

Board of Management

Finance & Physical Resources Committee

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| Date of Meeting | Wednesday 20 November 2019 |
| Paper No. | FPRC2-K |
| Agenda Item | 5.2 |
| Subject of Paper | ICT Progress Report |
| FOISA Status | Disclosable |
| Primary Contact | Barry Ashcroft |
| Date of production | 8 November 2019 |
| Action | For Noting |

Recommendations

The Committee is asked to review and discuss this report which is for noting. No approvals are required.

Purpose of report

This paper provides progress reportage to the Committee on the delivery and operational performance of ICT services.

Introduction

In my 12 months since joining the College, the IT Team have been focussing on delivering mandated projects including Cyber Essentials plus accreditation and essential projects such as our email migration to Office 365.

With both delivered successfully and on time, we are now concentrating on “value adding” projects to provide platforms to meet the business requirements of the College. The lack of online collaboration platform has been a constant theme and to this end, we are now finalising the college-wide roll out of Microsoft Teams (MS Teams) that will provide a cloud-based collaboration space for our staff initially which, being fully integrated with our email system, supports the College Systems Integration Strategy. An MS Teams “inspire” workshop is taking place on 5th December to begin to raise awareness with staff and stimulate ideas on how this collaborative technology can improve the student experience.

The delivery of our inaugural intelligent digitised workflow (College Complaints process) is due within the next 2 weeks and has been well received by our colleagues within the Compliance Team. Our end users were pleased with the system functionality and our new “agile” approach to software development where their feedback and engagement is incorporated much earlier within the development lifecycle.

10 staff across the IT & Organisational Development Teams are currently undertaking this intelligent workflow training which will mean that the College becomes less reliant on Technology Partners to develop future workflows throughout the PPR Strategic initiative. Another benefit of this transition to a “lite” development approach is removing the current system development bottleneck making us more responsive to our users increasing needs and expectations.

We are currently recruiting to a number of vacancies within the IT Structure including the new post of “IT Business Engagement Manager” whose responsibilities include building better relationships with both our internal and external customers and formalising our project delivery framework. Again, this will improve IT project delivery by freeing up the Development Team to focus solely on designing and developing technology solutions.

While we have developed our Operational Plan for 19/20, I am conscious that we need to gain a better understanding of the operational requirements of our end users and the consequences that the decisions we make in IT have on the wider College. To this end, in January we will be creating our Digital Steering Group that will facilitate these conversations, and issuing our inaugural “IT Customer Satisfaction” survey. The objective of the survey is twofold; to obtain feedback on our current performance and to understand which areas of IT Service provision are most important to our end users. These areas of improvement and importance will feed into our new IT Strategy.

To conclude, the IT Team continue to make progress against our Operational Plan demonstrated by delivery of both Microsoft Teams and the Nintex automated workflow platform. Filling our current vacancies in the New Year will provide additional resource to improve our end user engagement capability and ensure we continue to deliver systems that meet the business requirements of the College.

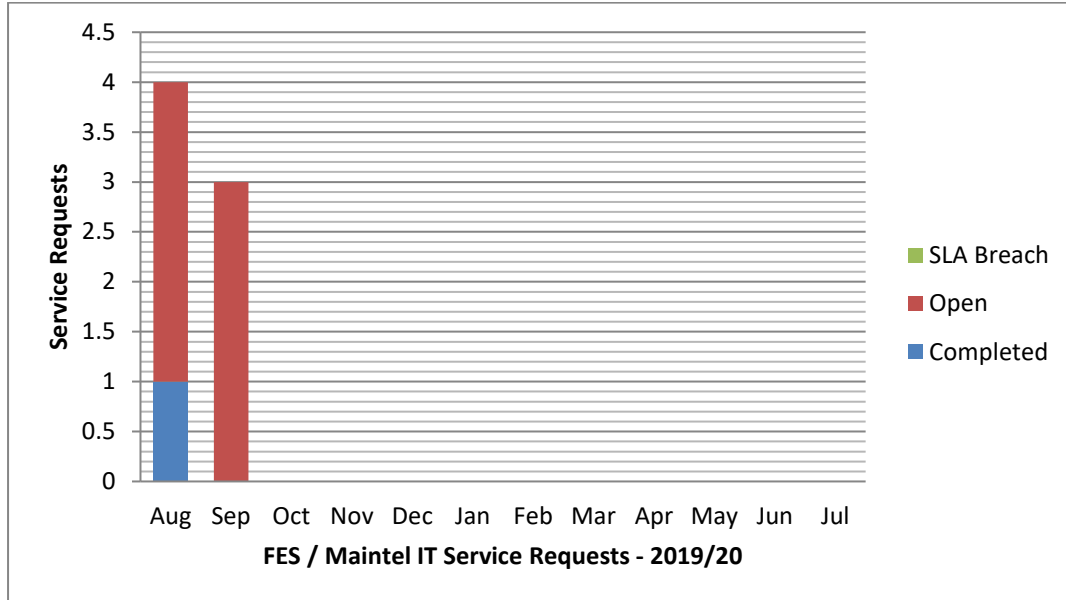
Our next strategic areas of focus will be the design and development of a student mobile app and a Customer Relationship Management application (CRM) application.

