
SSR Staff Information Sessions

Information Technology



Foreword



- **We don't know what we don't know**
- **Commitment to implementation**
- **Finishing at 10 mins to 12pm**
 - **Questions - FAQ or direct to SSR Team**

Plan



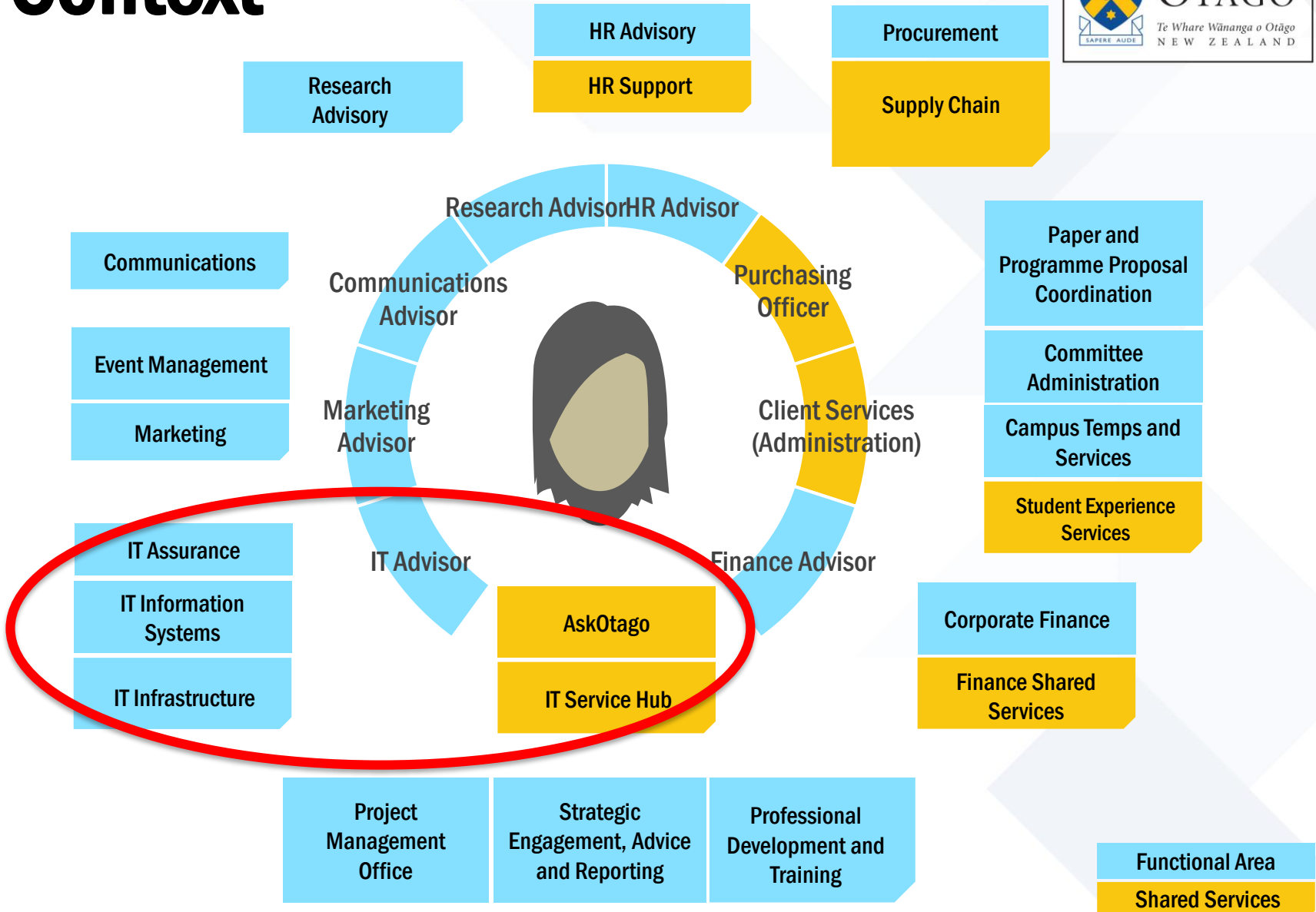
- **Compartmentalised approach**
- **2 March: Shared Services Division (available on the SSR website)**
- **12 March: Finance (available on the SSR website)**
- **23 March: Administration (Client Services) (available on the SSR website)**
- **29 March: Student Experience (available on the SSR website)**
- **5 April: AskOtago (available on the SSR website)**
- **19 April: IT**
- **27 April: HR**
- **To be scheduled: Research Advisory, Marketing, Communications**

