

# Status of Information Systems within UK Higher Education Institutions

What is the personal name of the head of your University's IT department?	Name:	Jonathan Colam-French		
What is their job title?	Title:	Director of Information Services	What is their salary?	Salary: pursuant to s.40(2), Free per annum
What is the IT department's name? e.g. IT Services, Information Systems etc.	Department's Name:	Information Services	How many staff are in the department?	174.15 (FTE)
In the organisational hierarchy, what positions lie between the head of the department and the Vice-Chancellor or equivalent?	Information Services Reports to:	Registrar and Secretary	Reports to:	Reports to: Vice-Chancellor
Is the Head of the department a standing member of the following governance groups or committees or their equivalents?	Academic Board	School or Faculty Boards	Ethics Committee	Other major governance committees (please name)
	Audit and Risk Committee	Learning & Teaching Committee	Research Committee	Information Strategy and Services Co
What is the IT department's current annual budget?	Operational budget:	£13M	Capital Budget:	£1M
Is the head of department a member of the following professional bodies?	British Computer Society	Association of University Administrators	Chartered Management Institute	Other (please specify)
Do you have a formal IT Strategy (distinct from the corporate strategy?)	Yes	No	(enter an 'x' in the appropriate box)	
Is the Head of the IT Department a member of the most senior operational committee of the University? e.g. SMT, VCEG, Executive Board etc.	Yes	No	(enter an 'x' in the appropriate box)	

# Convergence of Services

Is the department part of a converged service and if so with whom?	No	Yes, converged with:	The Library	
What other departments does the Head of IT's superior have responsibility for (ignore if the Head of IT reports directly to the VC)	All Administrative			
Is there a defined Business Relationship Management team within IT?	Yes	No	How many in the team?	2.00
Is there a defined Project Management team within IT?	Yes	No	How many in the team?	3.00
Is there a defined Business Analysis team with IT?	Yes	No	How many in the team?	1.00
Is there a defined End User Training team with IT?	Yes	No	How many in the team?	1.00
What teams report directly to the head of department position?	All IT and Library.			

## Shadow IT

As IT services become more commoditised and technology becomes more consumerised, responsibility for core IT systems can sometimes be shared across several departments, please indicate in the following matrix the position in your university for each of the following core applications.

	Vendor relationship 'owned' by IT	Vendor relationship 'owned' by another department	IT paid for the original setup costs of the system	IT is responsible for meeting the annual support and maintenance costs	IT is responsible for providing day-to-day maintenance and support of the system	System is entirely outsourced
Finance System	shared	shared	Yes	Yes	Yes	No
HR System	shared	shared	Yes	Yes	Yes	No
Payroll System	shared	shared	Yes	Yes	Yes	No
Student Records System	Yes	No	Yes	Yes	Yes	No
Estates / Building Management System	shared	shared	Yes	Yes	Yes	No
Library Management System	shared	shared	Yes	Yes	Yes	No
Timetabling System	Yes	No	Yes	Yes	Yes	No
Website Content Management System	Yes	No	Yes	Yes	Yes	No
Business Intelligence Reporting System	shared	shared	Yes	Yes	Yes	No
Intranet Portal Management System	Yes	No	Yes	Yes	Yes	No
IT Service Desk System	Yes	No	Yes	Yes	Yes	No
Email system	Yes	No	Yes	Yes	Yes	No
Telephony system	Yes	No	Yes	Yes	Yes	No
Mobile phones	No	Yes	No	No	No	No
Corporate Document Management System	N/A	N/A	N/A	N/A	N/A	N/A
Mobile app	N/A	N/A	N/A	N/A	N/A	N/A
Customer Relationship Management System #1	Yes	No	Yes	Yes	Yes	No
Customer Relationship Management System #2	No	Yes	No	No	No	No
Customer Relationship Management System #3	No	Yes	No	No	No	No
Customer Relationship Management System #4	No	Yes	No	No	No	No
Customer Relationship Management System #5						
Customer Relationship Management System #6						
(it is recognised that Universities may have multiple CRMs, if this is the case, please indicate to which departments of the university CRMs 1 - 6 belong)	1-Alumni Office, 2-Admissions, 3-Enterprise Services, 4-Dean of Students Office					
Any other corporate application types that you think relevant:						