Foreword by the Chief Information Officer

2013 saw us continue our efforts to improve and enhance our services, making them agile and responsive across a variety of channels with an increase in online interaction.

We work hard to offer a customer-focussed service and two highlights for IT Services were the continued high satisfaction ratings from students, as evidenced within iGrad and NSS results, and the achievement of 3-star Service Desk Institute accreditation.

The main challenges during 2013 continued to be security and meeting the increasing expectations of a digitally savvy student and staff population. Demand for 'bring your own device' (BYOD) continued to rise bringing with it the opportunity for increased productivity, innovation and user satisfaction but also the difficulties of supporting a multitude of different systems.

Demand for 'always on' Wi-Fi connectivity remained high and we supported this by further expanding our Wi-Fi footprint and making available more web-based and e-enabled services.

On the environmental front, we rolled out a number of power-saving technologies in collaboration with colleagues in Estates and our ongoing work to reduce the impact of IT was recognised when we received the Green ICT Award and when we gained participant status in the EU Code of Conduct for Data Centres.

Summer 2013 saw one of our busiest summer conference seasons with a corresponding increase in support requirements, which was added to by 600th Anniversary celebrations.

I was delighted to have a further four IT Apprentices join IT Services under the Modern Apprenticeships in Scotland scheme, following the successful appointment of our first three apprentices in 2012. Supported by the Scottish Government, the scheme gives young adults a great on-the-job learning experience, whilst receiving invaluable training and support from QA. They benefit from being supported and mentored by a wide range of very talented and experienced staff and get the opportunity to work across the full range of IT roles.

Personally, I was also delighted to receive the Connect ICT Leader Award in June and be listed for the first time in Scotland’s “Tech 100”. This truly recognises the huge contribution my team has made in delivering excellence in IT Services provision. Where possible we continue to influence the national agenda as this is increasingly important in an era of Shared Services and public sector efficiency. I continue to Chair the Higher Education IT Directors Group in Scotland and am also a member of the Scottish Government Technical & Design Board, Green IT and Open Source advisory groups. I am a member of the HE/FE ICT Oversight Group reporting into the Scottish Funding Council.

I also continue to speak at high profile events and was as the Conference Chair at Data Centre Dialogue conference in order to enhance our reputation by demonstrating our thought leadership in ICT Transformation and Green ICT.

From a professional development perspective staff continued to keep their skills and knowledge up-to-date with training and attendance at appropriate events, and all participate in the University’s Q6 Appraisal Scheme.

With a team of staff from the department we participated in the annual Byte Night charity event, raising £2,800 for Action for Children. A rewarding experience for a great cause.

Steve Watt
Chief Information Officer
Audio Visual System Upgrades

OneLAN Digital Signage
Increased to 26 screens across the University.

New AV systems
• Purdie Room 222 – interactive projector system installed
• Martyrs Kirk – interactive projector system installed

Existing AV systems fully upgraded
• Psychology Old Library – upgraded to HD Ready
• School 1 – upgraded to Full HD
• Gateway Lecture Rooms 3 & 4 – upgraded to HD Ready
• St Salvator’s Quad Seminar Rooms 30, 31, 32, 50 & 54 – new interactive projector system
• Craigard C26 – interactive projector system installed
• New Arts Building Seminar Rooms 2, 3, 5, 6, 8 & 9 – new interactive projector system
• Purdie 314 – new interactive projector system

Existing AV systems partially upgraded
• Buchanan Theatre – New Full HD projector
• Old Union Diner – audio system replaced and new HD projector installed
• New Arts Building Seminar Rooms 1, 4 & 7 – new teaching desk for equipment installed
• Bute Lecture Theatre D – Procon push-button control system added (replacing projector remote control)
• Purdie Lecture Theatre A – Procon push-button control system added (replacing projector remote control) and new Full HD projector installed
• Irvine Computer Classroom/IT Lab – Procon push-button control system added (replacing projector remote control)
• Butts Wynd (large) Computer Classroom – Procon push-button control system added (replacing projector remote control)

Equipment recycled
Where AV equipment taken from upgraded rooms was still usable it was cascaded to less well equipped rooms.

