Building Foundations

Delivering IT for London Metropolitan University

The Current Services

- We deliver a lot of IT to support students

- Small IT team that is keen to do more

- Some up to date equipment, but some areas that need replacing and improving

- A support service that isn't visible enough yet

- New management team in place and a new strategy to meet the needs of the University

IT Services manage and maintain **1800+** student devices provided in classrooms, learning spaces and for student loan access and over **1000+** staff devices.

The University has **over 250** classrooms with digital audio-visual services involved, plus over twenty Teams enabled meeting rooms. We support **over 400** software applications, from critical business systems to teaching and learning software.

In 2023-24 we had over **14,000** incidents and service requests from staff and students requesting our assistance and have proactively blocked over **10 million** potential attacks via our firewalls and security infrastructure.

IT Services provision, manage and secure **over 800Tb** of data and currently manage over **480** servers and circa **£25M** worth of IT equipment within our datacentres and in house infrastructure to ensure we can deliver the services our community require.

We also manage over **20,000** staff, student and supporting services accounts.

In addition to this, we support auxiliary services such as a fleet of 72 enterprise printers, the super lab and IT immersive suite in Nursing

Repositioning Ourselves

Five areas of focus:

- Ensure our IT foundations are sustainable, secure and up to date

- Design services that meet student needs

- Make data informed decisions for the University

- Ensure our administration is efficient

- Provide an excellent IT experience

We provide exceptional technology solutions, services and support to enable students, academic staff and professional services staff within the University to succeed.

2024-2025 Student Facing Projects

- 700k of investment in our school, library and lab computers this summer

- Upgrades to 5 lecture theatres in 2024

- A network transformation project to improve wi-fi and more secure networking across the University.

- Greater access to services from your own devices

- A new IT support platform and physical support centre from the start of the 2024-25 year

- Upgrading our entire print estate

- Introducing AI to improve our support function

- Multi-factor Authentication for student accounts to protect your data

Student involvement in IT Services at London Met

- TechSmart: flexible IT career opportunities

- Feedback – tell us what works and what you want us to improve

- Opportunities for student involvement in shaping future IT provision through better engagement

Thank you for your time today,

Any Questions?