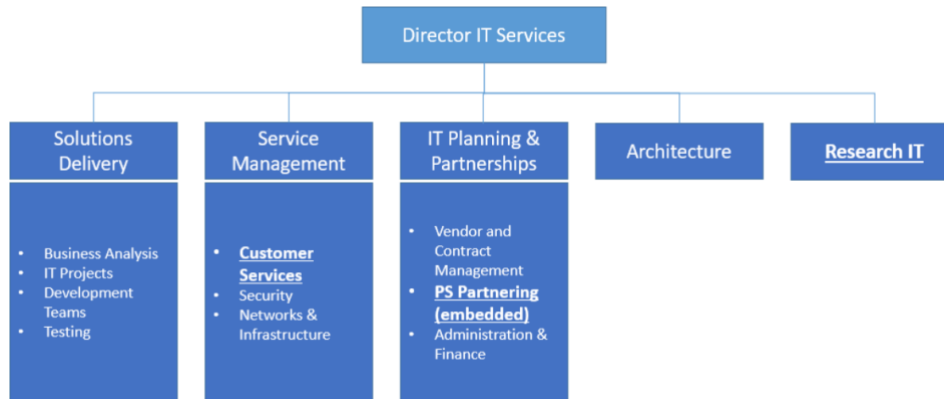


# Information Technology Services Division

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Name of PS Division: IT Services



(Teams in **bold** will have direct interaction with Faculties.)

## Outline of the Service Delivery Model for services in this Division that will be organised around Faculty structures

All IT leadership roles (including IT Operating Board members) will have a stronger focus on **partnership engagements** in terms of time spent learning, listening, actioning escalations, defining outcomes and building strategy. Our IT Strategy Board **aligns our IT service reporting and delivery roadmaps** to faculties and services.

**There will be Five partnership named roles** for Faculties, Professional Services Divisions and for Cornwall (the latter based locally and well connected to FXPlus). A named strategic partner will be embedded in within the senior team for each Faculty, with an additional named contact for central Professional Service Divisions and one in Cornwall. Close support for research activity will be provided by Research IT colleagues as required by the specific research with proposals to ensure the close research support in Cornwall is in line with the support available at Exeter campuses (as per five year plan request at SIPC).

Our project delivery will be prioritised and reported to our agreed Portfolio's (e.g. Essential IT, Operations, Education, Research and Long-Term Maintenance). Partnership roles will ensure **Departments can contribute to the Portfolios and see a line-of-sight benefit.**

We will report our **Operating Level Agreements (OLAs)** using our partnership roles and governance channels as we centralise and streamline the provision of IT assets (hardware and software). These OLAs will cover core services and risks and be customised and adjusted where needed enabling **known levels of investment to achieve service outcomes.**

**Our all staff IT meetings and events will continue to have partnership space** to showcase and celebrate success while building collective focus for the challenges (tactical or strategic) we face together.