Blended approach to service delivery

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What is UCISA?

- A membership organisation
- Promotes best practice
- A representative and lobbying body
- A shared service

Ongoing IT issues

- Growth in application
- Capital vs recurrent funding
- Growing expectations
- Declining budgets
- Skills shortages

Use of external services

- Commodity services
- Managed services
- Data centres

Reasons for outsourcing

- Free up resource
- Improve service
- Address skills shortages
- Address power/space issues
- Allow flexibility

Not…

- To save money

But what of shared services?

- Norman out of hours helpdesk
- ESISS information security services
- YHMAN shared virtual data centre
- Bloomsbury Learning Environment
- UHI IT Services
- Developments under Universities Modernisation Fund

Challenges

- VAT?
- Shared services
- Time to delivery…

Conclusions

- Demands continue to increase
- Blended approach well established
- More shared services?

Thank you

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