Purpose

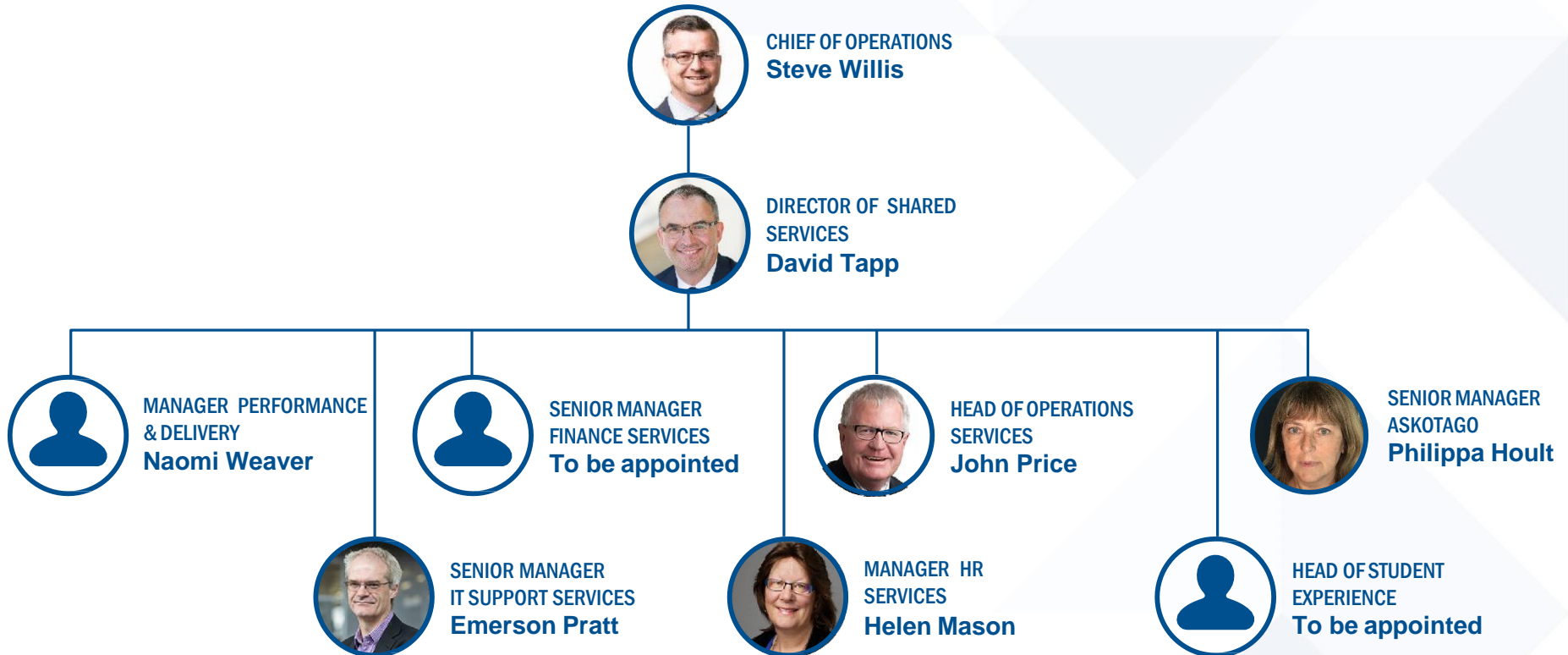


- To provide information on how IT services will be provided
- To provide information on the organisational structure
- To update you on implementation progress

