

Board of Management

Finance & Physical Resources Committee

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Agenda Item	5.2
Subject of Paper	IT Progress Report
FOISA Status	Disclosable
Primary Contact	Barry Ashcroft
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Action	For Noting

Recommendations

The Committee is asked to review and note the IT Team progress report. No approvals are required.

Purpose of report

This paper provides a progress report to the Committee on the delivery and operational performance of the College IT Service.

Introduction

The development of our inaugural intelligent digitised workflow (College Complaints process) was completed on time and delivered to the Performance Team for User Acceptance Testing (UAT) as planned. Once this testing has been completed and any changes made to the system, the College Complaints process will have successfully transitioned from a 100% manual, paper-based system to a fully end-to-end digitised process. Using intelligent workflows and automated dynamic dashboards, up-to-date complaint stage tracking will be available with the manual mandatory regulatory report creation now fully automated saving weeks of staff time to collate.

Work to replace the maintenance contract for core IT Infrastructure (data centre and networking equipment) which has been in place for 5 years is continuing on schedule. The decision was made to procure this independently of GLQ to reduce the amount of parties involved by streamlining the management process to obtain both value for money and better meet the requirements of the College. The technical specifications for the tender process are being finalised with the expectation to invite bids from technology partners in June for the August renewal. The biggest investment will be the replacement of the Storage Area Network (SAN) and backup solutions in both data centres which will deliver significant performance improvements for end users.

Recruitment to key posts within the Team is progressing well and almost completed with two managerial appointments since the last update; Liam Mulgrew (Network & Security Manager) and Marco Landi (Infrastructure Manager) were both successfully appointed into new positions formalising the key roles they were temporarily fulfilling (for over 18 months). The Network Team successfully filled one of the Engineer vacancies internally alongside 3 of the IT Team promoted to IT Support Analyst roles in recognition of the skills and roles they were fulfilling on a goodwill basis. Appointing internally demonstrates our commitment to staff development, provides career progression opportunities and succession planning within the Team which wasn't evident previously. This leaves 5 vacancies to be filled which have been put on hold due to current circumstances; IT Business Engagement Manager, Information Systems Manager, Infrastructure Engineer, Network Engineer and IT Administrator.

Having successfully completed our Microsoft Teams (MS Teams) staff engagement sessions, the IT Team developed a phased roll out plan (including staff training) for completion by June 2020. The closure of the physical campuses in March resulted in a new plan being developed overnight for an accelerated rollout thus ensuring the College could pivot immediately to a full remote working and teaching model. Working in partnership with the Learning and Teaching Academy Team, 83 MS Team sites were created since March 17th taking the total number of collaborative team sites to 116. The Learning and Teaching Academy Team complemented this roll out with a comprehensive training offering supporting the staff transition to the new communication and collaboration platform as though the campuses were still open.

With the quick, controlled building closures on 17th March, the IT configured and issued over 230 laptops on the day to both staff and students which was testament to the resourcefulness of the Team under testing conditions. The IT Development Team supported this process by accelerating our newly developed "IT Asset Issue" application which was quickly put through user testing on the morning of 17th March and commissioned "live". This development enables the College to electronically track and report on whom the devices were issued, electronic signature capture of the recipient and an automated email to the authorising line manager. The total number of laptops being used offsite now numbers 696 which has presented further challenges including offsite software updates and remote IT support.

2 key Network-related projects were commissioned and delivered from the 17th March; providing external student to the College infrastructure to access systems and coursework and the ability for

staff to receive and make calls from their College telephone extension number remotely using their own personal devices.

The staff IT Customer Satisfaction Survey has now been completed with over 425 responses received from staff which has provided valuable feedback to how the IT Service provision can be improved to support end user needs, both students and staff. The results are currently being analysed and will be reported back through the next Committee IT Update.

To conclude, the IT Team has required to be agile enough to pivot to a new operational model within an extremely short period of time adjusting current work practices and introducing new technology to overcome challenges that weren't high priority prior to the 17th March. The Team have again risen to the challenge and delivered an IT Service that supports the College to "Let Learning Flourish".

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 significant SLA breaches to report regarding the Service Delivery performance from suppliers FES and Maintel through GLQ services.

