

Mr John Gilchrist
Freedom of Information Officer

10 July 2019

Ref: FOI/June 2019/ Elliot Stevens

By email to elliottstevens@outlook.com

The Burroughs
Hendon
London
NW4 4BT
United Kingdom

Tel: +44 (0)20 8411 4061
e-mail:
j.gilchrist@mdx.ac.uk
www.mdx.ac.uk

Dear Mr Stevens

Your request for information received on 16 June 2019 has been dealt with under the provisions of the Freedom of Information Act 2000 (FOIA).

You asked:

The survey questions follow:

Welcome to this analysis of IT within UK HE

This survey is part of a request under the Freedom of Information Act to analyse the nature of IT provision and expenditure within UK Higher Education Institutions.

- 1) What is the full name of your HE Institution?
- 2) In respect of the main department responsible for IT...
 - a) What is the name of the department?
 - b) How many staff are in the department? (FTE)
 - c) What is the IT Department's current annual operating budget (opex) excluding personnel costs?
 - d) What is the IT Department's current annual operating budget (opex) including personnel costs?
 - e) What is the IT Department's current annual capital budget (capex)?
 - f) What is the IT Department's current annual depreciation budget?
 - g) In what year was your IT Strategy last revised? (enter '0' if you have none)
- 3) Is the IT department part of a converged service, and if so with whom? (tick any that apply)
 - a) Human Resources
 - b) Estates
 - c) Finance
 - d) Marketing
 - e) Library
 - f) Registry
 - g) Student Services and Support
 - h) Other (please specify)

4) Is the IT department a GROUP member of the following?

- a) British Computer Society Organisational Membership Scheme
- b) Universities and Colleges Information Systems Association

5) In respect of the head of your IT department...

- a) What is their full name?
- b) What is their gender?
- c) What is their job title?
- d) What is their salary (to the nearest £5,000)?
- e) Was their previous post within a UK Higher Education Institution? If so, which HEI?
- f) What post in the organisational hierarchy do they report to?

6) Is the Head of the department a standing member of the following governance groups or committees or their equivalents? (tick to indicate yes)

- a) Academic Board
- b) School or Faculty Boards
- c) Ethics Committee
- d) Audit and Risk Committee
- e) Learning & Teaching Committee
- f) Research Committee
- g) Infrastructure & Estates Committee
- h) Health & Safety Committee
- i) Corporate Management Team (eg Heads of Professional Services or equivalent)
- j) University Executive Committee (i.e. C-suite level)
- k) Other (please specify)

7) Is the head of the IT department a professional member of? (tick to indicate yes)

- a) British Computer Society
- b) Association of University Administrators
- c) Chartered Management Institute
- d) Chartered Institute of Library and Information Professionals
- e) Society for IT practitioners in the public sector
- f) Institute of Scientific and Technical Communicators
- g) Worshipful Company of Information Technologists
- h) Other (please specify)

8) What other departments does the head of the IT Department's superior have responsibility for? (i.e. whom does the IT department report alongside).

- a) Human Resources
- b) Finance
- c) Estates
- d) Marketing
- e) Library
- f) Learning and Teaching
- g) Commercial development (e.g. conferences)
- h) Student Support Services
- i) Planning
- j) All (tick if the superior is the most senior officer of the University, eg. Vice-Chancellor)
- k) Other (please specify)

9) How many staff (FTE, including current vacancies) are in the following teams within the IT department? (leave blank if you do not have such a team, total should equal the total FTE given in question 2 above)

- a) Business Relationship Management (e.g. Business Partners)

- b) Project Management (inc. Programme Management / Governance)
- c) Business Analysis (as distinct from Project Management)
- d) End-user training
- e) User-support (e.g. support-desk, all levels)
- f) Server/Mainframe-support
- g) Network-support (inc. telephony)
- h) Media services
- i) Management and administration
- j) Other (not included above)

10) For each of your key business systems, please indicate the nature of the IT department's responsibility. There are seven potential responses, and these are :- 1 - Vendor relationship 'owned' by IT; 2 - Vendor relationship 'owned' by another department; 3 - IT paid for the original setup costs of the system; 4 - IT is responsible for meeting the annual support and maintenance costs; 5 - IT is responsible for providing day-to-day maintenance and support of the system; 6 - System is entirely outsourced; 7 - N/A. For each of the following systems, please give corresponding number from this list. Multiple response are allowed (so, for example: Finance System - 1.3.6.)