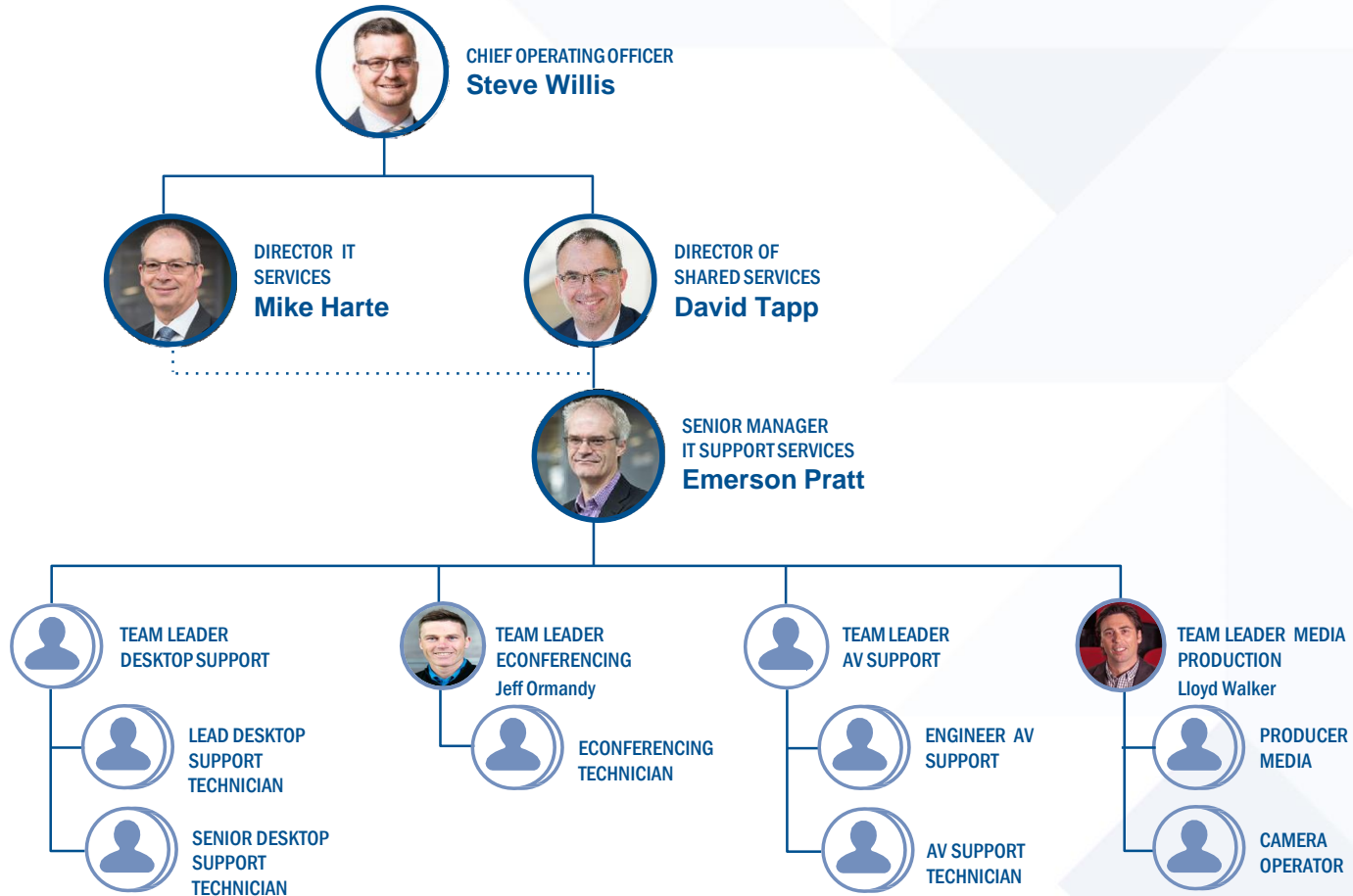
Context



Shared Services Division



IT Support Services



IT Support Services

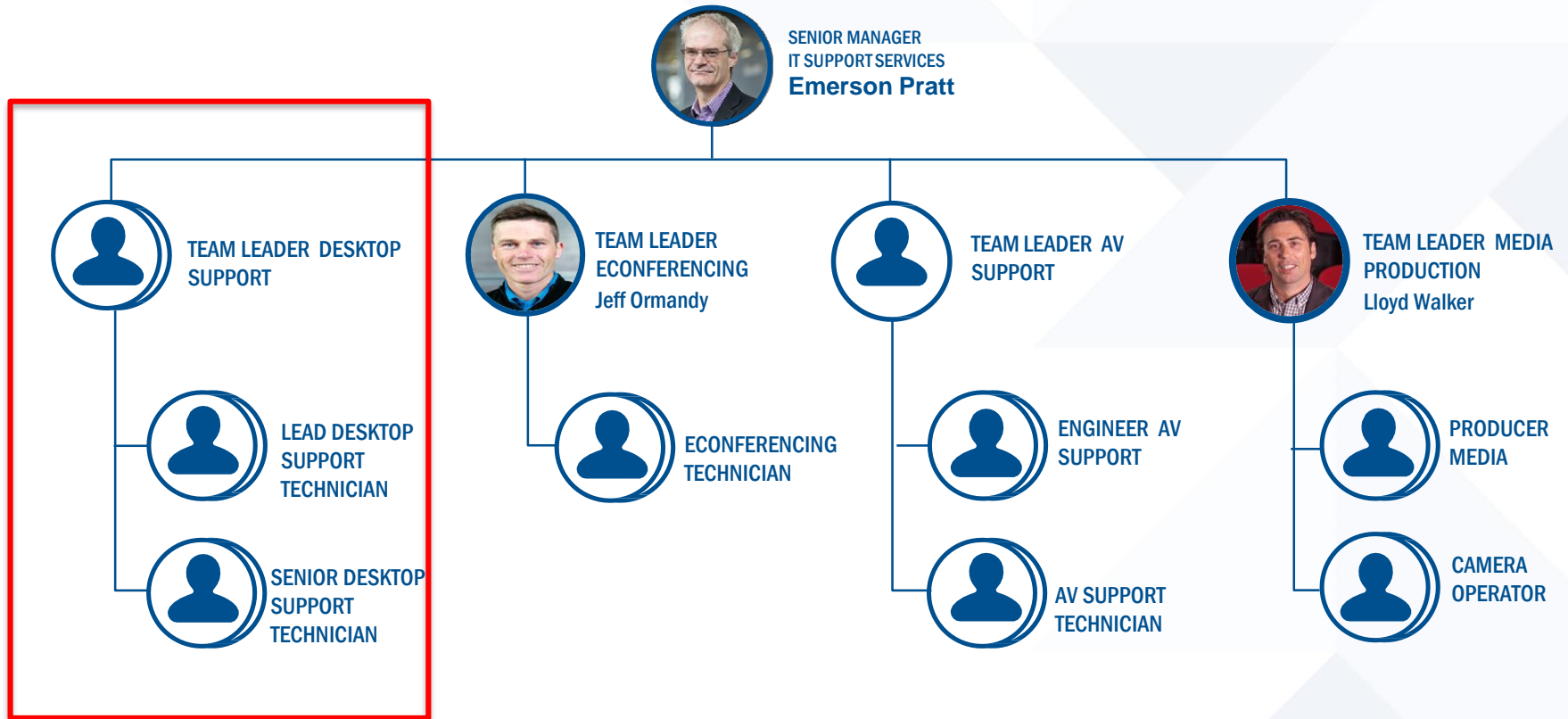


■ To provide consistent and timely

- Desktop IT support
- AV support and design
- eConferencing support
- Media production

■ All departments, staff and postgraduate students

