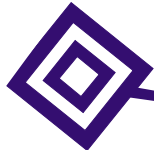




Reflection on the Year and Strategic Developments

Paul Jeffreys
Director of IT
OUCS Head of Department

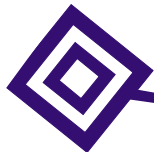
Annual Staff Meeting
15 January 2010





Talk Overview

- Reflections on 2009 from OUCS perspective
- Reflections on 2009 from ODIT perspective
- Looking forward
- Overview of IT Projects and future investment
- 2010 Challenges and Opportunities
- Summary



Review of 2009 – OUCS Perspective

- Very successful year – by any measure
- Congratulations to everyone
- Whatever else we discuss today, it is the team that makes OUCS special – thank you!
- Decided to ask SMG –
 - “By way of preparation for my talk on the 15th, please would you send me:
 - A major success or initiative or development for OUCS in 2009
 - A major success(es) or initiative(s) or development(s) for your Group in 2009”
 - Some returned more than others...
- Which would you say are the OUCS departmental ones?!



OUCS Departmental Highlights

cud energy-saving green groupstore
groupware
nexus improved
projects rooms teaching



OUCS Group Highlights (A)

- 10Gbps upgrade to JANET network link
- NSMS – offering reliable, resilient service for many parts of the University
- Launch of new Weblearn VLE (*)
- UAS IT service improvement projects to provide modern, reliable, and cost-effective IT services
- Mobile portal for the University - collaboration with internal (eg libraries) and external (eg county council) (*)
- Expansion of VOIP service with over 1800 users
- Exemplary Help Desk operation (particularly in Nexus migration)
- *Successful completion of CUD pilot*
- Development of new Cherwell and Kennet teaching-rooms
- WOL and Green energy saving measures
- Successful transition to online shop



OUCS Group Highlights (B)

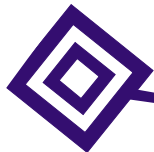
- Integration of web-based SSO with Oracle Student systems
- WebEx pilot conferencing service
- Restructuring of OUCS department
- *Launch of Nexus/Groupware service with migration of 32k accounts, on schedule and within budget (*)*
- Growth of use of HFS to 530TB and 1.7million files
- *Making a leading and practical contribution to the definition and implementation of a research data management strategy*
- *Seamless implementation of Nexus/Groupware (*)*
- WOL and further energy efficiency savings in computer room
- VOIP roll-out ahead of schedule and within budget
- Pandemic measures planned with remote working and alternative work locations



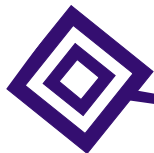
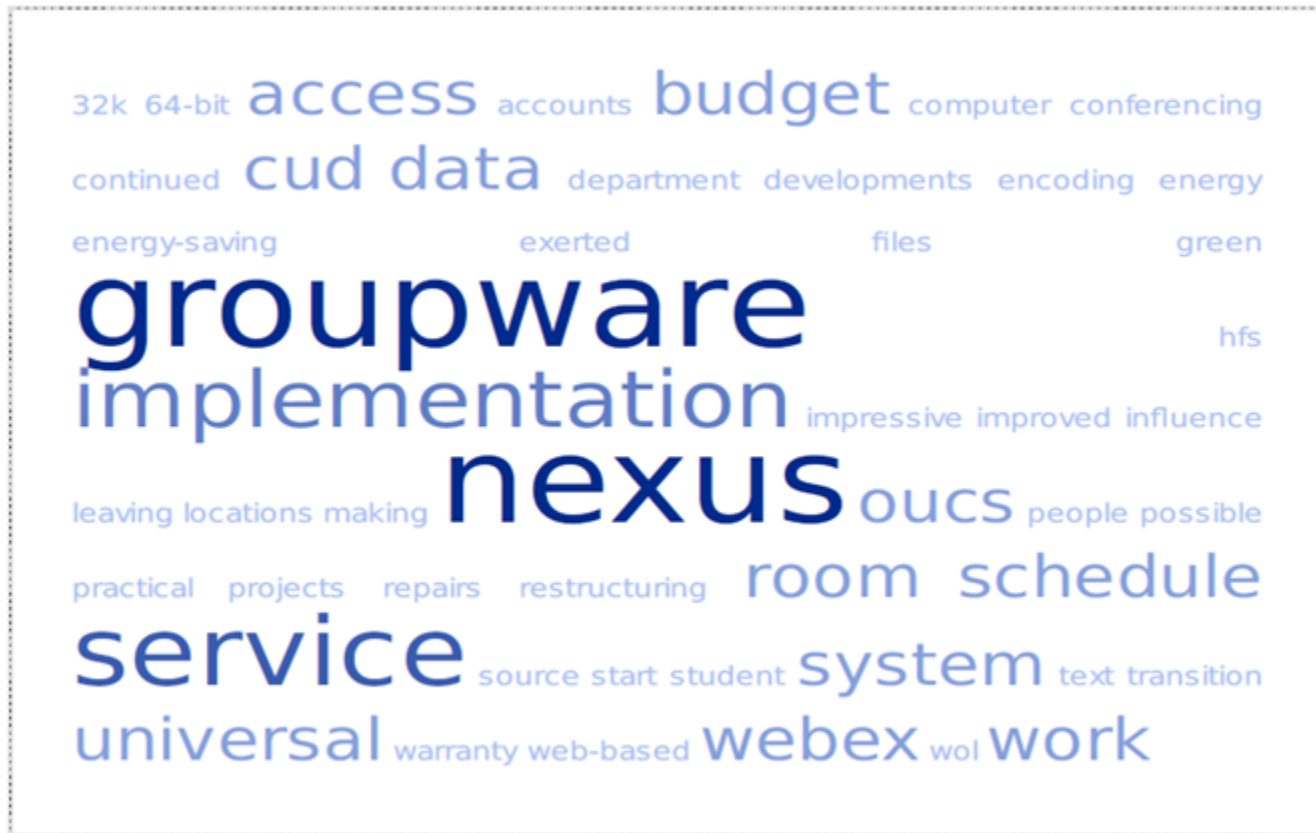
OUCS Group Highlights (C)