IT Contract Updates

Data Centre Infrastructure Maintenance Contract

The initial 5 year Data Centre Infrastructure maintenance contract, currently delivered through GLQ, is due for renewal in August 2020. The IT Team will manage the replacement contract directly with technology partners to overcome the operational challenges encountered over the majority of the previous 5 years. To this end, technical specifications have been created and Invitations to Tender will be obtained through Procurement immentinetly to ensure evaluation and award is in place as required.

Ship Simulator Contract

Discussions for the replacment of the Riverside Ship Simulator support contract continue with the vendor and is being led by the Faculty of Nautical Science and STEM Team. There is agreement that clairification is required to identify the key technology including hardware\software which must be supplied by the vendor and more generic equipment that can be more cost effectively supplied directly by the College. The vendor has been tasked with drafting an initial bill of materials which will can be reviewed and agreed by both parties to allow progress to be made. With the current economic climate potentially impacting overseas travel, decisions will be required regarding the proposed dedicated Simulator Technician posts that are required to support such a complex, world-class ship simulator to better meet the needs of our students and commerical interests and reduce risk to the College.

TV & Radio Studio Support

The IT Team continue to support the Faculty with no major issues being reported to date with the Faculty now having specialist TV & Radio Technicians in place who have undertaken training on the specialist equipment being used. This will improve the student experience and reduce the risk to the College by reducing the necessity of the IT Team trying to support specialist equipment on a best endeavours basis.

Infrastructure & Systems Performance

The College infrastructure performed robustly during the reporting period with only 1 network outage to report which was caused by an external fibre optic cable being accidentally cut. This resulted in limited access to internal systems including My City & My HR (iTrent) between 11th-12th May. The Network Team managed the outage liaising with our network provider and internal communications proving that the IT Team can manage serious and complex incidents remotely.

There were no major system outages during the reporting period.

Current IT Projects

Project Name	Description	Status
Enquirer Room Booking	Migrate legacy Enquirer functionality to Office 365	Completed – ready for academic session
College Complaints process	Replace manual process with intelligent workflow platform	User Acceptance Testing
SMS 2-Way Text	2-way text platform successfully implemented	Completed
College Internet Connection Upgrade	Increase College internet connection from 1Gb to 10Gb	Completed
Microsoft Teams Rollout	Implement MS Teams	Completed
College Web Filter Upgrade	Improves internet security and end user experience	Completed
UK Visa & Immigration (UK V&I) Applications	Automate the “right to study” checks manually conducted by the College to meet legislative requirements	Ongoing – delivery due August 2020
Mobile Student App	Mobile App to provide requested functionality to students – timetables, news, College updated	Ongoing – delivery due December 2020
Virtual Telephony	Provide staff desk phone functionality to personal phones to support remote working	Completed
Remote Student Access	Provide students with access to College system & coursework	Completed
Data Landscaping	Unstructured data server audit	Delayed due to project re-prioritisation
Data Warehouse	Design & develop a College Data Warehouse	Delayed due to project re-prioritisation
Contact Management CRM System	Digital contact management system pilot	Functional requirements being elicited

Priority IT Projects to support Remote Working

To support the quick transition to remote working, the IT Team delivered a number of key, complex technical solutions in a short time frame to enable staff to support operational objectives.

Virtual Telephony

There was an obvious immediate requirement that many members of staff required to contact students and colleagues via telephone as part of their daily roles and were unable to do so from home. To overcome this challenge, IT developed a solution to reconfigure the College telephony platform to enable calls to be redirected automatically from their College telephone extensions and also make calls from personal devices through their usual College telephone extension number. These calls are made over Wi-Fi therefore staff are not charged for making calls from their personal devices and the call recipient only sees the College extension number, not the personal device number the call is originating from. This project was delivered "live" within 4 weeks of the College campuses closing.

External Student Access to College Systems

Prior to the College campuses closing, students had no external access to College PC desktops or personal coursework stored on College servers. To further support students & academic colleagues, the IT Team reconfigured the original system design (designed primarily for limited staff external access) to provide external access for students within 12 days of building closure.

IT Team Project Collaborations

The IT Team have been supporting colleagues in different departments on a number of projects which, while not IT led, significant IT support is required.