Desktop Support



Desktop Support

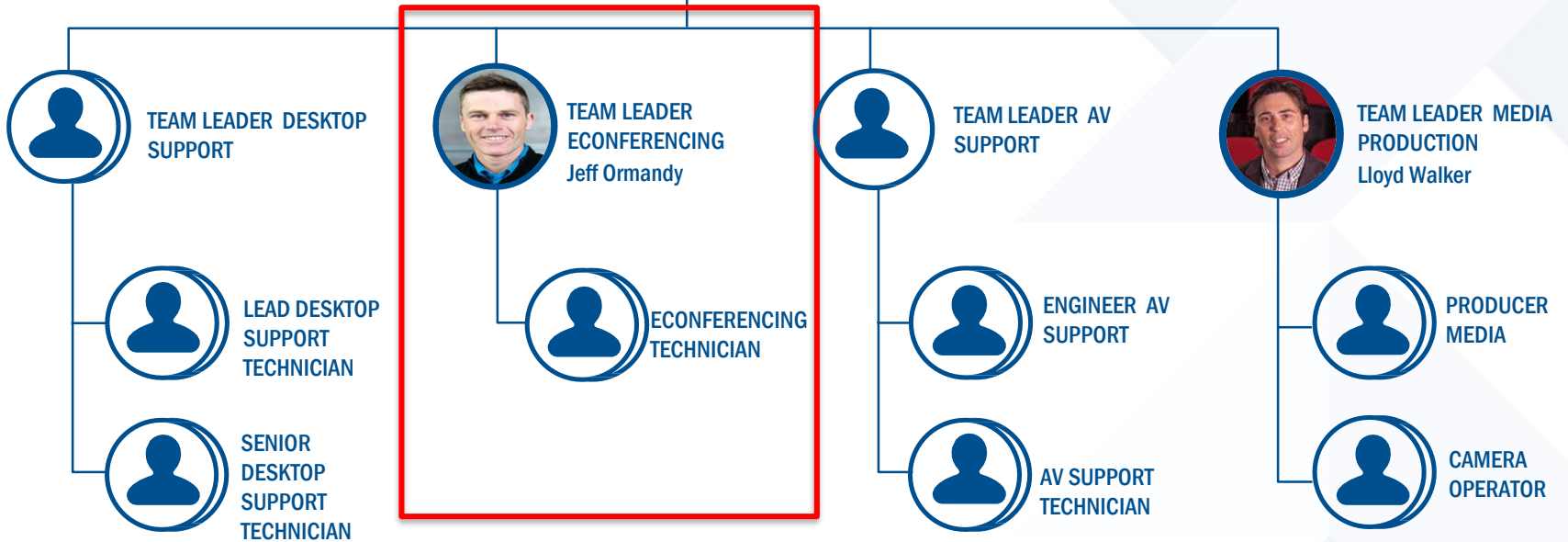


- Provide effective and timely day-to-day IT desktop support
- Advice, guidance and Level 2 diagnosis and problem resolution
- Roll out/upgrade of new devices & services
- Advice and recommendations in a manner easily interpreted by stakeholders
- Based in hubs across all campuses

