:

- build upon the successful opening of the IC and develop the quality and functionality of other learning and teaching spaces.
- increase our profile and contribution to the development of learning and teaching within the University
- monitor all L&T spaces to understand how they are used, investigate best practice elsewhere, implement new ideas; set up more effective processes to support L&T spaces; actively promote services where underused
- launch new facilities at student residences and develop services
- continue to provide the University with high quality audio visual support in all the areas of its business; provide logical and easy to use facilities in all central teaching space; and keep abreast of new technologies

To provide a high quality professional support for all ICT services. With this in mind we will:

- refurbish the Computer Centre to provide a better base for staff and greatly improved front of house setting for services for customers
- maximise benefits of Supportworks for all customer queries; roll out web based analyst portal to enable management and escalation of calls to second line; roll out self service, knowledge base and dashboard
- following ITIL implementations re-launch helpdesk as a 'service desk'
- new call management system to be implemented on phone system; upgrade core phone system hardware and software
- continue training and development of enquiry handling skills
- continue development of wireless network