- *Impressive CUD developments – universal access to a single source of data about people in the University*
- Influence exerted through Text Encoding Initiative
- Implementation of Apple Warranty repairs service
- Transition to web-based SSO for Oracle Student systems
- Success of OSSWatch in securing continued external funding
- Replacement/enhanced VPN service including 64-bit Windows
- Start of WebEx trial and use in Admissions
- Rolling out a network access control system for Graduate Accommodation
- New teaching-rooms in OUCS

- *Ordered randomly, (*) other talks, Italics in Summary*
- How well did SMG do in representing achievements in 2009?!

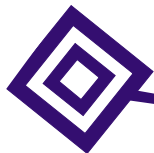


Tag-Crowd (OUCS + Group Highlights)



Role as OUCS Head of Department

- Ultimate point of decision making and responsibility (includes merit awards and promotions)
- Strategic Direction
- Oversight of major OUCS projects
 - {Significant personal objective was/is successful delivery of Nexus service}
- Plan, seek and gain capital investment for IT/OUCS
- Deal with high-level complaints
- Build relationships with central ICT service providers
 - Initiate cross-departmental activities
- Up to you to appraise me! Rate me out of ten!



2009: What's new? - PRAC ICT Sub-committee

- *OUCS Impact: Opportunity to interface directly with collegiate University, receive endorsement for ambitions, plan for capital expenditure*
- PICT proving to be effective for OUCS
- OUCS Management Committee created; reports to PICT
- Serves as single point for IT strategy/direction
- In particular, offers opportunity for IT capital investment and coordination
- Has Capital Planning Sub-group



2010: What's new? - PRAC ICT Sub-committee

- *OUCS Impact: Opportunity to interface directly with collegiate University, receive endorsement for ambitions, plan for capital expenditure*
- PICT refined through 2009; further changes likely...
- OUCS Management Committee effective
- Change in summer 2009:
 - PICT reports to PRAC Budget Sub-committee (rather than Capital Steering Group)
- PICT IT Project Development Envelope has enabled effective and crucially important investment



2009: Fixed Annual IT Capital Allocation

- *OUCS Impact: For the first time, ability to forward plan capital projects and receive suitable investment*
- University agreed: annual allocation of £1.5m for capital investment in IT into 'IT Capital Envelope' – for 6 years
- Transformed OUCS's ability to undertake Capital projects
 - -> Increased our role in the University
 - Improved ability to meet needs of users
 - Transformed quality of service we offer – resilience
- 'Point of transition'



2010: Fixed Annual IT Capital Allocation

- *OUCS Impact: For the first time, ability to forward plan capital projects and receive suitable investment*
- Name and reporting line changed
- Procedures established for bidding against the Envelope and reporting Project progress to PICT
- Further details to follow...