eConferencing



SENIOR MANAGER
IT SUPPORT SERVICES
Emerson Pratt

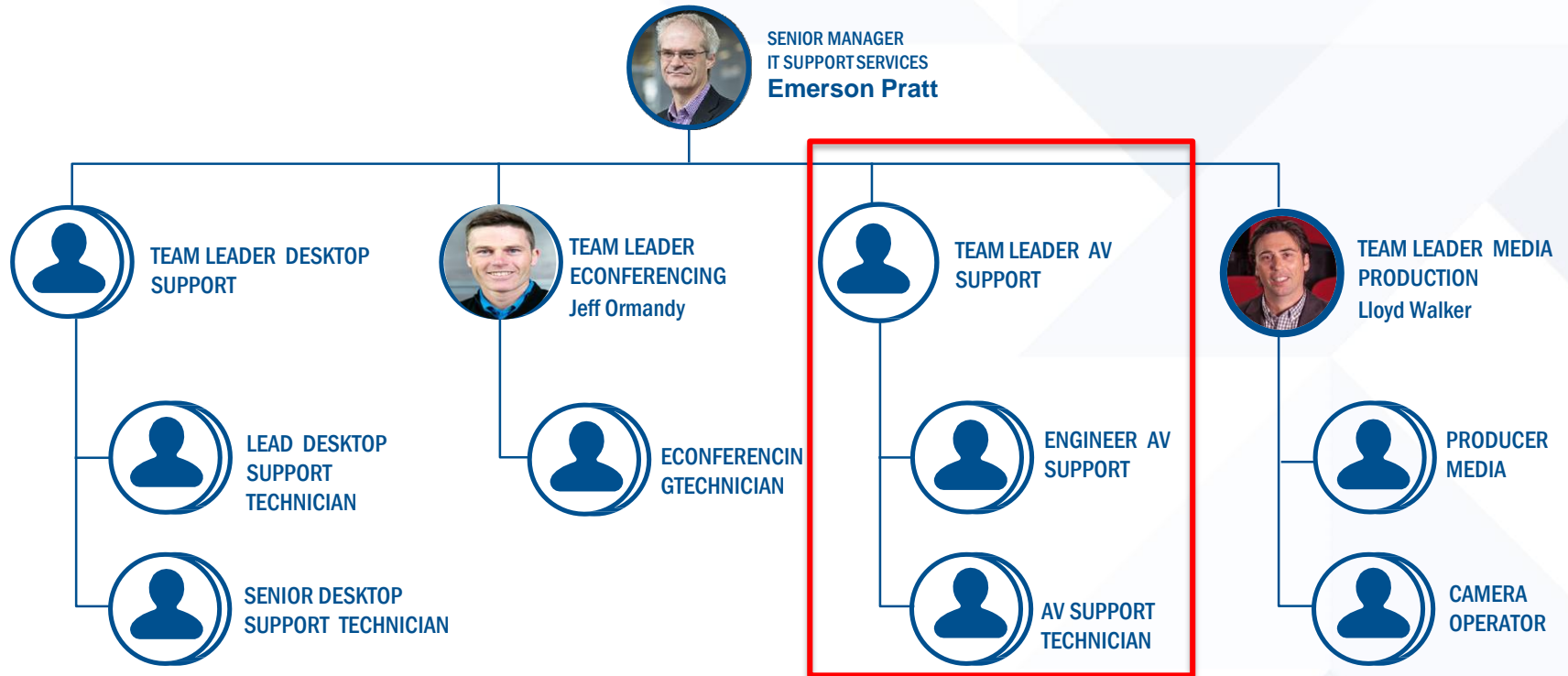


eConferencing



- Provide timely day-to-day integrated eConferencing support
- Consult on the development on eConferencing solutions across all campuses

