

CSCS Strategy

High Level Aims and Objectives for 2015-18

Introduction

The Clinical School Computing Services provides IT Services to departments in the School of Clinical Medicine, and a smaller number of institutions across the University. Its primary purpose is to support the aims of the School of Clinical Medicine. This Strategy;

- Defines the core values, aim and remit of the department
- Defines specific strategic objectives to achieve our aim

Our Aim

- To provide a comprehensive suite of IT Services on an effective cost recovery basis designed to support education, research and its supporting disciplines, administrative and support services.

Our Remit

- Provision of IT Services to the School of Clinical Medicine and associated institutions, including; wireless and wired networking, high availability file and email storage, cross platform managed desktops, remote access, remote and on-site user support, server hosting and support, content managed website hosting, learning technology and virtual learning.
- Outside of our remit is; managing or supporting systems outside the CSCS network including home systems, software supply, support for statistical or analytical software, programming tools, audio visual or medical specialist hardware, relocation of IT equipment and user training.

Strategic Objectives

1. Develop and continually maintain a current and forward looking view of the School's requirements, and use that to drive the development of our own and the University Information Services Division's portfolio
2. Offer a service portfolio based on the School's requirements, which includes;
 - a. Reliable, secure and accessible network and storage infrastructure with the capacity to support the growing needs of research, teaching and administration
 - b. Subscription model managed desktop and user support services based on the core infrastructure to further support research, teaching and administration
 - c. Specialised support services to enable delivery of undergraduate and postgraduate teaching, including a Virtual Learning Environment and Student Computing facilities.
 - d. Specialised research support services to enable the conduct of research on the Biomedical Campus, including server, database and application hosting, and secure environments for the storage and analysis of identifiable data.
3. Continually improve our service portfolio, driven by the needs of the School, with a focus on a balance between resilience, value for money, and user focused service delivery.
4. Continue to improve value for money through economies of scale, implementation of service management and project management best practice, efficiency of procurement and implementation, and building a close working relationship with the University Information Services Division as a service partner and infrastructure provider.
5. Demonstrate our value for money through a transparent cost model and financial operations, and measurement of service performance and user satisfaction, to ensure we are accountable to the School and our users.

6. Develop our capability in information security to the point where we provide an environment which successfully balances a risk based approach to information security with the School and University core values of freedom of thought and expression.
7. Support and exploit the School's relationship with strategic partners including major funders (by ensuring that services support and enable research supported by those funders) and the NHS (by maximising the research benefits of the ePIC system)
8. Support new capital projects on the Cambridge Biomedical Campus (including Gemma, Capella, Bellatrix, CPE and HLRI) ensuring IT is designed into the building from the beginning and represents high quality and value for money
9. Support the School's drive to be energy efficient through efficiency of CSCS core infrastructure, and driving improvements in the power consumption of end user computing.

Governance

10. This strategy will be reviewed and approved in full by the School IT Committee
11. The Strategy will be reviewed annually by the Head of CSCS and the School Secretary
12. Progress against the aims and objectives in the strategy will be reviewed under a standing agenda item of the School IT Committee (Strategic Planning)
13. The Head of CSCS will be responsible for a programme of projects to deliver the objectives 1 to 9
14. A CSCS risk register will be created, and risks rated critical, or of significance across the School, may be discussed at the School IT Committee
15. A CSCS capacity plan will be created, and issues rated critical, or of significance across the School, may be discussed at the School IT Committee