This report also covers key College IT Key Performance Indicators (KPI's) including Contract Management, Infrastructure performance (server and network), Systems Development initiatives, Service Desk statistics and an update on the College IT System Integration Strategy.

IT Service Contract Management

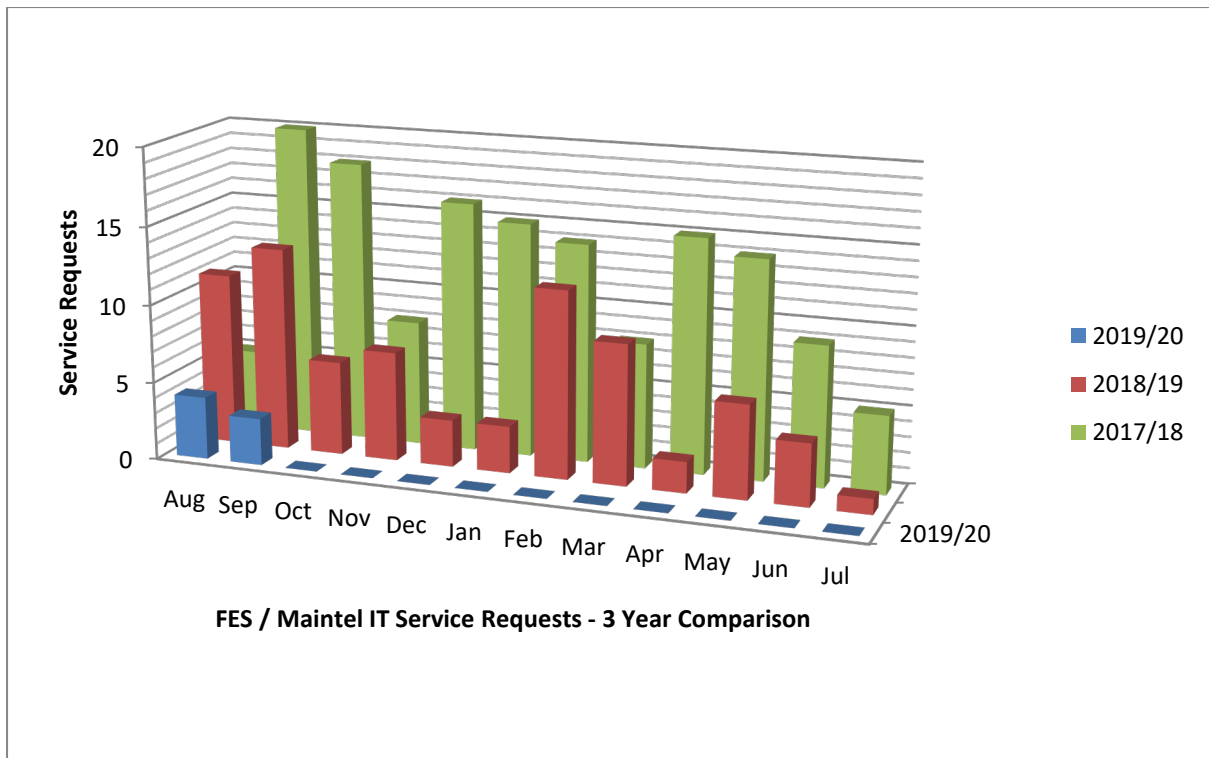
Performance

GLQ / FES



No SLA breaches to report regarding the Service Delivery performance from suppliers FES and Maintel through GLQ services.