AV Support



AV Support

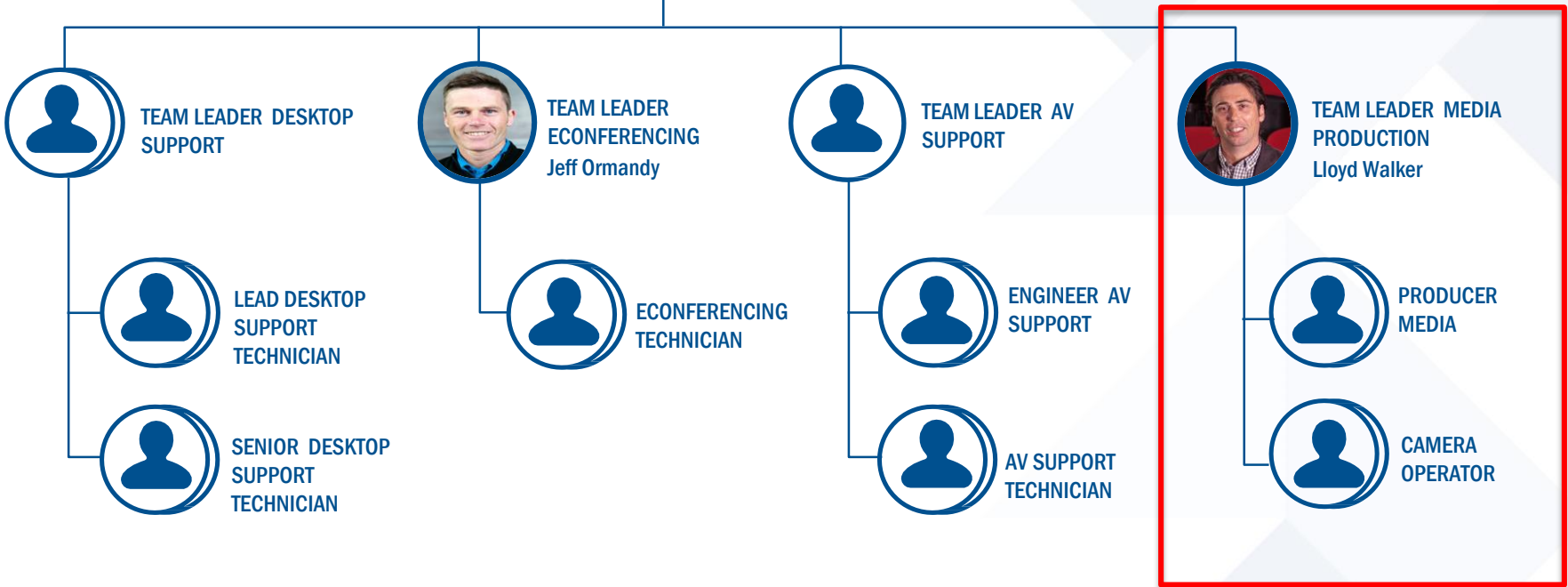


- Provide effective and timely day-to-day AV operational and technical support services
- Develop, configure, commission and install audio visual (AV) and room automation technologies and solutions across the University
- Work with others to design & commission new teaching & meeting spaces in all campuses

