Welcome

It is a pleasure for me to introduce this year’s Annual Report for IT Services. Firstly, a big thank you to the previous CIO, Anne Trefethen, for her leadership in establishing IT Services as a coherent and unified function, and wish her well in her new Pro-Vice Chancellor role.

As is clear from the following pages, significant progress has been made in the last year across many areas of information technology – against a backdrop of ever growing demand for services, while our IT staff and teams have continued to establish and build strong foundations for improving the effectiveness of our services and project delivery. The publication of technology standards (current, evolving and retiring) together with the ongoing architecture management processes will help ensure greater coherence and alignment across our service architecture and implementation platforms. Staff resource planning and the evolving data governance framework will help ensure predictable delivery of projects to meet the business requirements. We continue to evolve and support information security activities to protect institutional and personal data across the University. For staff, the ‘Working Together’ programme has sought to strengthen team working and collaboration within IT Services, with a range of workshops and events throughout the year. Innovation initiatives, too, have continued, with a range of great ideas and prototypes for new ICT enabled capabilities.

Looking forward to the coming year, the immediate focus is on predictable delivery – providing core services which are robust and resilient – and on delivering projects more effectively, with the proportionate levels of rigour and process. We will continue to strengthen our relations with the wider University – divisions, departments, colleges and halls – to support greater team-working, collaboration and information sharing, and to extend staff development for the wider IT function.

The process to produce a new IT Strategy started this summer, aligning with the new University Strategic Plan and focusing on how information technology can facilitate and support our strategic directions and ambitions.

We look forward to working with colleagues across the institution to develop our skills and services – to build an information technology capability in keeping with the needs of our world-leading University.

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## A Day in the Life

<table>
<thead>
<tr>
<th>Statistic</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incoming emails delivered</td>
<td>420,000</td>
</tr>
<tr>
<td>Spam emails rejected</td>
<td>514,000</td>
</tr>
<tr>
<td>Phone calls to Service Desk</td>
<td>100</td>
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<tr>
<td>Email delivered Active projects</td>
<td>28,000</td>
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<tr>
<td>Services offered</td>
<td>64</td>
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<tr>
<td>Data downloaded</td>
<td>68TB</td>
</tr>
<tr>
<td>Security incidents responded to</td>
<td>4</td>
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<tr>
<td>Visitors to Oxford Mosaic websites</td>
<td>10,000</td>
</tr>
<tr>
<td>Events recorded by the media team</td>
<td>210</td>
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<tr>
<td>Hours of Lynda.com video watched</td>
<td>13,783</td>
</tr>
<tr>
<td>Jobs handled by ARC</td>
<td>2017–18</td>
</tr>
</tbody>
</table>

## 2017/18

<table>
<thead>
<tr>
<th>Category</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Projects completed</td>
<td>44</td>
</tr>
<tr>
<td>Support requests to IT Services</td>
<td>2015–18</td>
</tr>
<tr>
<td>Network traffic (GBits per second)</td>
<td>2015–18</td>
</tr>
<tr>
<td>Projects completed</td>
<td>2016–18</td>
</tr>
<tr>
<td>Data backed up by HFS service (TB)</td>
<td>2015–18</td>
</tr>
<tr>
<td>Info service requests</td>
<td>2015–18</td>
</tr>
<tr>
<td>Finished IT Learning Centre courses delivered</td>
<td>724</td>
</tr>
<tr>
<td>Information security service requests</td>
<td>2015–18</td>
</tr>
<tr>
<td>Information security incidents responded to</td>
<td>2015–18</td>
</tr>
<tr>
<td>Events recorded by the media team</td>
<td>30</td>
</tr>
<tr>
<td>Client sites created on Oxford Mosaic</td>
<td>108</td>
</tr>
<tr>
<td>Events and conferences broadcast live</td>
<td>210</td>
</tr>
</tbody>
</table>

## The Past Three Years

### Daily Averages during 2017/18

- **Support requests to IT Services**: 2015–18
  - 2015/16: 100,834
  - 2016/17: 101,807
  - 2017/18: 106,254

### CONNECT PCs/laptops managed

- 2016/17: 3,492
- 2017/18: 3,920

### Information security service requests

- 2015/16: 702
- 2016/17: 1,150
- 2017/18: 1,718

### Information security incidents responded to

- 2015/16: 636
- 2016/17: 940
- 2017/18: 1,063

### Projects completed

- 2015/16: 2
- 2016/17: 724
- 2017/18: 688

### Data backed up by HFS service (TB)

- 2015/16: 576
- 2016/17: 907
- 2017/18: 1,017

### Jobs handled by ARC

- 2015/16: 234,446
- 2016/17: 626,707
- 2017/18: 651,942
Research

We help researchers in several different ways: advanced research computing, e-learning, support, and supporting administrative systems such as ARC and the new MARS system. We also work with colleagues across the University including the Bodleian Libraries, Research Services and divisions.