With the maintenance contract for core IT Infrastructure (data centre and networking equipment) due for renewal in August 2020 (end of the original 5 year contract), we have commissioned a "discovery" exercise to quantify our current infrastructure & network assets (and associated software versions) which will provide the College with a base-line from which to invite tenders as part of the maintenance contract renewal project.



IT Contract Updates

Ship Simulator Suite

The Ship Simulator support contract discussions are being led by the Faculty of Nautical Science and STEM with input from the IT Team. Both the Faculty and IT are now working in partnership to design a fit-for-purpose underlying IT architecture which will eliminate some of the risks that are currently being mitigated which were a consequence of the initial design. For example, we will be building in redundancy, resilience and security by design which don't appear to have been taken into consideration during the original design. This redesign and subsequent support model including dedicated ship simulator technicians will provide a fit-for-purpose support model for a world-class ship simulation environment to better meet the needs of our students and commercial interests.

TV & Radio

The IT Team continue to support the Faculty with no major issues being reported to date however longer term, a more robust Service Level Agreement requires to be implemented between the Faculty, IT and a more specialist Technology Partner to be able to fully support the wide range of integrated specialist TV & Radio equipment.

Infrastructure Team

The College infrastructure continues to perform robustly with no outages of note.

Infrastructure Projects

We have received 2 bids from vendors to redesign and deliver a managed service to improve internet access and Wi-Fi provision at the Student Halls of Residence. The project was initiated to evaluate options to improve the current internet provision as the needs and expectations of students (and society) have massively increased over the last 5 years with the expectation now for seamless film streaming and bandwidth intensive gaming.

Due to the high costs of the received proposals, the bids and the associated proposed scopes of work are currently being reviewed in terms of feasibility and affordability and potential funding models being explored.

The Infrastructure Team have been working in partnership working with colleagues in the Computing Faculty to design and build a fit-for-purpose network and infrastructure estate to improve the delivery of the Ethical Hacking course provision. The solution has now been delivered and is being tested by the Faculty to ensure their requirements have been fully met.

As part of the Microsoft Teams project, a "data landscaping" exercise has been commissioned to identify, quantify and categorise all of the Colleges' unstructured data that is currently stored within our data centres. The objective of this project is to ultimately remove duplicate data, free up storage space (which won't have to be replaced in the future as we are now embracing cloud technology using MS Teams) and reduce our data protection exposure by deleting (or securely archiving) any data that doesn't meet our data retention obligations.

Digital Services Team

Digital Services Projects

The Development Team have been focussing on a number of ongoing projects including incorporating the mandated "right to study" checks as part of the students application process. This is a complex project which involves re-designing functionality within our online "Enrol Me" system as well as meeting our GDPR obligations including "security by design". The College is now required to ensure that all personally identifiable data collected from passports and driving licences during the enrolment process are encrypted within our databases to meet our GDPR obligations.