2009: Groupware Project

- *OUCS Impact: OUCS given authority to choose and implement a solution for the collegiate University*
- Well nearly!
 - 'Now an OUCS Project'
 - Extensive requirements gathering
 - University chose MOSS solution in July
- Groupware Project Launch by VC – 15 October
- Project handed over to us in November
 - OUCS has prepared specification
 - Our number one priority
- Without doubt – transforms our role, standing, future



2010: Nexus Project

- *OUCS Impact: OUCS given authority to choose and implement a solution for the collegiate University*
- Without doubt – transforms our role, standing, future
- Magnificent effort – congratulations to the entire team
- Excellent rescue operation on Christmas eve and following
- SharePoint deployment next exciting challenge...
- Will have heard from Pete and Ian



2009: Groupware Programme

- Groupware Project is just the start!
 - Groupware Project Specification does not (cannot) satisfy all University's requirements
 - In particular, SharePoint – just scratching the surface
 - We know that users want more then we can offer
 - Installing platform with wonderful capabilities
- Can do much more than offer superb email, calendar and document sharing
- Interest from Microsoft, CISCO, IBM...
- Create Groupware Development Panel
 - Revolutionize online environment



2010: Groupware Programme

- Groupware Development Panel met through year
 - Addresses issues beyond scope of Nexus and building on foundation laid down by Exchange and SharePoint
 - Consultancy effort from Microsoft
 - Research Information Centre



2009: Central and OUCS Machine Room

- *OUCS Impact: Opportunity to be responsible for new service, to provide resilience, to update our own machine room in parallel*
- Bid asked for both rooms in tandem
 - Resilience offered through two modern installations
- Very keen to have solution for Groupware Project
- CMR: Osney -> Begbroke -> Oxford Molecular Pathology Institute (2011 – Begbroke rental)
- Excellent solution:-
 - Splendid location; extremely high University priority
- Set a standard for the University – low carbon
- OUCS Machine Room – feasibility/design study





2009: Core User Directory

- *OUCS Impact: Opportunity to bring coherence to way “identity” is managed across services offered by OUCS and to exploit our considerable expertise*
- Single, central directory for users, which specifies attributes of all people that have relationship
- Recognised from start – realistic first goal
- Significant progress in 2008: need for CUD accepted
- Understand much better what is needed
 - Identity and Access
- Crucial piece in jigsaw for future services offered by OUCS



2010: Core User Directory

- *OUCS Impact: Opportunity to bring coherence to way “identity” is managed across services offered by OUCS and to exploit our considerable expertise*
- Crucial piece in jigsaw for future services offered by OUCS
- Pilot service delivered
- Request for further funding about to be submitted to deliver full service and build the business processes



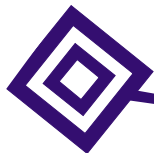
2009: Oxford Digital Repository

- Key strategic challenge facing universities
- How do we manage our research data output?
- Likely to be an issue for the new VC
- Driven by OUCS, collaboration OeRC/OULS
- Digital Repositories Research Coordinator prepared groundwork
 - Now time to deliver a service
 - JISC bid, UK Research Data Service
- Likely to be key OUCS role in the future



2010: Oxford Digital Repository

- Key strategic challenge facing universities
- Digital Repositories Research Coordinator prepared groundwork
 - Successful bid for two JISC projects: EDCSR and SUDAMIH
 - Main pathfinder site for UK Research Data Service
- Hoping for significant investment as part of UKRDS bid to HEFCE



2009: Conditions of Use (1)

- ICT Strategic Plan, supported by Auditors
- Two reports started at the beginning of 2007
 - *ICT Fitness for Purpose*
 - *ICT Systems Security Review*
 - Intended initially to cover entire collegiate University
- We realised this would not suffice
 - Added requirements
- Submitted our own paper in parallel to address the devolved nature of IT in Oxford



2009: Conditions of Use (2)

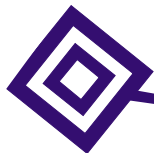
- In essence, trying to accrue the benefits of a tightly focused central-led system, while keeping all the advantages of the federated ICT system
- Profound thanks, and acknowledgement, to Alan Gay:
 - Conditions for Connection to the Centrally Provided IT Infrastructure
 - Policy on Security of Information
- Closely connected with work of ITS3 and ICTF
- Expanding role for OUCS



2010: Conditions of Use

- Became ... 'Information Security Best Practice'
- Extremely important exercise
 - Self-assessment questionnaire
 - Developed with security team and ICTF
 - 60 completed returns
- Many units do not comply in important areas
- Need support from OUCS

- Bid for ISBP 2010 about to be submitted
- Will have heard from Jon...