This year, we took a leading role in a new initiative to build strategically on and develop the current research computing services and expertise at the University.

Data visualisation services

Research Support Services can help research groups use data visualisations to increase the reach of the original research and make it easier to communicate their outputs to funders and potential collaborators.

This year, we set up a collaboration with the University of Sheffield to share knowledge and expertise. The aim is to increase skills and share approaches for the benefit of researchers at both institutions.

For help with research administrators:

Research Services and divisions.

Electronic lab notebooks: a new way to document lab research

Researchers and academics often use cutting-edge technology in their work, but when it comes to documenting their processes and findings the traditional tools are too time-consuming – the lab notebook. These are literally a very low-tech way of recording. The cloud-based ELN makes it easier to access and search data, and to exchange ideas, remote collaboration is an important benefit. And if there are patent applications and challenges, or publishing disputes, the ELN offers vital evidence that remains accessible many years later.

That is why the University is investing in electronic lab notebooks (ELNs) – digital alternatives to paper notebooks, used to create, store and preserve a high-quality record of research. The cloud-based ELN makes it easier to access and search data, and to exchange ideas; remote collaboration is an important benefit. And if there are patent applications and challenges, or publishing disputes, the ELN offers vital evidence that remains accessible many years later.

Extreme business continuity: delivering an upgrade in spite of snow

In March this year, we battled the ‘Beast from the East’ to deliver a major upgrade to the University’s research computing and pricing tool, X5. The upgrade was scheduled for 1/2 March, time was tight and postponement was not an option.

With a week’s notice of the snow, contingency planning was activated for carrying out the work with the entire team working remotely – in Oxfordshire and across Wales.

The team from IT Services were ready to connect remotely, so they knew they could work effectively with the team from ARC and the Business Systems Support and Microsoft Platforms teams working hand-in-hand with Research Services and the supplier, Unit 4.

Over 200 research staff across numerous departments use X5, and their feedback was very good. The exercise has proved that we can deliver business continuity despite the best efforts of the British weather.

It was a great example of teamwork, with the Business Systems Support and Microsoft Platforms teams working hand-in-hand with Research Services and the supplier, Unit 4.

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Our research services range from the delivery and support of high performance computing services through to administrative systems that support the research lifecycle.

Research thesis digital submission

Following a pilot last year, we made our new research thesis digital submission application available to all research degree students.

Students now have a simple, safe and secure way to submit a digital copy of their research thesis and additional materials.

There were other issues to think about, too Clear communication is key when following a step-by-step release implementation guide, so we took time to collaborate using Skype, email and conference calls to ensure everyone time when they were needed.

The other problem was that remote working meant slower connections, so the work took longer than if it had been done on site, but the team worked late into the night to make it happen.

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IT Services provides services and projects to advance the University’s capability in technology-enhanced teaching and learning, along with events to raise awareness of best practice.

### Highlights this year

- **STELAR awards**
- Our annual awards celebrate the creativity and innovation of staff and students across the University in teaching, research, outreach and public engagement.
- **Inspiring examples**
  - This year came from numerous disciplines, from classics and English to education, health and science.
- **E-exams trial**
  - The e-exams project trialled a system that allows students to type, rather than handwrite, their responses.
  - Around 70 students from three departments/participated.
  - It is expected that a follow-on project will be run during the 2018–19 academic year to investigate how e-exams can be used more widely.