Smart Interactive whiteboard donated by Philosophy (as no longer required) given to SMRU.

Ten AV cabinets from Quad/Arts Seminar Rooms passed to various departments (mainly used as printer stands).
There were around 200 Classroom PCs replaced last summer. This included refits of the following locations:

- Gateway, Level 3 (15)
- Library, Cluster A (36)
- Library, Cluster B (37)
- Physics and Astronomy (34)
- Swallowgate (Classics) (12)

The remainder were mostly from Teaching Rooms and small clusters such as Careers, MUSA, the ATC and departmental libraries.

New licenses purchased in 2013:
- Mindjet MindManager [perpetual]
- NVivo [annual]
- PDF Converter Pro [perpetual]

Licenses renewed in 2013:
- Microsoft EES (previously Campus Agreement)
- E-Views (Labs)
- Esri ArcGIS Desktop + Extensions
- F-Secure Business Suite
- IBM SPSS Statistics/Amos
- Mathworks Matlab
- NAG Fortran for Linux
- Wolfram Mathematica
At the start of the year the University approved two new posts – one Research Computing Developer and one Research Computing Advisor. This expansion enabled the team to start including support for the Faculties of Science and Medicine alongside its more established support for the Faculties of Arts and Divinity.

With the help of the Research Computing Team a number of academic funding successes were achieved for Digital Humanities projects and these will contribute a total of £1.6m towards the University’s research income.

Over the year the team provided technical support to the following publicly-funded research projects:

- A Corpus of Scottish Medieval Parish Churches (School of Art History)
- The Islamisation of Anatolia, c.1100-1500 (School of History)
- Language-Philology-Culture: Arab Cultural Semantics in Transition (School of Modern Languages)
- Victorian Science Spectacular (School of History)
- Publishing the Philosophical Transactions: the social, cultural and economic history of a learned journal, 1665-2015 (School of History)
- Defining and Identifying Middle Eastern Christian Communities in Europe (School of International Relations)
- Scientists in Congregations Scotland (School of Divinity)

The members of Research Computing Service were invited to present at Research support: new roles, new relationships, Scottish Academic Libraries Co-operative Training Group and 32 Deutscher Orientalistentag, Münster (Germany). They also supplied an invited post on RDM within the University of St Andrews IT support to the Digital Curation Centre blog.

A further strand of activities focussed on supporting the Library’s Digital Humanities efforts through developing a new, Islandora-based Digital Collections repository and through supporting the Biographical Register project. The team also worked with colleagues at the University of Oxford IT Services on testing the Online Research Database Service (ORDS) being developed by OxfordDfO providing a self-service mechanism for researchers to create online databases.
Building on the successful start of term arrangements put in place during 2012, IT Services continued to engage proactively with new students – even before they arrived in St Andrews.

We created a short film – Welcome to IT Services – and a link to this was emailed to every new student prior to their arrival. The film outlined our main services, including location and contact details for the IT Service Desk, location of PC Classrooms (including 24-hour access classrooms), UniPrint services (including locations), connecting to the University network, and the PC Clinic service.

The email also contained information outlining additional IT support in place during arrivals weekend and orientation week. We had extended support hours in place due to Leuchars Airshow taking place on the Saturday of arrivals weekend.

During arrivals weekend, the IT Service Desk team were present in Agnes Blackadder Hall (for any North Haugh area students, including University Hall, John Burnet Hall and Andrew Melville Hall) and David Russell Apartments (for the 1,000+ students based in that area, including Fife Park). The IT Service Desk was also open on Saturday and Sunday for those students based in the town.

Residence teams issued ‘Quick Guides to IT’ to every new student, along with a flyer advising how to connect to our Wi-Fi system.

IT Services staff attended many student orientation events during the start of term to meet with new students to ensure they were having a positive IT experience.

During the summer months we also contacted new students about their ID Cards, encouraging them to upload a photograph for their ID Card (also known as the matric card) in advance of their arrival – so we could have it ready for them as soon as they arrived in Halls.

