IT Mergers Round Table
ICTF Conference 2016

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Our Aim

- open, honest, probing opportunity to share and contrast different experiences and outcomes

- … and consider ways we might learn from each other, to address the challenges of merged models

Background – Setting the Stage

- dramatic changes to IT organisations in the last few years (Oxford leading Cambridge by about 2 years)

- trying to keep up with:
  - **rapid** and **disruptive** IT **developments**
  - **changes** and **challenges** in **higher education**
  - *and* relate one with the other

- as institutions of innovative research, advanced education
  - is IT **resourcing**, **provision** and **development** is sufficiently **advanced** or suitably **innovative** to meet/exceed requirements?

Cambridge Central IT providers *… many into one!*

- **UCS** — University Computing Service, grew out of Mathematical Laboratory. Background more toward an academic focus.

- **MISD** — grew out of IT support for Administrative Offices. Background more toward an administrative focus.

- **HPCS** — High Performance Computing (HPC) Service. Background more toward large HPC-using research community.

- **CARET** — Centre for Applied Research into Educational Technologies. Background more toward cutting edge and experimental.

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- **UIS** — brought these together, with new staff (e.g. from **Commercial**, and **Public Sector**) to evolve as a central, integrated department

Developing an ITIL Service Framework

Relationship Manager

Service Owner

Service Manager
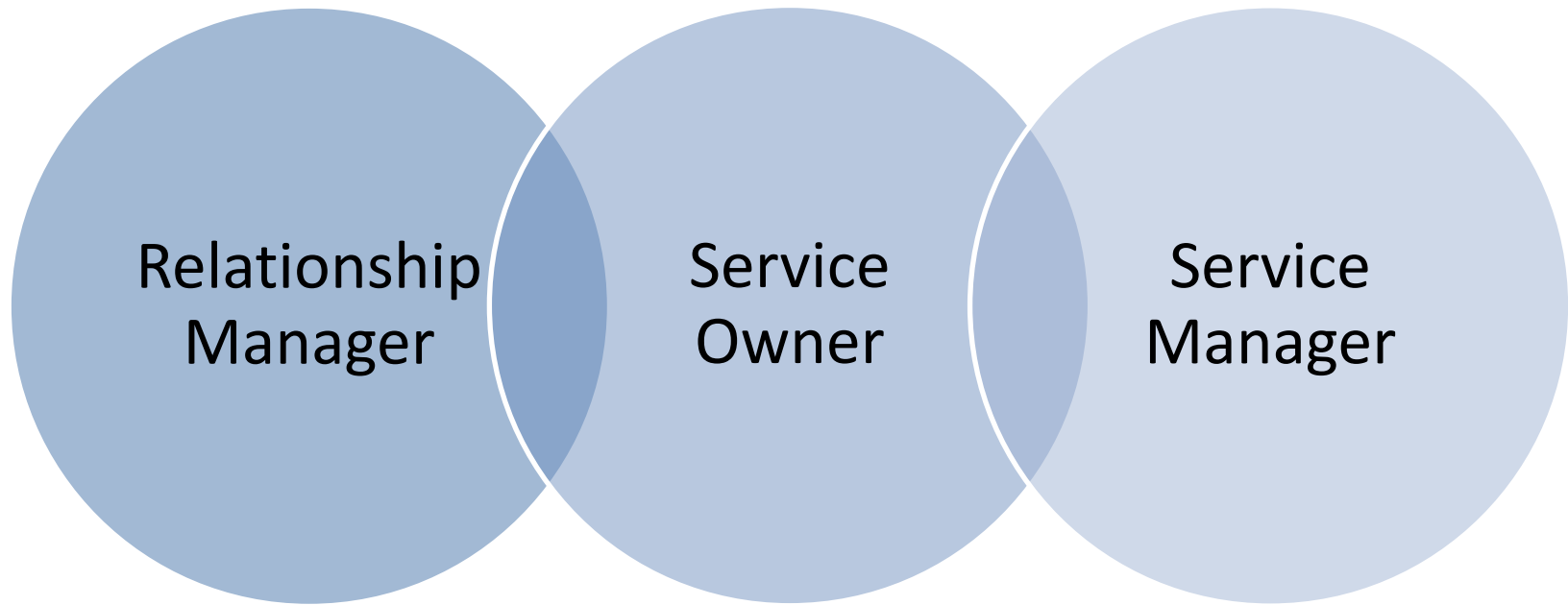
Works with defined User Groups to create an IT strategy that enables their long-term goals and aims.

Contributes to the long-term demand plan for UIS.