### Looking ahead

- **WebLearn**
  - Will continue online蟑螂 phishing platform until the end of the Canvas rollout (other IT Board approved the recommendation for this will feed into the wider migration). Canvas@Oxford project:
  - One of the major themes to come out of the University’s Digital Education Strategy consultation was the need for a virtual learning environment (VLE) that is more intuitive and user-friendly. A major project this year was to identify the right tool for Oxford.
  - Following an extensive university-wide evaluation last year, we had a list of requirements to work from and were ready to assess what was available.
  - Our information gathering began by asking potential suppliers for a proposal (testing environment) so feasibility testing could be carried out by the people who would actually be using it: students, academics and administrative staff.
  - Based on this comparison, the Education IT Board approved the recommendation to look for a new VLE supplier and we were able to start a formal tender process. This time we asked for a detailed proposal covering everything from functionality and navigability to support and cost implications.
  - The University has now chosen Canvas from Instructure as the new VLE for the University, a product with an excellent balance of functionality and user experience. A series of workshops in Trinity term introduced Canvas to potential users, who said they were impressed by the interface design and new features such as video feedback and calendar integration.

- **Innovation can sometimes be about finding a simple solution to a problem, but not one that no-one has thought of before. When DPhil student Joseph Poore from Instructure about helping students find somewhere suitable to study, we were able to make it happen.
  - The idea came from college and department libraries to provide a comprehensive, searchable directory of University workplaces, tailored to each user. It will display potential workplaces depending on time, place and a user’s college or department (based on Single Sign-On).
  - This is where the Workplace Finder web app comes in. Joseph successfully pitched the idea to the University’s IT Innovation Team (a central innovation fund administered by IT Services), and the app was then developed by the Web and Mobile Applications Development team (IT Services). This was possible mainly with Joseph’s help to flesh out the idea, perform user research, come up with a design, and then deliver the application.

### Workplace Finder: an innovative app to help students study

- **The idea**
  - Joseph’s idea started with a design, and then delivered the application.
  - Results are displayed on a map which shows which workplace is currently open, and adds information such as opening hours, accessibility and noise level.
  - Electrical sockets, computers and printers, places where there is natural light, and whether you can access a WiFi network while you work.

- **Inside view (counter"

Photograph: iStock – monkeybusinessimages

The Canvas/Oxford project: a new VLE for the University

One of the major themes to come out of the University’s Digital Education Strategy consultation was the need for a virtual learning environment (VLE) that is more intuitive and user-friendly. A major project this year was to identify the right tool for Oxford. Following an extensive university-wide evaluation last year, we had a list of requirements to work from and were ready to assess what was available.

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IT Services works in partnership with the University’s central administrative units to develop and support the University’s business and information systems. We also carry out University-wide initiatives to improve the quality of information available to administrative and academic users to support their decision making.

Highlights this year

Tableau V9 upgrade completed

• Tableau is a critical tool for analysing business data, with a wide suite of visualisations and reporting capabilities.
• It is used for data management, data visualisations and statistical reports, and is increasingly being used to transform and to make sense of data.
• This was a large project, completed after three years of work.

Travel Insurance Application and Travel Registration (TRIS)

• TRIS is a new online portal for submitting and processing travel insurance applications and registering travel details, replacing paper forms.
• We ran a pilot in early summer, with the service planned to roll out for Michaelmas 2016.

Growth in use of Oxford Mosaic

• In total 196 universities across the access mix via our website platform, including the confidence in our centrally held data can be understood and interpreted consistently, whatever its source. Ongoing data governance projects have built momentum in this area, helping us to understand how our data sets fit together and how we can use this information effectively.

This work has been enhancing the appointment of our Enterprise IT architect, a new role overseeing the data, applications and hardware that we use, and the way they might evolve.

Developments supporting the business

The University’s Development and Alumni Relations System (DARS) is one example. There are 150 active users across the University and we know that some of them are likely to be licences about a major upgrade. Yet the upgrade had to happen, and a deadline. DARS would be making changes to the settings for online donations and without the upgrade we would lose that critical functionality.

To make the transition as smooth as possible we focused very directly on DARS users. We aimed to make the process fun, running informal sessions called ‘DARS’ and encouraging Super Users - who were rewarded with ‘Stars of DARS’ T-shirts. The early testing allowed us to identify any potential issues before user acceptance testing.

Testing. We later ran 30-minute familiarisation sessions for the wider user community, to help alleviate any fears they might have had on the day.

Within live scheduled for the week of Valentine’s Day, the A in the DARS logo was replaced with a heart and incorporated into our daily communications. We were low with internal and external, and more importantly an externally quiet helpdesk.

Finally, we arranged a celebration evening for our Super Users, IT project and business teams to thank them for making the project a success – a gentle thank-taking event which we continue to refer to as Love DARS.