In June 2013 we launched the IT Services Suggestion Scheme. Staff and students are encouraged to share ideas with the opportunity to win free coffee for a month. Every week, the IT Service Desk team review the suggestions and respond and escalate to second line/ senior management, as appropriate. Details are recorded in our Continual Service Improvement register. The information provided is invaluable and allows the Service Delivery team to identify common themes and areas for improvement.

The PC Clinic service proved a popular service during 2013. The PC Clinic operates through the IT Service Desk, providing staff and students with technical support and repairs for personally owned equipment.

The PC Clinic team fixed 479 computers (126 Macs and 353 PCs) and replaced 91 hard drives in 2013.
Service Desk Institute (SDI)

St Andrews has become the first university in the UK, and only the second in the world, to be accredited with 3-star Service Desk Certification from the Service Desk Institute (SDI), Europe’s only support network for IT service desk professionals and a leading authority on IT support issues. The 3-star rating demonstrates we are a customer-led service and was awarded after an eighteen month audit programme. It follows our previous 2-star accreditation in 2012.

The SDI certification programme enables us to measure and improve our IT Service Desk’s effectiveness and maturity against globally recognised standards.

Complaints Process

In March 2013, we reviewed our IT Services complaints process. We pride ourselves on delivering excellent support the university community but are also committed to addressing any issues should the service we provide fall below the expectations of users. Details of our complaints process can be found in the IT Services web pages.

During each audit, nine concept areas were measured covering all aspects of IT Services including leadership skills, policy and strategy, people management, partnerships and resources, people satisfaction, performance results and social responsibility. Auditors noted a significant improvement in each concept measured during the December 2013 audit. (Audit scores can be found on page 20).

We will be audited again in December 2014.

SDI Certification

Staff and Student Feedback

We are always keen to receive feedback from the users of our services. You will find some of our survey results in our Facts and Figures section on pages 19-20.

iGrad survey
An annual international survey (iGraduate) is conducted amongst the student community.

The response rate for the most recent iGrad surveys was 23%, providing a good indication of the level of satisfaction with the IT areas measured.

One Minute Survey
Anyone logging an incident with the IT Service Desk is invited to complete a survey upon incident closure. We call this our One Minute Survey. On average, we receive a 6.9% response rate and currently enjoy a customer satisfaction rating on average of 96.4%. The results (including comments) are publicised online, on main library display screens and within IT Services.

Event Surveys
To measure the effectiveness of new systems or changes in processes, we are making more use of user satisfaction surveys with those people impacted by the change. In 2013, event surveys were carried out on the Classroom PC Refresh/Lab Build process and on the rollout of encryption to University-owned laptops. Both surveys returned 30% response rates.

Ad hoc feedback
To capture and encourage ad hoc feedback, comment cards are available for users of the service who visit us at our contact point in the Main Library.

Mystery Shopper
‘Mystery shoppers’ were used to monitor and review the performance of the IT Service Desk Analysts. This proved to be extremely useful – and mystery shoppers will continue to be used in the future.

Frontline Services Survey
A pilot survey was conducted with three Service Units in October 2013 (looking specifically at IT Service Desk, Desktop Support, Telephone Office and Media Services). It had a 37% response rate. This survey will be rolled out amongst other Service Units and Schools during 2014/15.

In March 2013, we reviewed our IT Services complaints process. We pride ourselves on delivering excellent support the university community but are also committed to addressing any issues should the service we provide fall below the expectations of users. Details of our complaints process can be found in the IT Services web pages.
This past year has seen the Media Services’ video production increased in scale considerably. To address the higher volume of conference recordings requests, as well as new requests for different type of video and audio production, additional members of staff were recruited. A High-Definition professional camera and some more versatile HD quality cameras for general use were also purchased. This has helped the Media Services team to produce better quality videos for the more important events, and provide training for others in the use of cameras to get the recordings they need.

Media Services continued with the streaming of graduation ceremonies (June and November) through live broadcast, recording inaugural lectures, recording carol and church services, recording interviews and debates, while additionally creating 14 videos for a variety of School websites for Orientation week, producing 8 specialist videos covering ‘Treasures of the Library’ and covering the 600th Anniversary Special Celebrations with about 10 different video shoots addressing the broad spectrum of these events.