IT Projects funded from within Envelope

	<i>Title</i>	<i>Stage</i>	Total Project Allocn.	<i>Spent Before 2008/09</i>	<i>Spent 2008/09</i>	<i>Allocated 2009/10</i>	<i>Allocated 2010/11</i>	Total Anticip. Spend	Variance (%)
i	HFS Upgrade	3	390	309				309	-21%
ii	Network resilience	3	674		222	275	177	674	0%
iii	Wireless access for the University	3	553		265	196	92	553	0%
iv	Groupware Project	3	1422		832	590		1422	0%
v	OUCS Emergency Requirements	3	121		117			117	-3%
vi	Groupware Project Capital Deficit	3	217		175	42		217	0%
vii	Service-oriented Interoperability Framework	2	16			16		16	0%
viii	WebEx SaaS	2	20			20		20	0%
ix	Vocab.ox.ac.uk	2				10	9		
x	Proposed further expenditure by year				0	513	949		
			3413	309	1611	1662	1227	3328	-2%

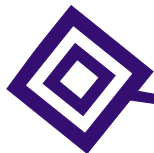


Future OUCS Investment Requirements

- Established, based on the ICT Strategic Plan recommendations, and plans given in the OUCS Five-year Plan, total investment required by year is anticipated to be:

Priority 1, 2 and 3 items	2010/11	2011/12	2012/13
Investment required from Envelope	£1463k	£905k	£860k
Accumulated funds left in Envelope	-£521k	£74k	£614k

- This assumes that the University Backbone replacement and the refurbishment of the OUCS Machine Room are funded outwith the Envelope
- Only leaves £200k/year for rest of University...



Projects funded outwith the Envelope

	<i>Title</i>	<i>Stage</i>	Total Project Allocn.	<i>Spent Before 2008/09</i>	<i>Spent 2008/09</i>	<i>Allocated 2009/10</i>	<i>Allocated 2010/11</i>	Total Anticip. Spend	Variance (%)
A	Core User Directory	2	122	24	90			114	-7%
B	Central Machine Room in OMPI - Soft Fit-out	3	782			0	782	782	0%
C	Refurbishment of OUCS MR	2	110		0	110		110	0%
D	Enhanced Computing Environment	3	1068	367	116	383	202	1068	0%
E	Oxford Digital Repository	1	71	32	38			71	0%
F	Wake-on-LAN	3	15			12	3	15	0%
G	EIDCSR project	3	225		11	214		225	0%



2010 will present challenges and opportunities (1)

- University will be financially squeezed - we will do well to come out relatively unscathed
 - But we have many supporters across the University
 - Stuart doing a great job to protect our funds
- Essential also that we protect IT Project Development Envelope
 - 'Guaranteed' for a further year
 - OUCS needs it for new projects
- Nexus/Groupware is being seen as 'point of transition'
 - Important we build on foundation, ensure Nexus and WebLearn complement one another
 - OUCS delivering world leading online environment for staff and students



2010 will present challenges and opportunities (2)

- Core User Directory phase 2 will continue to establish OUCS's wider role
- Whole set of improvements start to be rolled out - if Envelope funding allows
- Research Data Management will become higher on management's agenda
 - Fourth paradigm 'Data Intensive Research'?
 - Strategic direction for future?
- Information Security Best Practice will become more high profile
- PRAC ICT Sub-committee likely to expand its remit



Summary

- Another great year for OUCS, and, interesting future ahead
- Strategic directions planned in 2009 - fulfilled
- Exciting opportunities in 2010
- Must emphasise – success of OUCS comes from the strength of our team, and the excellent services we offer to the collegiate University
- Like to thank every one of you for your dedication, expertise, commitment and skills
- And.. to wish you well for 2010



Thanks

- Finally:-

- I apologise for not being with you today
- Feedback on this presentation very welcome, please email me at: paul.jeffreys@odit.ox.ac.uk