Media Production



SENIOR MANAGER
IT SUPPORT SERVICES
Emerson Pratt

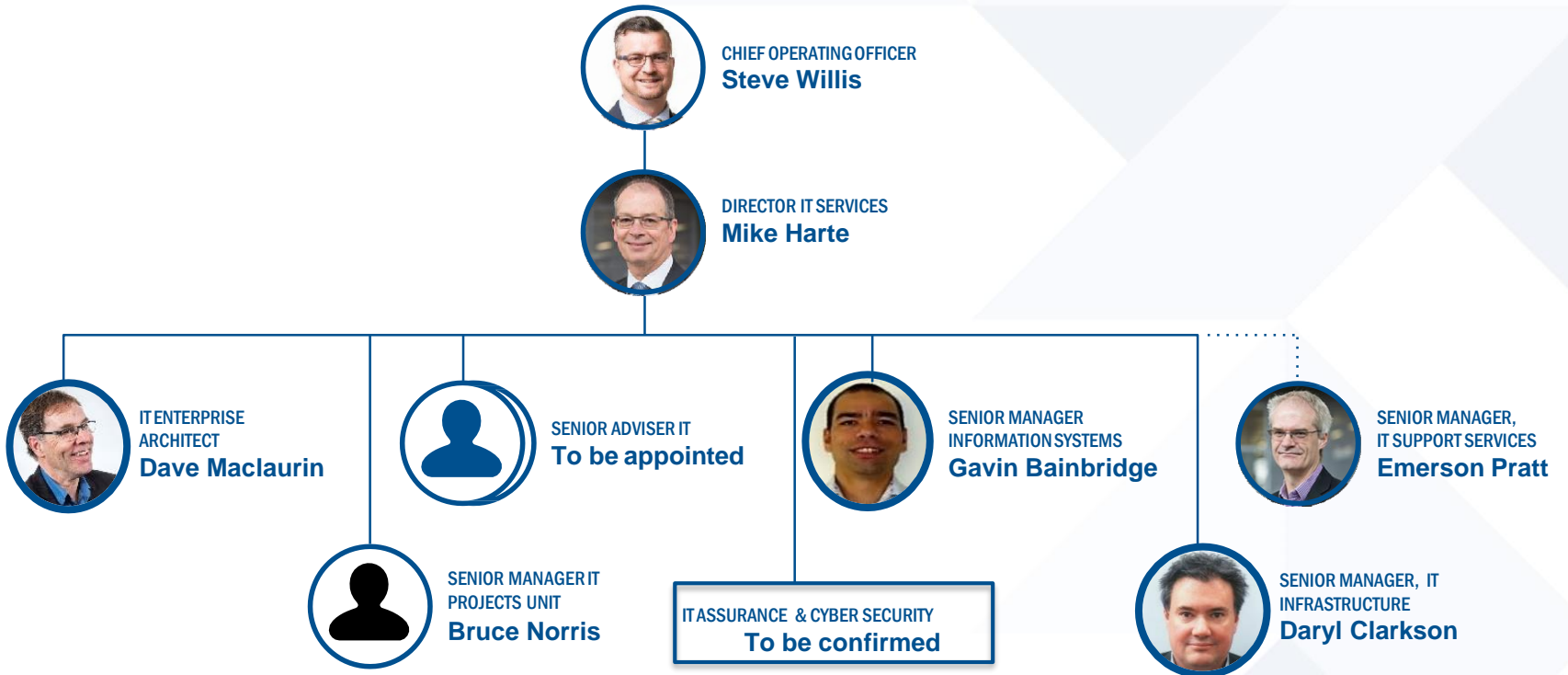


Media Production



- Support university requirements for university teaching, research and marketing media production requirements
- Provide media production services for a range of special events such as graduations & inaugural professorial lectures

IT Services Division



IT Enterprise Architecture



DIRECTOR IT SERVICES
Mike Harte



IT ENTERPRISE ARCHITECT
Dave Maclaurin



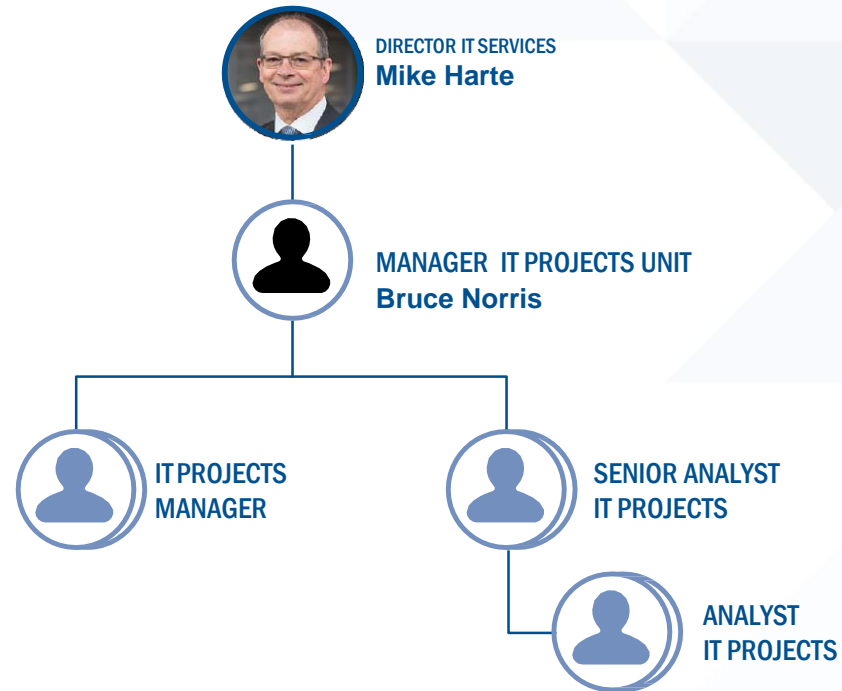
IT ARCHITECT

IT Enterprise Architecture



- Create IT architecture standards, technology strategy and roadmaps
- Provide strategic advice and recommendations for future investment in IT assets
- Direct and undertake the development and maintenance of IT related architecture and processes