The ‘Ever to Excel’ video, to which Media Services contributed video and audio footage, was shown consistently throughout the year across the world, culminating in a showing on BBC2 Scotland at prime time on St Andrews Day.

In short, the Media Services team saw a significant increase in demand for their services and the team have worked hard to improve the video quality. The team are able to support teaching and learning as well as conferences and events with a more consistent output which is paying off in terms of viability.
Information Governance

The volume and complexity of Freedom of Information, Environmental information and data protection requests is increasing steadily, year on year. Processing these requests involves a significant amount of work and without the support of Schools and Services, it would be impossible for IT Services to process these requests and respond within the various legislative timescales.

In 2013, the University argued with the Scottish Information Commissioner that requested information should not be released on the grounds of academic freedom. The Commissioner did not accept the University’s “comprehensive” arguments and the information was released. However, since that decision case law from the UK Information Commissioner has emerged, which gives significant weight to academic freedom as a public interest argument to withhold information, where release would disrupt core university functions.

On a more positive note, in 2013, the University won a protracted appeal with the Office of the Commissioner for Environmental Information (Eire). The University, on behalf of a research group, had sought information via the European Directive on Access to Information on the Environment as a last resort. The Office of the Commissioner noted that the rejection of the University’s request had no foundation.

National Entitlement Card

The University continues to work with the National Entitlement Card (NEC) programme office to determine the feasibility of issuing a multi-function smartcard that provides students and staff with University services and those provided across Scotland via the NEC. Student interest in the University issuing a NEC remains high.

The main barrier to progression at this time lies in the different technologies used by the University and NEC to provide smartcard services (DESFire and MIFARE respectively). The University and the NEC are working together with a third-party to understand if it is possible to issue a NEC with a JAVA applet i.e. a program that will run on the smartcard that will enable information from that card to work seamlessly with DESFire systems currently in use at the University. IT Services hopes to be in a position to run a small scale pilot during 2014.

Security Enhancements

From November 2013, the encryption project team began protecting sensitive corporate data on mobile devices with the use of device encryption. Over 200 laptops have been encrypted so far and the team will continue to deploy the encryption solution on University-owned laptops into 2014. Any new laptops purchased centrally are encrypted prior to issue and Computing Officers are assisting IT Services with the encryption of mobile devices in Schools.

Data Protection Audit

In December 2013, the University was subject to an internal audit to assess how far it was capable of complying with the provisions of the Data Protection Act 1998. The audit was relatively positive, finding that systems of control for the management of individual’s rights were effective. As with most audits some areas of concern were noted. At this time the University auditors identified areas of improvement associated with the seventh data protection principle (information security).

Student Matriculation Cards

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The University’s earlier investment in the Data Centre (BWDC) continues to serve the University well and further migration of equipment to this location and further enhancements have continued to see a reduction in the overall electrical energy consumed by ICT. The stability and availability of IT Services have also improved with availability of key services remaining close to 100% (excluding planned maintenance).

**Awards/Accreditations**
- Uptime Institute Green Symposium Award (February)
- Holyrood Green Award (June)
- Continued British Computer Society CEEDA (Gold) accreditation

**EUCOC (European Code of Conduct)**
In September 2013 we were given Corporate Participant status in European Code of Conduct for Data Centres. Adopting these standards ensures we operate our data centre as efficiently as possible by providing an auditable framework based on best practice.

**Performance**
The Data Centre has a ‘green grid’ electricity agreement and all energy used by the datacentre is from renewable sources. Calculated to deliver savings against sector average of £1.4m over 10 years, we achieved a reduction of 6.8m kg CO2 emissions by reducing the power utilisation effectiveness (PUE) of our operations from greater than 2 to 1.2.

During 2013 there were three major moves of equipment to the Data Centre with savings of 30% in energy use and delivering identifiable annual savings of £34,800. Smaller equipment moves have delivered calculated annual savings of some £12,300. A path of increased virtualisation and use of shared and managed services has contributed a further £14,000, giving a total annual, minimum saving of £61,100 at a present electrical loading rate of 36%, against our original target of £85,000 when fully loaded.