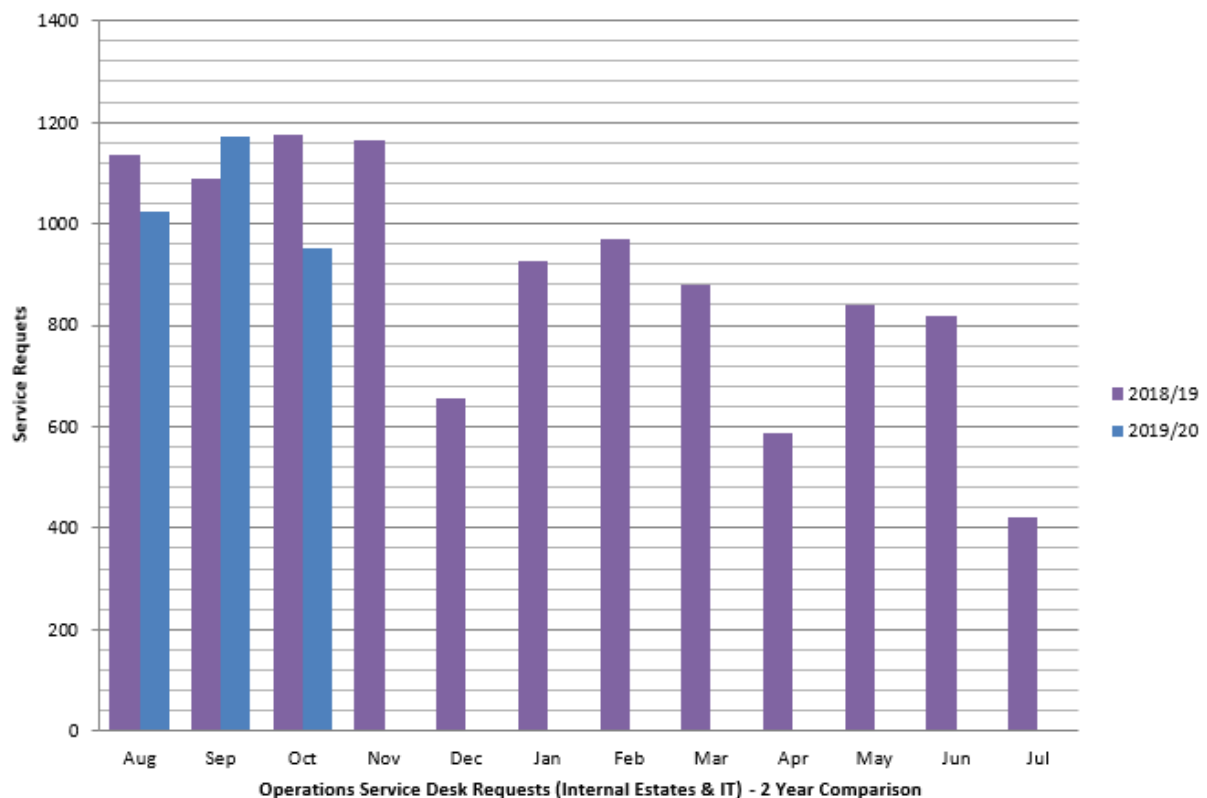
We have dedicated time and resource to redevelop some of our "back-office" systems to enable the College to fully exploit the 2-way text service capability we now have available. The objective is for students to be able to use this platform to be able to engage digitally with the College (and vice versa) which could open up opportunities such as being able to accept course offers via text.