- a) Finance System
- b) HR System
- c) Payroll System
- d) Student Records System
- e) Estates / Building Management System
- f) Library Management System
- g) Research Data Management System
- h) Research Publications System
- i) Timetabling System
- j) Attendance Monitoring System
- k) Website Content Management System
- l) Business Intelligence Reporting System
- m) Intranet Portal / Collaboration Platform
- n) IT Service Desk System
- o) Email System
- p) Telephony System
- q) Mobile Device Deployment and Management
- r) Document Management System
- s) Mobile App (eg CampusM)
- t) General CRM
- u) Alumni & Development CRM
- v) Marketing and Student Recruitment CRM
- w) Research and Knowledge Transfer CRM
- x) Individual Departmental CRMs
- y) Student Services CRM
- z) Virtual Learning Environment / LMS
- aa) Student Retention System / CRM
- bb) High-Performance Computing Environment

University Response

1) Middlesex University

2a) Computing and Communications Systems Service (CCSS)

b) 49

c) 3,845,000

d) 4,557,000

e) 1,200,000

f) Not applied

g) Digital Strategy was revised in 2017

3) Not converged

4) UCISA

5a) Paula Vickers

b) Female

c) Director CCSS

d) Confidential

e) No

f) Chief Operating Officer

6a) No

b) No

c) No

d) Yes

e) No

f) Yes

g) N/A

h) Yes

i) Yes

j) No

7a-g) No

8) None

9a) 0

b) 4

c) 0

d) 0

e) 7

f) 0

g) 6

h) 0

i) 8

j) 24

10a) [1, 3, 4, 5, inc elements of 6]

b) [1, 3, 4, 5, inc elements of 6]

c) [1, 3, 4, 5, inc elements of 6]

d) [1, 3, 4, 5, inc elements of 6]

e) [2, 3, 4, 6]

f) [2, 6]

- g) [2, 6]
- h) [2, 6]
- i) [1, 3, 4, 5, inc elements of 6]
- j) [1, 6, inc elements of 1, 3, 4, 5]
- k) [2, 4, 6]
- l) [2, 3, 4, 5, inc elements of 6]
- m) [1, 3, 4, 5 inc elements of 6]
- n) [1, 5, inc elements of 6]
- o) [1, 3, 4, 5, inc elements of 6]
- p) [1, 3, 4, 5, inc elements of 6]
- q) [1, 3, 4, 5, inc elements of 6]
- r) [1, 4, 5, inc elements of 6]
- s) [1, 5, inc elements of 4 & 6]
- t) n/a
- u) [2, 6]
- v) [2, 6]
- w) [2, 6]
- x) n/a
- y) [1, 5, inc elements of 6]
- z) [1, 4, 6, elements of 5]
- aa) [1, inc elements of 1, 3, 4, 5, 6]
- bb) [2]

I trust this satisfies your request sufficiently. Under the Freedom of Information Act 2000, you have the right to complain about the University's response to your request for information. If you have such a complaint, you may contact Mr David Maplas, Director of Student Affairs, Middlesex University, Hendon campus, London NW4 4BT, tel: 020 8411 5830, d.malpas@mdx.ac.uk within 40 days of the date of this letter for a review of the University's decision. If you remain unsatisfied with the outcome of that complaint, you may seek further recourse by lodging an appeal with the Information Commissioner.

Yours sincerely

John Gilchrist
Freedom of Information Officer