As at the end of 2013, the Data Centre is running at approximately 40% capacity (in load capacity terms), and at an annualised PUE of ~1.35, offering annual benefits in the order of £55K. Within the period a number of energy-saving modifications were completed and, as a result, we expect to see our annualised PUE drop to around 1.3. We are currently in a programme of equipment consolidation onto newer virtualised infrastructures, which will reduce the number of physical machines within the Data Centre, liberating space for use by other schools, units and potentially third parties. We continue to promote centralised equipment hosting and have recently moved equipment from the Schools of Biology, Economics, and Medical Science into the Data Centre. While we are making good progress, many schools continue to host IT servers within their own buildings, often in ill-equipped and inefficient rooms. To realise the projected annual savings of circa £80k+ and achieve better resilience we strongly recommend that more equipment should be relocated into the Data Centre and virtualised wherever possible.
Migrations of Unix services to Oracle T4-4s servers are on-going with 50 virtual servers running and 20 physical servers decommissioned. There are compatibility problems with some vendors (B Plan) not supporting later database versions and Oracle 10g being on 'sustaining support'. During the SITS migration, a User Test environment will be created. The majority of migrations have completed and old hardware and support contracts ceased.

The VMWare environment is currently running over 200 VMs on 8 physical servers. This has enabled the decommission of several physical servers and the provision of test, development and recovery servers for many applications that previously had a single ‘live’ instance. It has also facilitated rapid server provision for experimental and research purposes.

As earlier stated the consolidation exercise has freed up valuable space within the datacentre that could be used to house servers currently located in disparate rooms throughout the campus. This would save money in running costs, prolong the life of the equipment and improve service reliability as the datacentre has resilient power and cooling.
Data Storage and Collaboration

All core applications have now been migrated onto the University Storage Area Network (SAN) including SITS, Aptos, ResourceLink, PURE and Archibus. The SAN is also being used to house data for the Bioinformatics and Medical Science Compute Clusters and for Special Collections projects. It also enables us to provide a standard 1TB of research data storage per Principal Investigator.

Migration of ‘home drives’
A full copy of all file shares has been carried out and users are being repointed to the SAN on a department by department basis. This will increase quotas, remove the 16-group share limit and allow users to undelete files without having to seek Service Desk assistance. Once the migration is complete, the old storage system (NAS) and database hosts will be decommissioned, freeing up 3 server racks. The overall gain is >10 times data storage plus resilience for core systems that were previously hosted on a single server.

SharePoint has been selected as an enterprise document management and collaboration tool. The Teaching & Learning Group, School of Computer Science and School of Psychology are currently evaluating pilot sites.

Desktop Power Management

Desktop power management commenced and is active on 150 PCs as a proof of concept. During the trial period (October - December 2013), savings of over £3,000 in energy were achieved and £800 in actual cost savings. Desktop power management will be considered for further deployment.
The Applications Development team worked with a wide range of University colleagues to improve processes and buy or build electronic solutions where efficiencies could be realised. Below is a selection of the projects developed in 2013:

- Development of CHARM2 chemical safety system.
- Development of an Advising System prototype.
- Development and roll out of the new exam papers online system.
- Development and rollout of the PGR application form and middleware.
- Completion of UG Paperless Admissions Phase 2.
- Migration of SITS onto a virtual infrastructure.
- Development and rollout of the passport and visa elements of Online Matriculation.
- Development and rollout of the staff view element of Online Matriculation.
- Development and rollout of Postgraduate Decision task in e-Vision (The blue form).
- Developed new version of the Student Record Card soon to be released.
- Development and deployment of new staff and student memos system.

2013 required the team to focus efforts on supporting the 600th anniversary celebrations and Research Excellence Framework (REF) assessment. For example, we designed the Andrew Marvell Society website for the School of English and Lectura Dantis site for the School of Modern Languages.

In 2013 we also redesigned websites for the School of Art History and Special Collections.

A new FAQ website for computer and IT support was set up to help users with any IT-related query.