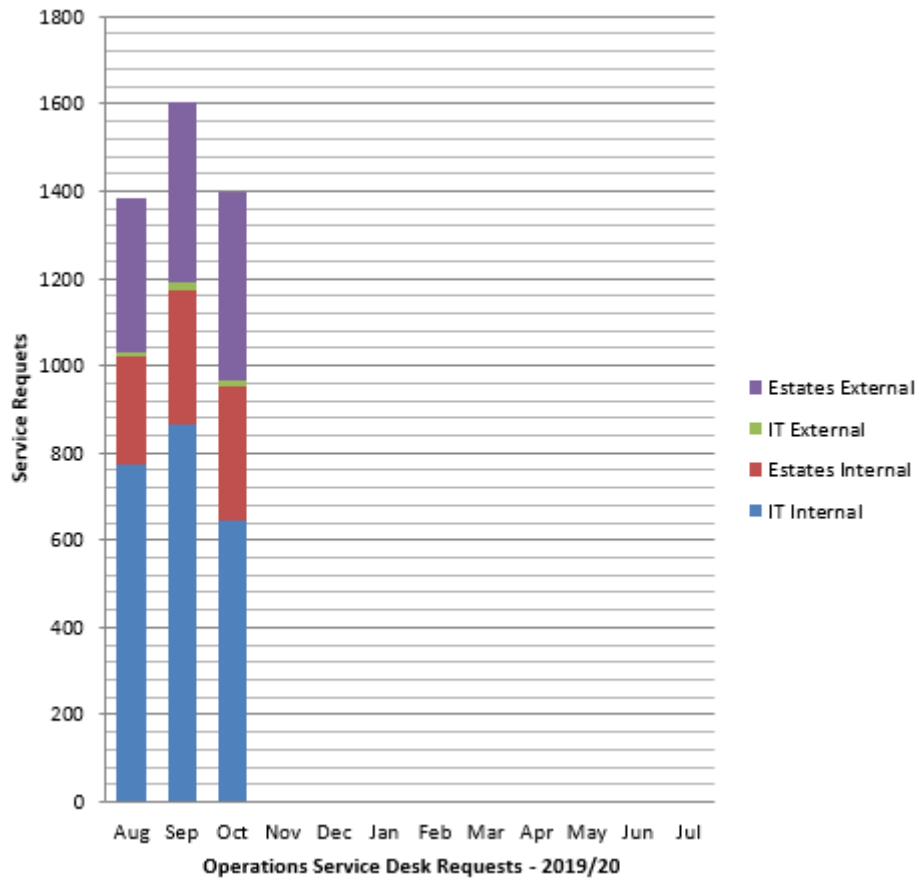
End User Support / Service Desk

Performance

The number of Service Desk calls is comparable with last year with the usual spike at the start of term due to new student account password resets. We have held internal IT meetings to try to reduce the number of resets in future, which we feel, could be reduced if the communication to students during the enrolment process and on Day 1 improves. Although we updated all of the IT communications to students at the start of term, the information did not appear to reach them. To overcome this we are evaluating changes to the enrolment form and using students personal email addresses to send the initial college account details link to which will allow them to set their own password from the beginning rather than being allocated a standard one that has to be changed immediately.

Our Desktop Team continue to deliver a good level of service in supporting over 8,000 end-user devices from a small pool of staff. In an effort to improve our end user experience, we will be engaging more formally and regularly with individual faculties to better understand their needs, which is key, particularly at the beginning of term. Historically this has been a challenge with an anecdotal lack of response from Academic colleagues in identifying which software packages are required within specified rooms for the upcoming academic year resulting in IT being reactive with requests at the beginning of term. Our recent investment in Sassafras (software asset management) will help align the College software deployment with faculty requirements and provide better visibility to academic colleagues.

