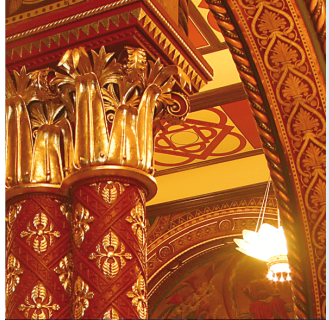




Information Services & Systems

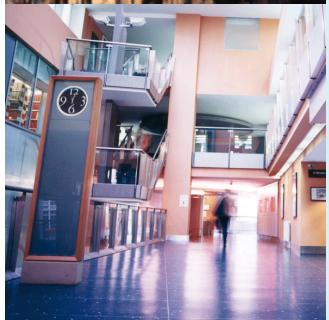


Alternative IT Delivery methods

King's College London's Experiences



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The King's Approach

- New senior management in ISS: CIO, CTO, IT Systems management team.
- Connected Campus programme – large scale technology refresh.
- Multi-sourcing – 3rd party delivery where appropriate – move from *build to buy*.
- Some supplier specific out-hosted services (VLE, alumni, e-procurement, e-recruitment).
- 3 large scale outsourcing projects:
 - Bespoke software development – Admissions portal (student application and selection processes).
 - E-Comms outhosted managed service (Active Directory, MS Exchange, OWA, archiving, OCS, BES, MOSS platform). All staff and students.
 - Global Desktop outhosted managed service– thin client virtualised desktop and replicated filestore (Sun Secure Global Desktop. MS Terminal Services and Softgrid). 3500 concurrent connections

The Drivers

- Lean IT staffing: 66 FTEs in IT Systems, – lack of skills in new technology areas.
- Dual internet links to Janet via LMN.
- A large amount of legacy technology – need to move quickly, concentrate on value-add – eg Identity Management rather than infrastructure.
- High-risk data centre location, space & power issues.
- Ambitious technology plans and short timescales.

The Ones to Watch

- Tendering, supplier selection, contract negotiation
- Networking and infrastructure configuration
- SLAs and vendor management
- Helpdesk, issue escalation and change management process
- Time required by senior management: project boards, case studies etc
- Cost – capital vs recurrent budgets

On the up side

- Risk reduction (we hope!). Resilient tier 2/3 data centres, 24/7 support, not reliant on King's.
- Changed skillsets. Staff experienced in vendor management and third-party engagement (green grass?).
- Changed culture – allay outsourcing fears. Emotional attachment.
- Well defined incident and change procedures.
- Lean and flexible and fast - ready to embrace any procurement/delivery process.
- Added value from third-parties.
- TCO?

Cost	Immediate	Future		
Service Development				
3rd party project /consultancy	X		Total X	18
Project management	X		Total X	35
Senior management	X			
Procurement	XX			
Technical architecture/design	XX			
Hardware/Software	X			
Hardware/software installation	XXXX			
Technical training/skills upgrade	XXXX			
Testing	X			
Vendor management/engagement	XXXX			
Service definition	N			
Procedure/process definition	XXX			
Service Rollout				
project management	X			
technical support	N			
documentation/comms	N			
Service Delivery (ongoing)				
Business Continuity/risk		XXX		
Technical Support (1st line)		N		
Technical Support (2nd/3rd line)		XX		
Power/aircon		XXXXX		
Data centre space/management/backup		XXXXX		
Incident/service unavailability mgmt		N		
change/service management		X		
vendor management		X		
upgrades		XX		
network charges		X		
technical training/skills refresh		XXXX		
Future outsourced projects		XXXX		

Discussion & questions