The Web Team also worked behind the scenes to improve a number of services that will enhance the management of the University website.
Wireless Town

Several meetings were held with staff from Fife Council to explore the set-up of external Wi-Fi provision in central town locations. Drawings showing suitable duct routes were received and University drawings showing our own ducts produced. Exploratory meetings with several wireless suppliers took place and a partnership with BT to deliver public Wi-Fi put in place.

Fife Council have agreed in principle to the use of street furniture and power however the lampposts are controlled by light sensors with power only being applied when the light level drops. Unfortunately this would not be suitable for active Wi-Fi equipment. Alternative power sources are currently being investigated.

Business Intelligence (Qlikview)

The team continued to support several business critical reporting applications, including HR Staff Analysis, Finance Budget Monitoring, Payroll Analysis and Research Grant Analysis. New applications were rolled out to support Admissions recruitment activity, to monitor applications during the UCAS applications cycle and to provide Heads of School and Directors of Research with an overview of their School’s Research Grant activity.

Across the diverse suite of 14 live applications, we saw increases of 22% in users and 41% in usage. We currently have 7 new applications in development. Training and drop in sessions continued to be held throughout the year, in addition to ad hoc and one-to-one training on request.

A number of staff changes took place during 2013. We welcomed two new graduate BI Developers to the team and reviewed and specified our applications development process. Additionally, the Principal’s Office has tasked the Management Information Working Group to review and make recommendations regarding the infrastructure and tools required to meet the University’s Management Information needs. The BI team continue to play a significant role in reviewing the current infrastructure, tools and governance supporting Management Information and will take a lead role in the delivery of key institutional reports going forward.

ICT Purchasing

Significant changes behind the scenes have taken place in the ICT purchasing area. Aided by the recruitment of an ICT Purchasing Officer, a number of improvements have been made to business processes. In addition to orders being processed and fulfilled more rapidly than before – to the extent there is no longer a backlog – a higher volume of orders is being placed centrally, which is more efficient and effective.
We continue to work proactively with others in the public, education and IT sectors, as well as the local community, to share expertise, knowledge, ideas and systems:

During 2013 we actively engaged with the following organisations:
- Dundee & Angus College – providing consultancy during the period when the two colleges merged, including Lean consultancy. Dundee & Angus College offered one week placements to our IT Apprentices.
- St Leonards – undertaking a project to deliver Internet services, with the potential for further development.
- Fife Council – undertaking projects to provide wifi in the town of St Andrews and to provide ‘touchdown’ spaces for Fife Council staff on University premises.
- SMRU Ltd – providing IT support.
- Student Association/Sabbatical Officers – meeting regularly with the Sabbatical Officers and taking on more of the IT Support for the Students’ Association.
- Edinburgh University – ongoing development of our shared UniDesk (call management system) service.
- Scottish Government – membership of various boards, presenting at roadshows, case studies about our data centre, etc.

The Lean team had a busy 12 months helping staff across the University improve business processes and develop skills and team work.

During the year they worked with a number of units on projects including Library teaching materials, RBS commercial service, Admissions web development and Business Intelligence work process.

In addition the team facilitated the Programme and Project Prioritisation Group and the Management Information Working Group.

Significant external work was also undertaken, including delivering Lean rapid improvement events at the University of Lincoln, City University London and Dundee and Angus College, alongside training programmes at the University of Essex and the University of Edinburgh.
People

IT Apprentices

In September 2012 we recruited 3 IT Apprentices through the QA training scheme and we were delighted to be the first University in Scotland to provide IT Apprenticeships. Since then we have recruited a further 4 Apprentices.

2012 recruits
Peter Woodbridge (Web Team)
Steven Gonzalez (Desktop Operations)
Sam Foster (IT Service Desk)

Peter, Sam and Steven have completed their QA training and during Year 2 we have developed a training and development programme for them. This has included interview skills, CV writing, presentation skills, customer care courses, Windows 8 training, encryption training, and the opportunity to take the ITIL Foundation exam.