Looking ahead

In response to our requests, we have a number of new Student Systems projects on the go. These include the Student Progression project to replace 50 paper- based processes with digital Office 365 and four undergraduate forms with an online form that today’s students can access online to view basic information about their work, and the ability to book leave and manage sickness absence online.

Enterprise Administrative Information Systems

Dr Kate Blackman, Project Sponsor, HR Self-Service
Infrastructure

The new staffing structure for Infrastructure Services has allowed us to consolidate our technical strategy, via a new Platform Services group, and improve our responsiveness to service requests and incidents.

During the year we carried out a programme of hardware replacements or upgrades, and made improvements to identity and access management as well as to Nexus and Chorus. A major project has been the work on our new data centre facilities.

Many projects, like the Nexus365 migration, are much more complex than they might appear to the end user. Much of our work is behind the scenes, and largely unnoticed – reflecting the network of relationships within the collegiate University – things like the network of relationships within the collegiate University.

IT infrastructure helps ensure that IT services offered across the University are secure, resilient and reliable.

Highlights this year

Chorus project completed
• Our telephone service with new voicemail, including HR, finance and student systems.
• We carried out the first phase of an upgrade to the second phase of our new data centre facilities.
• The work was carried out early in the year, with no noticeable disruption.

Examination Schools upgrade
• We carried out the first phase of an upgrade to the second phase of a wireless upgrade, planned for 2019.
• We installed over 18,000 devices in more than 250 locations.

Network switch updates
• We updated all of the 313 switch network switches that connect departments and colleges to the network.
• The work was carried out early in the year, with no noticeable disruption.

Moving data centres

In the coming year we expect to migrate our centrally managed email and calendar services to the cloud-based Microsoft Office 365 service. As expected, until you realise that this involves 42,000 users and 60,000 mailboxes. When you also factor in shared mailboxes and delegated access – reflecting the network of relationships within the collegiate University – things become more complex.

There’s the issue of ensuring that the old on-premise system and the new cloud system are worked seamlessly during the eight-month migration. That, and many other technical issues, involved a huge amount of work behind the scenes to get everything up and running in advance of the actual migration.

Ultimately, Nexus365 is a service that allows better collaboration along with email and calendar, servers also get access to other Office 365 applications such as Skype, Teams. So it’s fitting that the project itself included such collaboration.

While the Nexus team were working on the design, build and testing of the infrastructure, the Projects team (responsible for business change and communications) were working on the rollout. An innovation on the project was that both teams worked together in the same office, improving communication and getting things done more quickly.

The collaboration also involved the wider University through the ITSS technical consultation group which included IT staff support from divisions and colleges. The Service Desk was also involved right from the start, and planning ahead meant they were able to anticipate and manage large call volumes from new users.

By the end of the project, we had migrated more than 62,000 mailboxes, related to 190 sites – with over 500 go-live workshops by our support team of ‘floorwalkers’ – and signed over 55,000 mail and calendar data.

Migrating data centres

When a data centre supports the University’s key business applications it is important that these systems remain available at all times.

Normally that means using a resilient system that includes at least a secondary data centre. If one goes down, the other takes over. Where these data centres fail to be migrated, it requires much forward planning.

Over a weekend in February, we migrated half of the University’s administrative systems in the Begbroke data centre to a new hall in the University Shared Data Centre. This meant months of planning to ensure that the actual migration, physically relocating the hardware, was able to take place in as short a time as possible.

This was another step in a series of interlinked projects to upgrade and consolidate our data centres. This year we also commissioned a new Jisc–VIRTUS data centre in Slough, which will be an improved data backup service, relocating the old on-premise system and the new cloud-based Microsoft Office 365 applications such as Skype, Groups and Teams.

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Looking ahead

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While the Nexus team were working on the design, build and testing of the infrastructure, the Projects team (responsible for business change and communications) were working on the rollout. An innovation on the project was that both teams worked together in the same office, improving communication and getting things done more quickly.

The collaboration also involved the wider University through the ITSS technical consultation group which included IT staff support from divisions and colleges. The Service Desk was also involved right from the start, and planning ahead meant they were able to anticipate and manage large call volumes from new users.

By the end of the project, we had migrated more than 62,000 mailboxes, related to 190 sites – with over 500 go-live workshops by our support team of ‘floorwalkers’ – and signed over 55,000 mail and calendar data.

Photograph: iStock – MaboHH

For me, the Nexus365 migration was smooth, seamless and basically faultless. I’m impressed.

