



## Report from LMN on Managed Services Questionnaire

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### Introduction

LMN is currently looking at the demand for third-party support services amongst members with a view to negotiating appropriate services at competitive prices.

The questionnaire was designed to assess the interest and requirements of the LMN community for managed IT services.

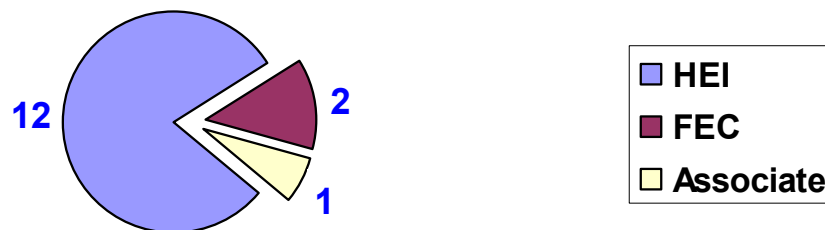
The original questionnaire can be found on the web by visiting <http://forms.london.edu/form.asp?id=8421>

The questionnaire was sent electronically to 89 member and associate member institutions.

32 of them responded with 15 supplying a completed questionnaire.

This represents approximately 20% of the LMN community

### Category of Organisation



## Results

**What areas of IT support currently cause you the most concern / issues?**  
*Ranking 1-13 - in order of concern with 1 being the most concerning*

### **Top Concerns from 1-4**

- Shortage of resources
- Moves and Changes for equipment

### **High Concerns from 5-9**

- Asset information
- Software asset management compliance
- Maintenance of equipment
- Call logging / helpdesk facility
- Installation of equipment
- Peak times of support / equipment deployment
- Print Management

### **Low Concerns from 9-12**

- Imaging
- Disposal of equipment
- Out of hours support

### **Other - please state**

- Supporting e-learning
- Staff Retention
- Student support
- Achieving compliance with ITIL-best practice standards
- 2-IT Professionalism
- Support Staff training and accreditation

**Of the areas mentioned in the questions above what ones would you be interested in a third party delivering?**

- Asset and Print Management
- Out of hours support Student support
- Out of hours support
- Virtual desktop Maintenance of equipment
- Web 2 services
- Security assurance/network penetration testing
- Telecommunications support
- Peak and Out of hours support

**What is your biggest blocker to using third party organisations to deliver IT on your behalf?**

*Ranking 1-12 - in order of concern with 1 being the most concerning*

### Top blockers from 1-4

- Too expensive
- Inflexibility
- Maintain ops budget

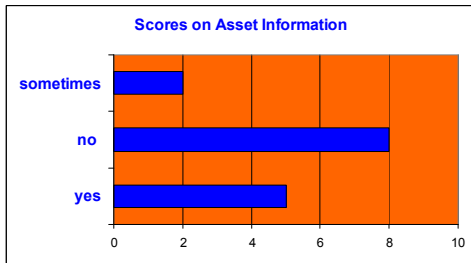
### High blockers from 5-9

- Sufficient number of IT resources now
- Sufficient in-house skills
- Little perceived benefit
- Concerned that Jobs may be lost

### Low blockers from 9-12

- None

### Does the lack of asset information in your establishment cause issues and/or concerns?



5 scored Yes  
8 scored NO  
2 scored Sometimes

### If a third party was able to offer a shared service offering with other local Education establishments, would this be of interest to you?

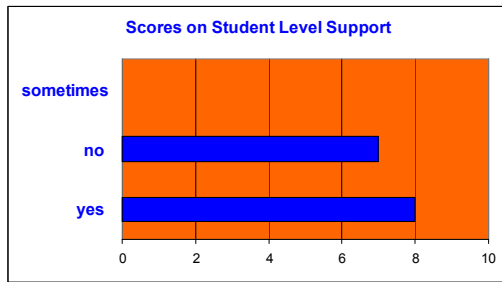
All scored YES

### Do you think a shared service approach with other establishments would be able to offer good value for money and/or benefits to your establishment?

Over all YES, please see some further comments below:

- one size won't necessarily fit all
- Not sure
- Yes provided that the service can be accessed conveniently
- Need to see the business case
- Possibly-especially if it cope with the many interfaces we need to maintain
- Loss of control
- Share knowledge experience skills and cost must be of benefit to all
- For small organisations the diverse funding compared with HE/FE would cause red-tape issues possibly-as similar issues will arise that are particular to academic environments with varying levels of control over their userbase economies of scale,
- appropriateness of service,
- Chance to collaborate
- Yes, especially if someone else is managing the contract

**Are you satisfied with the level of support that you are currently able to offer your students?**

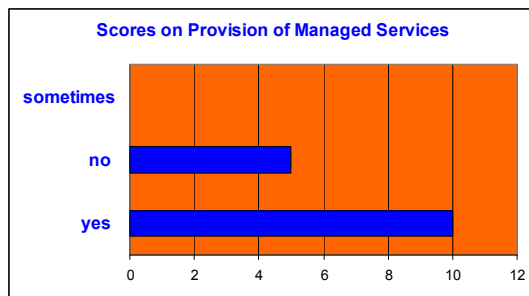


8 scored Yes  
7 scored No

**Which area of student support is the most difficult for your establishment and why?**

- Providing fully operational 24x7 network services
- Some off campus access; Level of expectation for day night support
- Do not have resources to support students-will need to be self-financing Remote access Basic e.g. competence and passwords; volume Laptop support; wireless access; quality labs, Communication with students
- Outreach Direct communication with a vast userbase
- Web2 services and better email
- 24x7 service provision and associated support

**Would you be interested if a third party were to assist with out of hours support?**



10 scored Yes  
5 scored No

**Please use the space below to add any other areas that would assist your establishment or you would be interested in hearing about**

- VALUE 24/7 HELPDESK SUPPORT
- Internet group on supporting the e-learning
- Disaster Recovery
- Laptop provision-superdeals generated by buying power of the region

*Should you wish to discuss any aspect of this survey please contact Maria Ilija, LMN Business Development Manager at [m.ilija@lmn.net.uk](mailto:m.ilija@lmn.net.uk)*