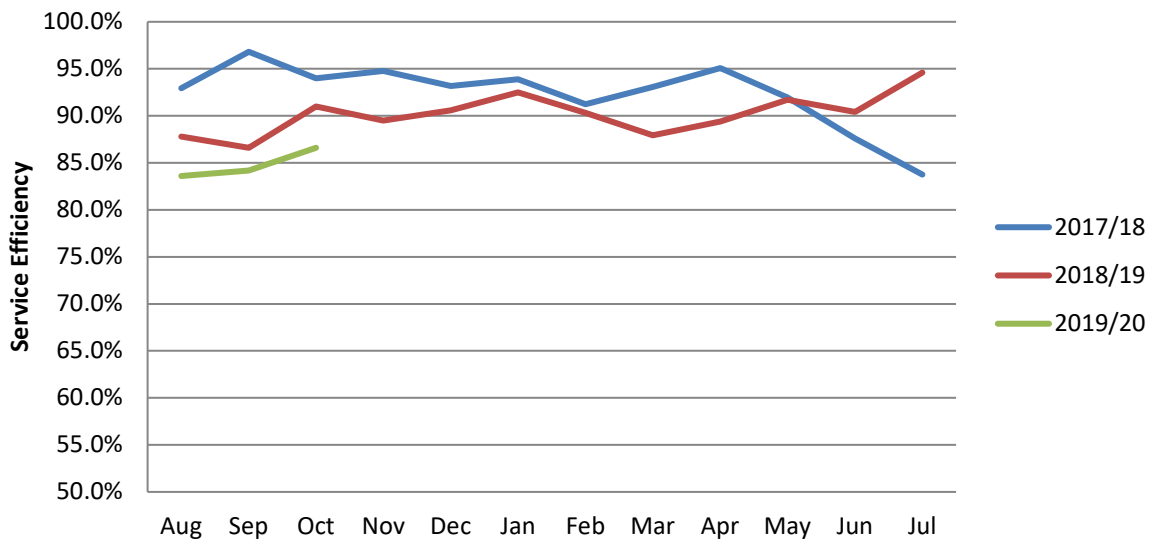


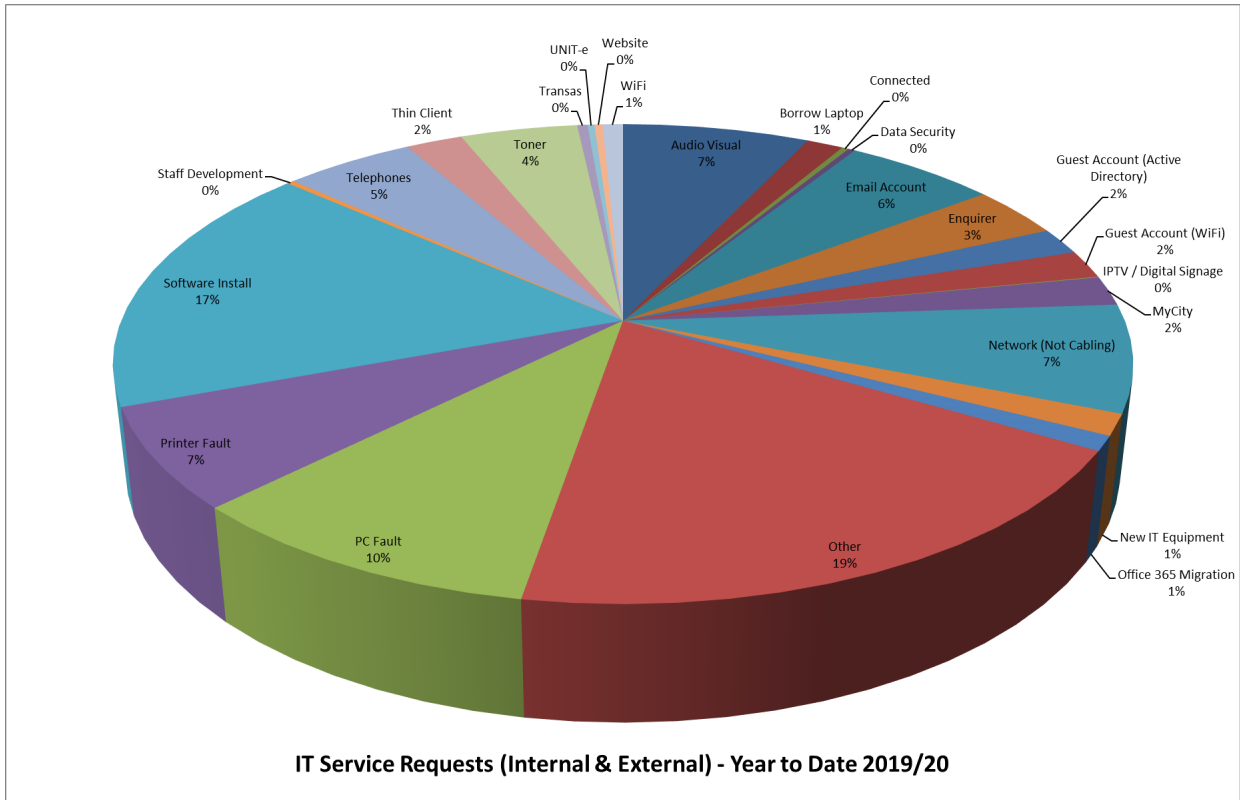


| | 2017/18 | 2018/19 | 2019/20 |
|------------|--------------|--------------|--------------|
| Aug | 92.9% | 87.8% | 83.6% |
| Sep | 96.8% | 86.6% | 84.2% |
| Oct | 94.0% | 91.0% | 86.6% |
| Nov | 94.8% | 89.5% | |
| Dec | 93.2% | 90.6% | |
| Jan | 93.9% | 92.5% | |
| Feb | 91.2% | 90.3% | |
| Mar | 93.1% | 87.9% | |
| Apr | 95.1% | 89.4% | |
| May | 92.0% | 91.7% | |
| Jun | 87.6% | 90.4% | |
| Jul | 83.8% | 94.6% | |
| Avg | 92.3% | 90.2% | 84.8% |

Due to challenges of recruiting to our vacancies, we have been operating with a limited Service Desk Team since the start of the new Term which can be seen in the drop of calls being closed in line with current SLA's compared to previous months.

IT Support Service Delivery Performance





Incidents

No major incidents to report for End User Devices / Support.

Strategic Initiatives / Governance

Systems Integration Strategy

Our System Integration Strategy progress continues with our immediate focus being on introducing key technology building blocks into the Colleges' IT estate, which once established, will continue to drive value in the future.

The first keystone is the rollout of Microsoft Teams to provide a fully integrated college-wide collaboration platform while promoting mobility with access available both internally and externally to the College network.

The second keystone will be the delivery of "intelligent process automation" using our Nintex platform which will initially deliver the new automated College Complaints process. The Nintex platform was selected as this is fully integrated into our Microsoft Office 365 environment and will support future strategic projects including our Customer Relationship Management (CRM) applications and Data Warehouse.