Ashley Woltering, Senior Bodleian Technical Architect, Bodleian Libraries

10 million phone calls made through Chorus

75% increase in network traffic in two years

68 terabytes of data downloaded each day – as much as 714,000 DVDs

Screenshot from Nexus365: a collaborative migration

Nexus365: a collaborative migration

Nexus365 is the project to migrate our centrally managed email and calendar services to the cloud-based Microsoft Office 365 service. As expected, until you realise that this involves 42,000 users and 60,000 mailboxes. When you also factor in shared mailboxes and delegated access – reflecting the network of relationships within the collegiate University – things become more complex.

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Our Information Security Team is a central service which empowers IT Services and the wider collegiate University to reduce the risk of data breaches and security incidents. We approach security from two directions, firstly by improving the technology behind the scenes that will protect our users but also by raising awareness among those users. Recognising the important role universities and colleges play, we have improved the training information available and carried out exercises to raise awareness.

Highlights this year

New Information Security website

- The user-friendly website includes guidelines for staff and students on safe working practices.
- The website now hosts the Oxford Mosaic platform.

Simulated phishing attacks

- We have expanded the general advice to show how to download the Oxford University website, with Oxford-specific details, such as keeping your Single Sign-On safe.
- People who downloaded an attachment or followed a link got a ‘Think before you click’ message.

Managing payment card risk

- In ten years, the amount of card payments made to the University has increased greatly. In 2017 it was six times the 2007 figure. These are 70 card terminals and over 20 e-commerce websites, processing 265,000 card transactions each year.
- The industry standards for data security are set by the Payment Card Industry (PCI), and acquiring banks such as Westway (which process card payments on behalf of merchants) now require merchants using their services to meet these standards.
- We now know how we can store, process and transmit cardholder data in line with the Data Security Standard.

Information governance for medical researchers

- When the Medical Sciences Division (MSD) wanted to set up its Information Governance Office, it came to the Information Security Team (IST) for help.
- Information governance is about managing information in a way that aligns into different elements such as information security, data governance and ethical compliance. Academics within MSD work with large amounts of medical data from external data sources, so there are significant issues for them.

Looking ahead

- Digital security was part of the Nuffield Foundation’s review on ‘Information Security’. We have made real progress. I am confident that the closer working relationship between Information Security and Finance, and the new processes we now have in place, will ensure that we can achieve and maintain compliance with the PCI Data Security Standard.

The structure and focus provided by the PCI compliance project means that we have made real progress. I am confident that the closer working relationship between Information Security and Finance, and the new processes we now have in place, will ensure that we can achieve and maintain compliance with the PCI Data Security Standard.

The project we managed had three aims: to bring standards to card terminals and e-commerce sites to comply with the PCI standards for data security; to be compliant in other areas such as phone transactions, and to make it easier for partners of the University that want to take card payments to do so, with other processors and guidance.

We now know how we can store, process and transmit cardholder data in line with industry standards. For the majority of areas we have met these requirements, and are developing plans to close the final gaps.

The Information Governance Team works closely with the Finance Division called in IT Services and the Information Governance Office, they came to our Information Governance Team to help.

By providing the Information Governance Office a service, the Information Security Team takes that burden away from researchers. This service ensures information governance across the division and also liaises with central University departments such as Research Services, Legal Services and IT Services.

The IST set up the service in August 2017, and now offers a package of support and guidance that includes help with risk management, an internal audit and a data security and protection toolkit. They also act as a central knowledge bank, disseminating information from regulatory bodies and data providers. The service has two main aims: to improve and streamline processes on the University’s behalf and to provide a streamlined service to meet these standards.

For researchers, activities relevant to information governance include meeting regulatory requirements for medical research, setting up grant applications and dealing with third-party suppliers who handle information on their behalf. Medical and scientific research involves a large number of external bodies and regulatory requirements for medical research, including national bodies such as the National Institute for Health Research and the Medical Research Council, the European Commission and the United Kingdom’s Information Commissioner’s Office as a service, the Information Security Team takes that burden away from researchers. The IST set up the service in August 2017, and now offers a package of support and guidance that includes help with risk management, an internal audit and a data security and protection toolkit. They also act as a central knowledge bank, disseminating information from regulatory bodies and data providers.

Managing payment card risk

In ten years, the amount of card payments made to the University has grown hugely. In 2017 it was six times the 2007 figure. There are 70 card terminals and over 20 e-commerce websites, processing 265,000 card transactions each year.