IT Projects

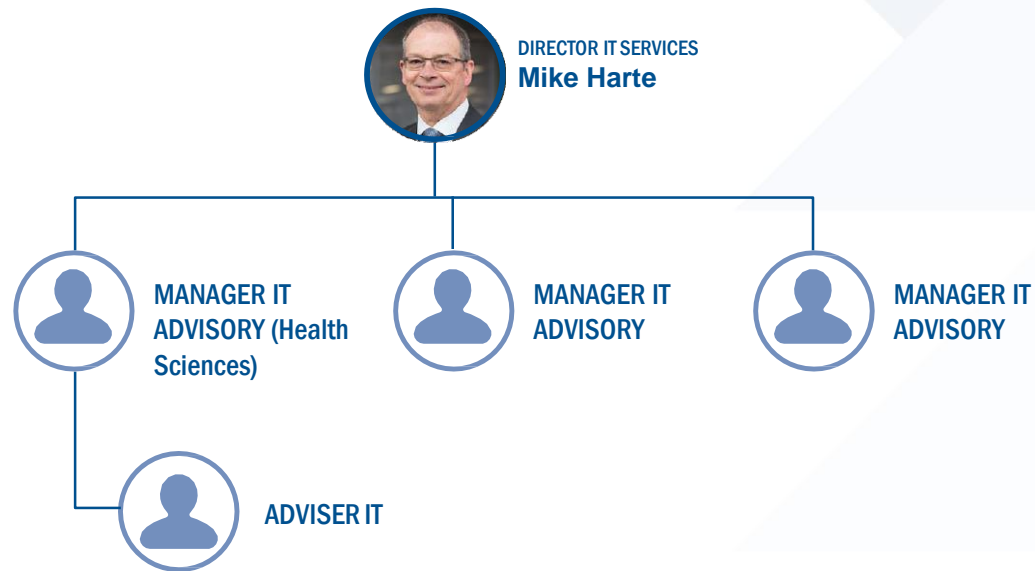


IT Projects



- Responsible for the delivery of IT projects from planning through to completion
- Provides project management and business analysis expertise

IT Advisory



IT Advisory



- Relationships
- Initial point of contact into the broader IT service area as well as acting as an escalation point for issue resolution
- Consistent liaison and an informational conduit for both IT and its customers
- Provides initial advice and guidance on how IT might be used to solve customer problems

IT Assurance & Cyber Security



- Structure to be confirmed
- Ensure a service management approach to IT delivery
- Ensure that IT services are fit-for-purpose, reliable and reflect expected levels of quality, supportability and customer experience
- Ensure University IT systems are secure and information security risk and exposure to vulnerability is minimised
- Develop and maintain IT policies
- Audit and testing of IT disaster recovery and business continuity plans

Information Systems



DIRECTOR IT SERVICES
Mike Harte



SENIOR MANAGER
INFORMATION SYSTEMS
Gavin Bainbridge



MANAGER
APPLICATIONS
DEVELOPMENT
Mike Conroy



GROUP LEADER
APPLICATIONS SUPPORT



TEAM LEADER
APPLICATION
DEVELOPMENT



SENIOR ANALYST
DEVELOPER



ANALYST/
DEVELOPER



LEAD TESTER



SENIOR
TESTER



TESTER



SENIOR SPECIALIST
APPLICATIONS SUPPORT



SPECIALIST
APPLICATIONS
SUPPORT

Information Systems



- **Applications development: responsible for the creation of new software applications**
 - This will range from large University wide applications to applications to support research projects
- **Applications support: responsible for supporting the large portfolio of systems in use at the University**
 - e.g. payroll system, student management system
 - Support the day to day operation of these systems and the introduction of new features

IT Infrastructure



DIRECTOR IT SERVICES
Mike Harte



SENIOR MANAGER IT
INFRASTRUCTURE
Daryl Clarkson



MANAGER SYSTEMS
SERVICES



PRINCIPAL SYSTEMS
ENGINEER



SENIOR SYSTEMS
ENGINEER



SYSTEMS ENGINEER



APPLICATION SUPPORT
SPECIALIST (NESI)



PRINCIPAL DATABASE
ADMINISTRATOR



SENIOR
ADMINISTRATOR
DATABASE



ADMINISTRATOR
DATABASE



MANAGER NETWORK
SERVICES
Maurice Gaut



SENIOR NETWORK
ENGINEER



NETWORK ENGINEER



MANAGER DATACENTRE
Andrew Foster



SENIOR ENGINEER
DATACENTRE



ENGINEER
DATACENTRE

IT Infrastructure



- Responsible for the operation and support of IT infrastructure such as datacentres, networks, servers and databases
- Additional resource to support research infrastructure

By mid-2018



- The appointment process will be complete
- The Shared Services Centre in the St David 2 building will be operational

Positioning Otago



- **Changing the University's support services operating model is a major undertaking**
- **We are doing this to remain sustainable and set our own direction**
- **This will support Otago's reputation for excellence in teaching and research into the future, and maintain and grow the unique Otago student experience**

What's next



- 27th April: HR
- More information will be also be available through the SSR newsletter and website
- Use the 'Have your say' section of the SSR website if you have a question

Support for Staff



- Deciding my future – making good job choices
- CV Preparation Workshops
- Interview Skills Workshops
- Career Development Support

Further details on SSR website