Halls of Residence Network Solution

The proposed upgrade to improve the internet access and Wi-Fi provision at the Student Halls of Residence has been put on hold due to the costs associated with the submitted proposals. The plan is to review the proposals to ascertain whether a more cost-effective option is viable that will still meet the needs and expectations of the students and can be supported by the current IT Team complement.

College Intranet\Staff Mobile App (Connected replacement)

The functional design specification is currently under development in partnership with key internal stakeholders. Potential technology platforms are being evaluated with a view to ensuring the selected technology can deliver the functional requirements.

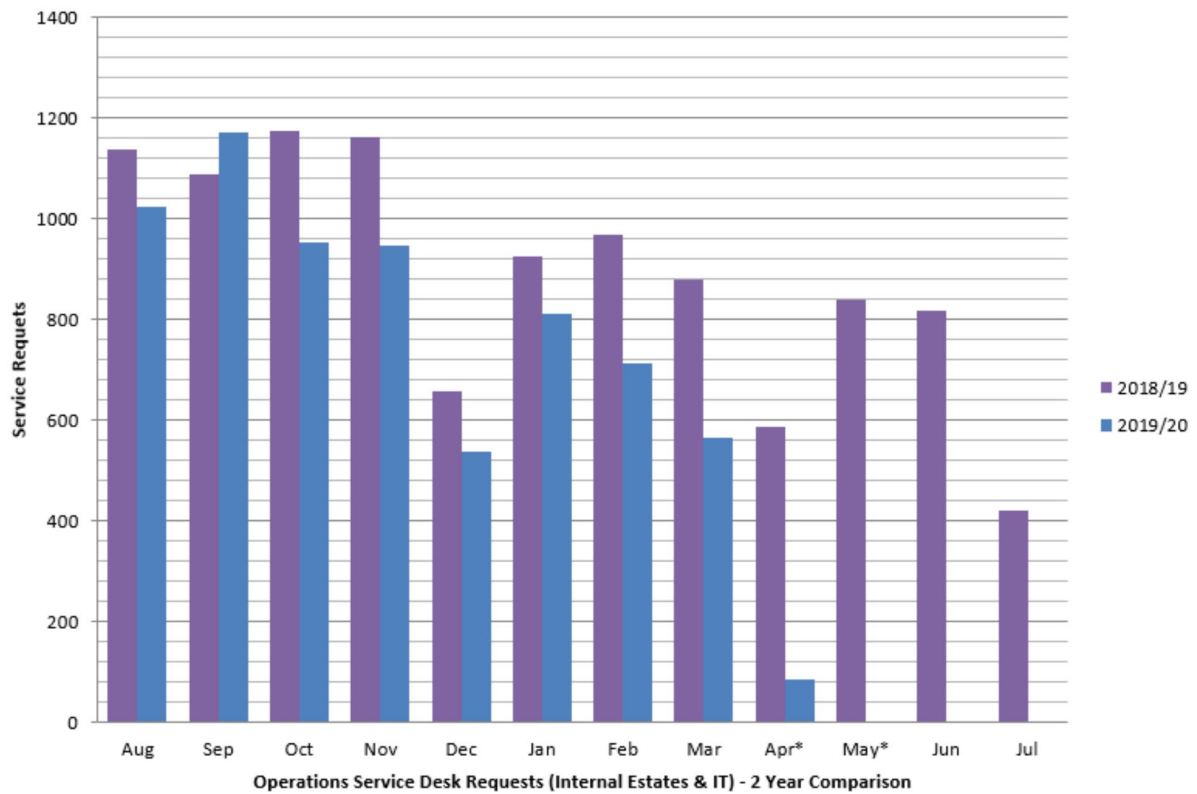
College Website – Course\Student Applications

