

## ISC10D039

### Issues affecting ISD programme of Work 2010-11

A detailed report on progress with the ISD Programme of Work is included in Section C of the agenda.

There have been a number of challenges this year that have had an impact on our ability to complete the Programme of Work agreed by the Committee at its meeting on 11<sup>th</sup> November 2010.

These were:

- IT vacancies. At the time of writing, there are 16 IT vacancies. Over the last year a number of posts in the division have been advertised as fixed term posts to provide potential redeployment opportunities through the Administrative Integration Project which has resulted in some difficulty filling short term posts. Specialist roles such as within the Operations team are proving especially difficult to recruit to. Staff have been seconded from other teams, however this results in spreading the issue wider. A number of contract staff have been employed to backfill vacancies where appropriate but there have been difficulties with some of the contract staff. Finding the appropriate skilled contractors has also proved a challenge with the current high demand for IT staff.
- Significant effort has been required to assist with the planning for staff moves, including consideration of networking and telephony requirements of the new teaching hubs. School and department name changes are as yet unclear, but it should be noted that the multiple system changes required when one School or department name is amended take approximately 36 person days. Changing several names does not mean that each will require 36 days, but it will still be a very significant piece of work. Once details of the new structure are known the Active Directory structure, supporting file share permissions and other associated work will also need significant change.
- The network failure in December 2010 has added significant additional work: while this included replacement of the network cores and restoration of the network addressing the wider questions around disaster recovery have been time consuming. Work has been undertaken to develop a methodology for evaluating the importance of ISD services and this was reported to the ICT forum in May. Further work is required to develop these proposals into a revised Business Continuity plan for ISSC to consider: it was hoped that this would be ready for the June meeting but will be delayed until October.
- Student network printing has been problematic and there have been significant service disruptions for a number of months which staff have worked to resolve.
- Supporting faculties with their Windows 7 rollout has absorbed significant ISD resources and this is likely to continue with further rollouts planned.
- We have been asked to provide input into plans for fit out of the remaining floors at UEA London and to provide input into plans for developments at NRP.