Acts as first point of contact for service performance review with User Group.

Accountable for the performance and long-term development of one or more services.

May do this together with being a Service Manager, or exceptionally, a Relationship Manager.

Day-to-day responsibility for **delivering** a service either by themselves, or heading up a team.

The Process of Transition - John Fisher, 2012
(Fisher's Personal Transition Curve)
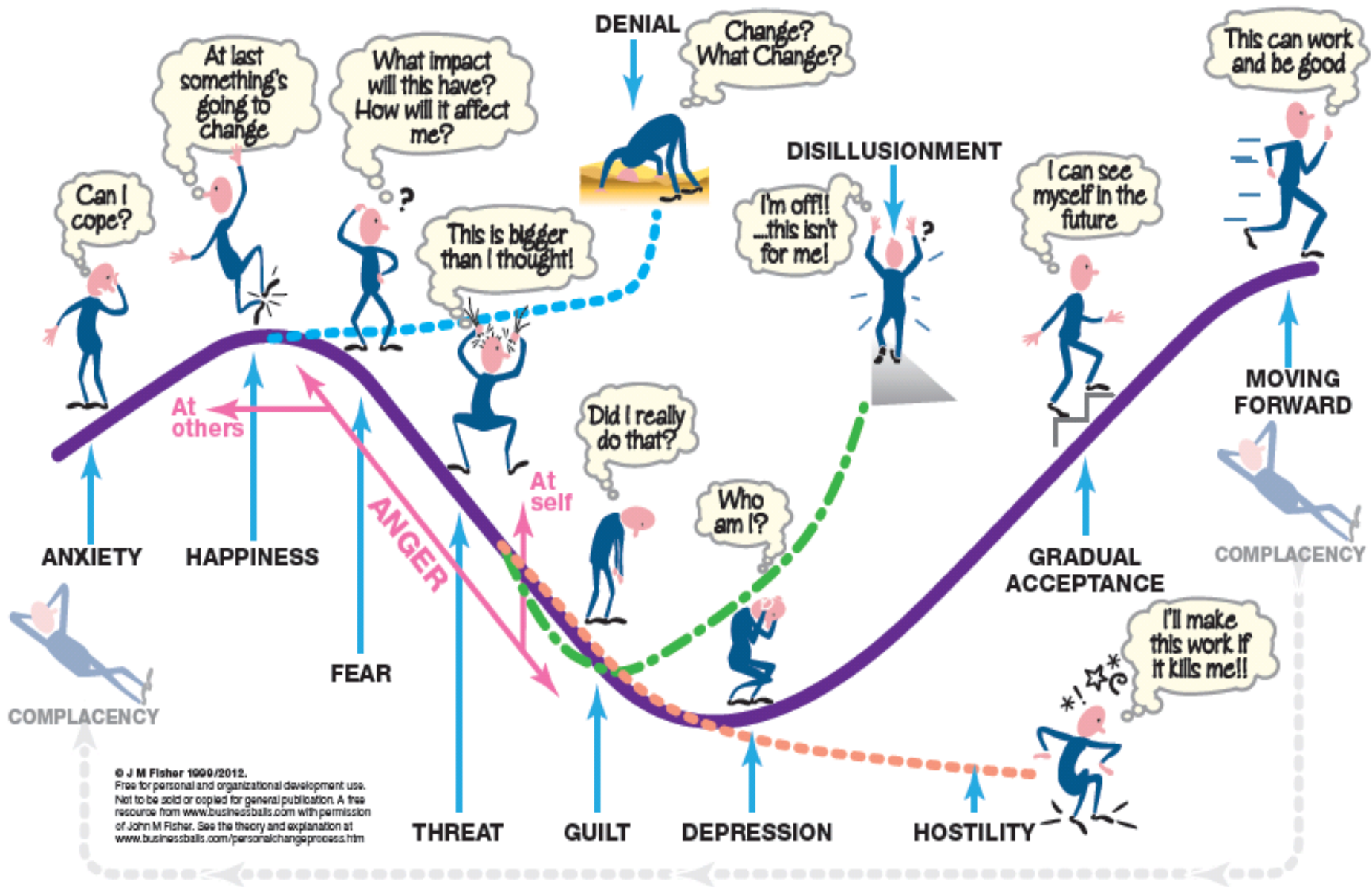
Some discussion points ...

- Mission & Meaning of Merger

- Organisational Change

- People
  - Cultures – Clashes or Combinations?
    - Admin / Corporate? / Academic / Research?

- Practicalities

- Predictions
  - (e.g. Pendulum or Evolution?)