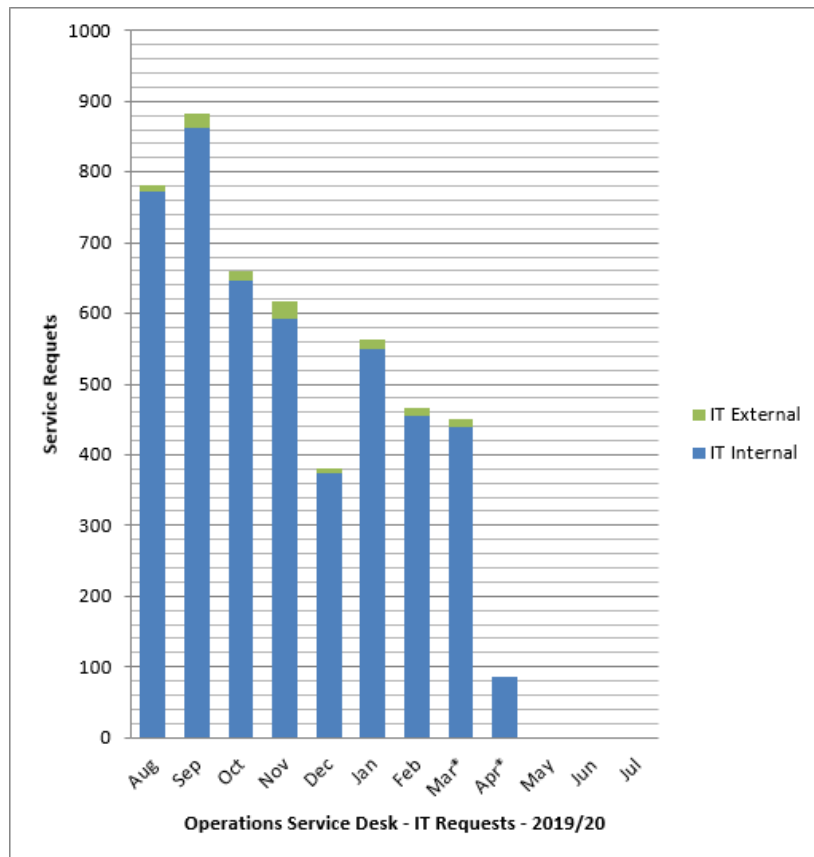
The IT Team have designed a new course structure feed for the website which will improve the end user experience making it easier for students to select courses to study from the website. A demo has been organised with the Brand & Communication Team to ensure expectations are managed and a project plan can be agreed to progress.

End User Support / Service Desk

Performance

Our Service Desk Team have continued to perform extremely well during this turbulent period transforming the IT support model from internally facing to externally facing overnight. Further investment has been made to upgrade the remote desktop support software to ensure that every member of staff can be supported remotely.