These terminals and websites are introducing new card security standards in line with the Data Security Standard. For the majority of areas we have met these requirements, and are developing plans to close the final gaps.

While many merchants, like the University, had always managed the risks associated with card payments, these industry standards mean more consistency and increased confidence on all sides. Upon the University acquiring a bank inside PCI compliance and data protection, the Information Governance Office as a service, the Information Security Team takes that burden away from researchers. This service ensures information governance across the division and also liaises with central University departments such as Research Services, Legal Services and IT Services.

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As demand continues to grow, we are always looking to improve the way we manage our IT services – with a focus on the customers across the University who need to use them.

Another goal is to work more closely with local departments and colleges – 2017 saw this take place, including sharing access to best practice Service Desk training resources, improving self-help and making IT service management (ITSM) tools available to the wider IT community.

Highlights this year

Resource planning for predictable delivery

• A new time tracking facility across IT services will allow for more accurate resource costing and planning.
• New processes and tools for allocating resources have been rolled out to help with resource management.
• We continue to work closely with the project teams, sharing knowledge and helping to anticipate issues as and when they arise.

Investing in our staff

• Service Desk staff attended a professional training course with the Service Desk institute, to build on existing skills.
• We have created a Service Desk charter to promote a professional and consistent way of working.

Support for Nexus365 transition

• Two extra Service Desk staff were brought in to deal with the additional workload around the University-wide Nexus365 migration.
• Steps taken this year have included sharing training and guidance will be available to help staff with the transition.

Looking ahead

Our Windows 10 project will upgrade all desktop devices managed by IT Services from Windows 7 to Windows 10. Our Windows 10 project will upgrade all desktop devices managed by IT Services from Windows 7 to Windows 10. Online training and guidance will be available to help staff with the transition.

Remote site support to speed troubleshooting

A new remote access tool, Bomgar, is helping our Service Desk analysts to see through "customers' eyes" and resolve customer queries more effectively.

The new tool, which complements the well-established channels of telephone and email, can be used to remotely support customers anywhere in the world.ѳ The data collected is encrypted, and customers are notified of remote sessions in advance.

Bomgar is integrated within our service management system, HEAT, which means that a record of the remote session is saved in case any follow-up is needed.

As one of our main customer-facing teams, the Service Desk has seen a huge rise in demand for support in the use of technology across the University.

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Widening Engagement

The University’s engagement with the wider community has been furthered by showcasing the museums’ collections, encouraging members of the public to attend exhibitions and events, and highlighting research for the academic community or subject enthusiasts. There are prospective students, reached through the University’s work with schools.

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Widening engagement is a priority area within the University Strategic Plan, and a major aspect of the strategy is delivered through a strong digital presence.

Photograph: Peter Robinson

Highlights this year

• The programme included two cohorts, with 40 people taking part this year.

• Training this year included technical (VMware and Microsoft), and industry best practice (Service Desk Institute (SDI) training). We also have an important role to play in ensuring our staff have opportunities to grow professionally. We also provide IT training and skills for colleagues across the University.

• New approaches include filling vacancies at a junior level and providing a development plan for these new starters.

• We have adopted new ways to improve participation in the department, not only for central IT Services staff but also for local IT support staff and for other academic and administrative staff across the University.

• The improved programme now includes group challenges investigating processes and skills for colleagues across the department.

• The programme now includes a single Sign-On. Participation teams now in its third year and take-up has exceeded expectations, showing the popularity of online learning.

• The Ashmolean Museum’s new web platform – the most ambitious website was built on the Oxford Mosaic Live as well as the University portal on intraweb.com.

• The service was regularly used by staff and students. The team also worked on the single sign-on, delivering a new site to a much larger audience through live streaming events.

• This new platform lets anyone in the academic community or subject enthusiasts.

Looking ahead

Oxford Brookes is a member of a pool of simple, optimised web applications from different venues to enhance the live streaming experience.

Live streaming for global reach

When Stephen Hawking gave a lecture at the Mathematical Institute in October last year, tickets sold out in record time. We now see ourselves as the first academic institution to a much larger audience through live streaming the event. Our live streaming solution is more popular than ever.

Photograph: Peter Robinson

Our ambition for the department is that IT services will be greater than the sum of its parts and will lead the way in the University’s effort to rethink engagement and find new ways of reaching people.

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