

Response to Freedom of Information Act 2000 request (FOI_16-194)

The name of your IT Services department

Information Technology and Computing Services (ITCS).

The number of FTEs in this department

The number of staff FTE within the Information Technology and Computing Services department is 104.95.

The overall IT budget in this department

The overall IT budget for 2016/17 is £10,047,564.

The IT budget as a percentage of institutional annual turnover

The latest available institutional turnover figures are for 2014/15. In 2014/15, the IT budget equated to 4.14% of the institutional turnover figure.

The names of all the sections and sub sections within this department

The Information Technology and Computing Services department comprises 3 departments; ICT Systems, Corporate Information Systems and Faculty IT Support. The structure of these departments is available on the web at:

<https://portal.uea.ac.uk/documents/6207125/6293741/isdstaffingstructure.pdf/0e0a8b4d-96cd-476d-9919-2036adbf8c9b>

A detailed organisation chart showing the hierarchy of the roles within every section and sub section of this department. For each role, please detail the FTE and job title

The organisation chart is available on the web at:

<https://portal.uea.ac.uk/documents/6207125/6293741/isdstaffingstructure.pdf/0e0a8b4d-96cd-476d-9919-2036adbf8c9b>

- *An indication as to whether the department uses any of the following methodologies or frameworks:*
 - *Scrum*
 - *Kanban*
 - *Enterprise Architecture (if yes, please indicate which e.g. TOGAF, Zachman, BCS etc.)*
 - *ITIL*
 - *IT4IT*

The IT department uses the following frameworks: ITIL and Agile/Scrum.

Are library services and IT services treated as a single organisational entity?

Yes.

The total number of staff at the University

There are currently 3,536 staff at the University.

The total number of students at the University

There are 15,299 students at the University as of today, 28 October 2016. Audited student numbers for the 2016/17 academic year will be published on the University's [Facts and Figures](#)¹ web pages in December 2016.

¹ <https://portal.uea.ac.uk/planningoffice/biu/planning-and-management/facts-and-figures>