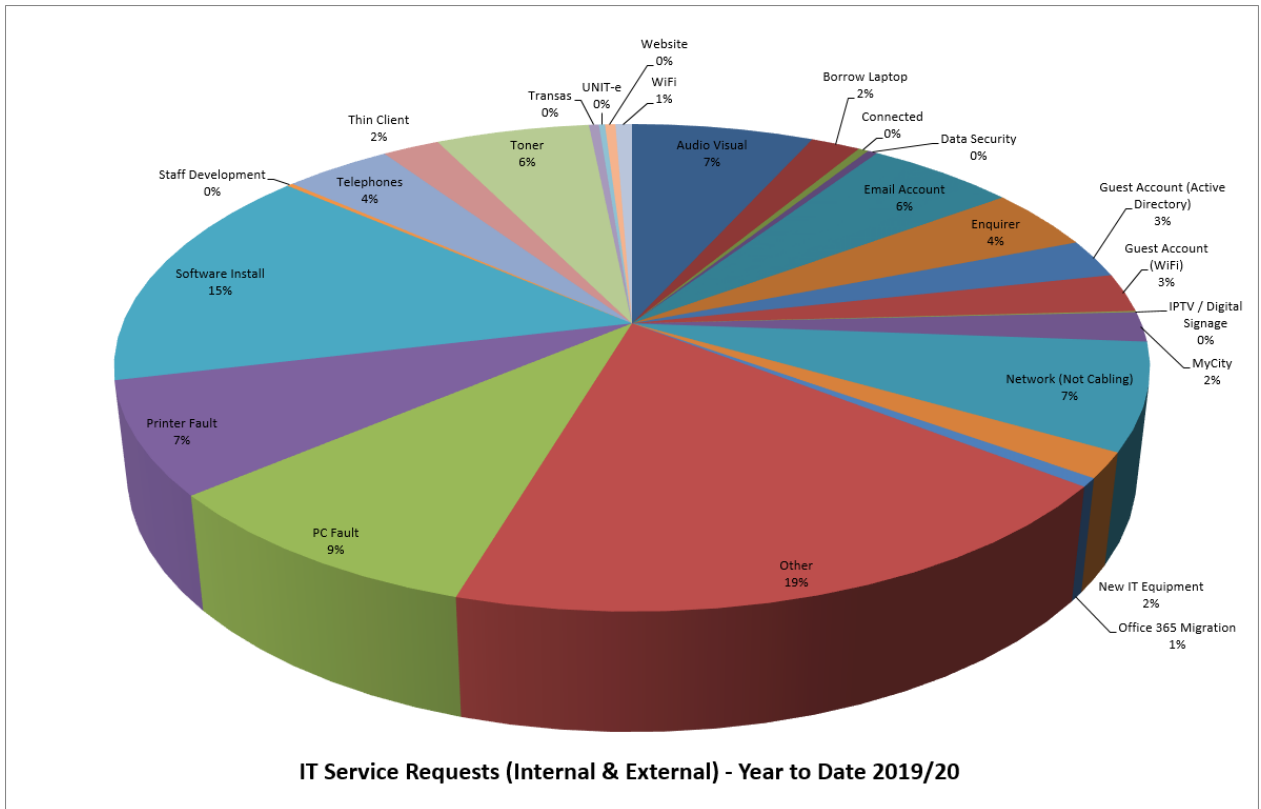
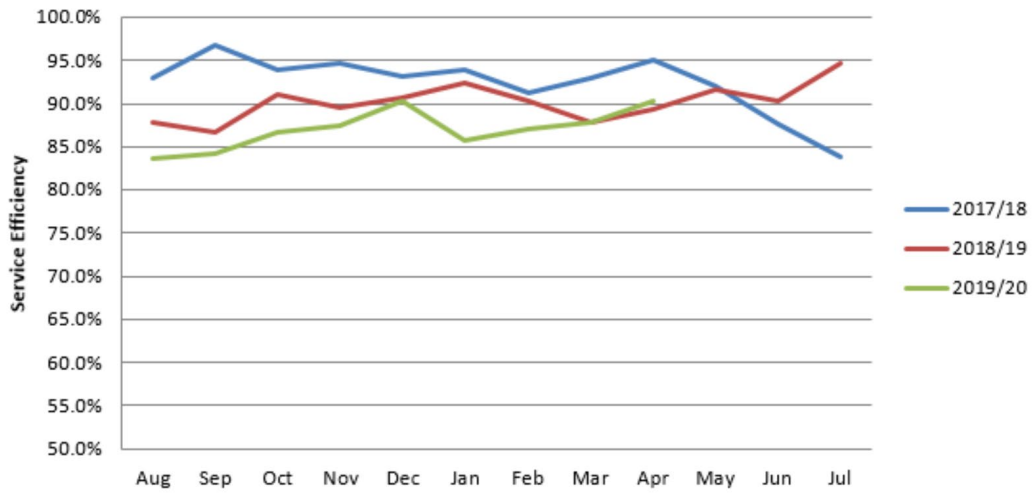


The figures for March and April are down on previous months due to having to open up the IT Service Desk email address as one of the main contact channels to support staff unable to log in to the College network. These figures haven't been transferred over yet to the IT Service Desk system where the KPI metrics are calculated.

	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%	87.4%
Dec	93.2%	90.6%	90.3%
Jan	93.9%	92.5%	85.8%
Feb	91.2%	90.3%	87.1%
Mar	93.1%	87.9%	87.9%
Apr	95.1%	89.4%	90.4%
May	92.0%	91.7%	
Jun	87.6%	90.4%	
Jul	83.8%	94.6%	
Avg	92.3%	90.2%	87.0%

Filling our vacancies within the IT Service Desk Team has, as predicted, resulted in the increase of calls being successfully resolved within our 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

System Integration Strategy progress continues with 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 delivery of the College Complaints system utilising "intelligent process automation" using our Nintex platform is the beginning of strategic initiative to remove manual paper-based processes with integrated electronic workflows.

Web-Based System Audit

The IT Team received a "satisfactory" pass for the recent College "web-based systems" audit conducted by the College internal auditors, Henderson Loggie, with only a small number of improvement recommendations made for consideration.