In September 2013 they visited Hewlett Packard (HP) in Erskine, where 3,000 members of staff are based. A one-day programme was developed, where our apprentices spent time in the service desk, factory and research areas. In November 2013, Dundee and Angus College provided a one-week placement in their IT Department at the Gardyne Campus to Peter, Sam and Steven.

Peter, Sam and Steven now assist in mentoring our new apprentices.

2013 recruits (September 2013)
Stuart Sinclair (Media Services)
Dhani McDiarmid (Desktop Operations)
Rebecca Lumsden (IT Service Desk)
Matthew Thomson (Desktop Operations)

Unit Plan/ICT Strategy

The University’s ICT strategy is supported by our Unit Plan 2013-14, which was created in January 2013. Since then, six-monthly update reports have been provided to Principals’ Office.
IT Staff

Staff Achievements
• In November 2013, 22 IT Services staff undertook and passed the ITIL foundation exam ensuring almost 100% certification across the department.
  • Kevin Donachie (ACIO) – achieved ITIL Expert level.
  • June Weir (FOI Officer) and Chris Milne (ACIO) – awarded the Practitioner Certificate in the Freedom of Information (Scotland) Act 2002.
  • Birgit Plietzsch (Research Computing Team Leader) – ‘Outstanding contribution to the Arts and Humanities Research Council’.
  • Dean Drew (ACIO) – completed his MBA with the Open University.
  • Steve Watt – awarded ICT Leader of the Year at the Holyrood Connect Awards in June.

Q6 appraisal / Training
Following the pilot of the revised employee appraisal system (Q6) in 2012, this was adopted as our appraisal framework within IT Services. All members of staff participate in the Q6 process.

Number of staff undergoing role-specific training and development: 36
Number of Away days/Team Development days: 7

IT Services staff induction
In July we reviewed and revised our processes for staff induction, to ensure that all new members of staff receive all necessary support, information, introductions and guidance.

Internal communication
IT Services is a large department with staff located in various buildings across the University. Significant efforts continue to be made to improve cross-team working and knowledge sharing.
  • Operational Meetings (attended by representatives from each area of the Service and chaired by an ACIO) – weekly
  • Senior Management Meetings – weekly
  • Extended Senior Management meetings (Operational and Resource Management) – monthly
  • Team Meetings – weekly
  • All IT Services staff meeting: quarterly
  • Staff bulletin – six-weekly

Computing Officers
In 2013, three Computing Officers (from Estates and Finance) transferred to IT Services.

Internships
IT Services was pleased to offer 5 internships in IT Services during summer 2013 to:
  • Lera Shumaylova (Resource Management)
  • Matt Wakeling (Research Computing Service)
  • Lara Chambers (Lean)
  • Georgia Sawyer (Lean)
  • Dominykas Zala (Web team)
Social Responsibility

As IT underpins and becomes more prevalent in almost every aspect of a person’s day-to-day University life we recognise that IT equipment is a large consumer of energy. IT Services is committed to energy efficiency and sustainability, and fully supports the University’s green aspirations.

Data Centre
The University’s Data Centre was awarded CEEDA Gold from the BCS in 2012 and European Code of Conduct in 2013. The Data Centre has a ‘green grid’ electricity agreement, with all energy used coming from renewable sources. Calculated to deliver savings against sector average of £1.4m over 10 years, we achieved a reduction of 6.8m kg CO2 emissions by reducing the Power Utilisation Effectiveness (PUE) of our operations from greater than 2 to 1.2.

Fundraising
IT Services embarked on a fundraising project called Byte Night to raise funds for Action for Children. Byte Night is now the leading charity event for individuals and teams from the IT, technology and innovation sector. Action for Children has helped thousands of young people to build better lives by providing essential support, accommodation, education and training. The IT Services team held a quiz night and ceilidh to add to the fundraising pot and seven staff from IT Services (for one night) ‘slept rough’, in Edinburgh in October (which included the CIO and two ACIOs) raising a final total of £2,800 for the charity.

