

ISC10D044

Faculty IT Support Structures

Summary of current structures

Within ISD there are currently three groups each led by a grade 9 or grade 10 Director;

- The Library, which includes the IT helpdesk, Print Services and Audio Visual Services and the TV studio.
- ICT Systems group, which includes management of the two data centres, provision of central IT services (email, storage, authentication, backup, network, telephony, etc.). This group also includes the technician support for the Central Divisions and centrally bookable teaching spaces and a research computing support service (predominantly focussed on HPC support)
- Corporate Information Services, which includes support and management of all business information systems and the Web (SITS, Finance, HR, Blackboard, SPOT, etc)

A strategy, policy and compliance team reports directly to the Director of Information Services. This team provides support for Information Compliance, IT strategy and policy formulation, project and programme management. The ISD Secretariat also reports directly to the Director of Information Services.

IT support within the Faculties is currently delivered via a distributed model. HUM, SSF and FOH have Faculty IT support teams; each team is led by a grade 7 Faculty IT Support Manager and includes a number of technicians. Technician numbers vary across the three faculties and have been determined to meet local needs and but also available funding. Within Science IT support remains at the School level and includes a mix grades up to grade 8. IT support for the central divisions is managed by ISD; again this team is led by a grade 7 IT Support Manager (this post is shared with Humanities). This team is also responsible for maintaining the technology in centrally bookable IT areas and teaching spaces.

The IT support teams for HUM, SSF, FOH and the Centre all provide a fairly standard level of IT support which includes both Windows based PC support and support for AV in teaching areas. These teams also offer limited support for aspects of specialist computing. The majority of specialist computing requirements are in SCI and this is reflected by the grading of staff delivering the Faculty IT support function; nonetheless there is an amount of fairly standard PC support in the Science Faculty.

Summary of new structures

Given the time constraints for undertaking this review it was assumed that the number of technician grade staff is appropriate to meet the current requirement and no savings are being recommended in this area, albeit that technicians may be redistributed across Faculties.

There is duplication of effort at the managerial levels and it is believed that integration of the services will improve efficiencies and allow savings to be made.

The IT support function will be split into two areas; standard IT support and enhanced (research and specialist) IT support.

A new Faculty IT support group, led by a grade 9 Assistant Director, will be created within ISD. This group will take the lead on provision of standard IT support to all faculties and the central divisions. Audio Visual Services, the IT Helpdesk and Print Services will transfer to this group, drawing together the provision of first and second line IT support functions into one group. In addition the Learning Technologists from CSED and FOH will join this group allowing us to leverage greater join up between the support for physical and virtual technologies to support teaching and learning.

Enhanced IT support for research and other specialist computing needs will join the existing Research Computing Support Team in the ICT Systems Group. The bulk of activity will remain in SCI with staff based there, however support will be coordinated to offer enhanced support across the whole of UEA where required.

The School of Computing Sciences are particularly concerned that they retain line management of their IT support function and this has been accommodated in the recommended structures.

The training provision for the Finance system will transfer to the Finance Division, which is better aligned with the way that corporate application support is provided in other areas. The Director of Finance is developing a plan to integrate this function into his division.

A new Strategy, Policy Compliance group, led by an Assistant Director, will be created. This group will draw together the existing team (which will reduce in size) along with the ISD Secretariat. The creation of this group will allow for improved support for Information Compliance and Security matters which will be shared across the team.

Next steps

There are a number of posts in the new structures which have yet to be filled. Some of these are currently being advertised, including the Assistant Director for Faculty IT Support, Helpdesk Manager and a number of technician posts. We are also holding a number of vacancies in abeyance whilst more detailed work is undertaken to determine the best allocation of these posts.

Designate appointments have been made to a number of managerial posts: a copy of the structure charts for ISD are included on the Integration project website (<https://intranet.uea.ac.uk/integrationproject/isd>). The designate managers are working on the detailed implementation plans including proposals for how best to allocate the vacant posts.

New terms of reference have been developed for both the ICT forum and Library forum and these are included in section B of these papers.