Ethical Procurement
Staff within the University are expected to make purchasing decisions while considering and observing the principles of the “Ethical Code of The Chartered Institute of Purchasing and Supply”. In addition, there has been a move towards, with the approval and support of the student body, a greater awareness of issues surrounded “conflict resources” and the sourcing of IT equipment and any subsequent purchasing decisions.
Between 1st January 2013 and 31st December 2013 there were:

34,302,025 page views
10,163,451 visits
3,243,707 unique visitors

77% of visits were made by returning visitors, while 23% were new visitors. The number of page views and visitors is similar to 2012, but the number of unique visitors increased by 10%.

Approximately 66% of visits were made from outside the University of St Andrews network. As expected, the majority of visitors come from the UK, with 12% from the United States followed by Germany (2.5%), Canada (1.8%), China (1.8%) and France (1.4%).

For external visitors, the most popular pages were course search, prospective students (now called 'study at St Andrews') and academic Schools. For internal visitors, the most popular pages were current students, current postgraduate students, library and Saint Mail.

Browser preference changed during 2013 compared to 2012. The most popular browser continues to be Safari (30%) with Chrome (up from 22% to 27%) now more popular than Internet Explorer (down from 26% to 22%) and Firefox (down from 18% to 15%).

The number of visitors using mobile devices continues to rapidly increase. Overall there was a 400% increase in the number of visits from 300,000 in 2012, to 1,200,000 in 2013. Mobile visitors now account for 16% of external visits and 4% of internal visits. The most popular device is Apple (80% of visits) followed by Android (19%).

Overall there has been a 46% increase in the total number of information requests received and managed by the University over the last year when compared to activity in 2012 as follows:

- 311 requests under the Freedom of Information (Scotland) Act 2002 (FOISA) - (+101 requests);
- 9 requests under the Environmental Information (Scotland) Regulations 2004 (EIRs) - (+8 requests); and
- 12 valid Subject Access Requests under the provisions of the Data Protection Act 1998 (DPA) - (-3 requests).

Despite this marked increase, 2013 also saw an overall improvement in the University’s performance in complying with the statutory timescale for responding to these type of requests. This is in no small part due to the co-operation and support of colleagues from across the whole of the University enabling 97% of FOISA/EIR enquiries to be responded to within 20 working days and all Subject Access Requests processed under the provisions of the DPA being replied to within 40 calendar days.

The Telephone Exchange (Astra MX1) was upgraded to Version 5 in November to further enhance Voice-over-IP (VoIP) capability and iron out programming problems.
2013: Number of calls received each month

Average: 4,416 calls

Comment:
As expected, the number of calls received during September increases significantly to almost 7,000. Almost 53,000 calls in total were logged in 2013.

Number of calls logged with the IT Service Desk

Comment:
The significant increase in calls logged in 2013 are due to a number of reasons:
- a significant effort in explaining to users the need for calls to be logged through the IT Service Desk, rather than calling an individual member of IT staff directly
- increased confidence in our IT Service Desk function by users
- more efficient logging processes by IT Services staff
Number of calls resolved by the first line support (IT Service Desk team)

Average: 65%

Comment:
Front line support means the call is resolved by a member of the IT Service Desk team – and it’s not escalated to other teams within IT Services (such as network, systems, applications, web, etc.) known as second-line support. The IT Service Desk team took on more support calls for the web team during 2013 – and are keen to this for other areas of the service in the future.

How people contacted the IT Service Desk 2013

- **email**: 57%
- **telephone**: 21%
- **in person**: 9%
- **web form**: 12%
- **self service**: 1%

Comment:
email is still the most popular way of contacting IT Services (57%). It is mainly students who contact us in person (21%) at the IT Help point in the Main University Library. IT Self Service will be launched in early 2014.

Survey Results 2013: IT Service Desk One Minute Survey

Response rate: 6.9%; average satisfaction: 96.4%

- Dissatisfied
- Satisfied
- Very satisfied

Facts and Figures
iGrad results
2013

iGrad results (Autumn 2013 wave).
See page 5 for further details.

Maximum score achievable is 4.
See page 6 for further details.

### Learning Average – Technology

<table>
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### Living Average – Internet Access

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### Support Average – IT Services Support

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### Concept

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### Overall Score

| Overall Score | 1.67 | 2.84 | 3.28 |