



**IT Services  
Provision and Use  
2022/23**

## **INTRODUCTION**

This document lists general information relating to IT provision and use and is fully compliant with the requirements of the Freedom of Information Act (2000). The information provided was correct at the time of writing (September 2018) and will be reviewed annually.

Information on the total value of each contract is not routinely disclosed under the terms of Section 43 of the FOI Act, as to release such information would prejudice the University's commercial interests. The University considers that the release of information relating to future IT projects, business plans and IT Services strategic plans would constitute strategically useful information.

It should be noted that all contracts must adhere to the University's Financial Regulations. The University has produced a ['Guide on how to do business with Liverpool John Moores University'](#) which contains the relevant sections from the Financial Regulations and supporting University policies for companies wanting to supply LJMU with services/goods.

## **USERS**

Number of computer users (including staff and students)	40,101
Number of student users	36,312
Number of staff users	3,789

## HARDWARE

Desktop supplier	HP
Laptop supplier	Dell
Number of PC's	5307
Number of Staff laptops	2031
Number of Student Client PC's	3169
Number of student accessible laptops	243
Number of Staff Client PC's	2111
Number of Student Loan Macs	53
Number of Student Managed Macs	61
Back-up hardware used	Veeam with HP Apollo 4510 and HP MSL 2024 Tape libraries
Maintenance	Direct with Veeam, direct with HP

## STORAGE

SAN - Capacity	600Tb replicated
SAN - Capacity used	250Tb (estimate)
Scality - Capacity	300Tb replicated
Scality - Capacity used	125Tb (estimate)
Storage supplier	HPE
Number of physical Windows servers	58
Physical server supplier	HPE
Number of non-physical Windows servers	370approx.
Non-physical Windows server supplier	MS and VMWare
Number of Linux servers	130
Number of virtual servers	490 approx.
Primary virtualisation software	Vmware
Primary storage mechanism	HP 3PAR
Databases used	Mssql, oracle
Groupware (email) used	Exchange/Office 365
Virtualised solutions used	Citrix / Microsoft
Maintenance	HPE
Number of server rooms	7

## SOFTWARE

Software applications run	Most Microsoft applications, plus Oracle E-Business suite and Peoplesoft Campus Solutions
Cloud services used	Azure
Back-up software used	Veeam
Helpdesk/ITSM software used	Ivanti Service Desk (formerly known as LANDesk Service Desk).

## SAN

Type	HP 3PAR 9450 (x2)
Supplier	HP
Contract duration	5 years
Contract expiry date	30/09/2024
Contract description	HP Proactive Advanced

## LAN

Routers	Cisco Nexus 7010 Cisco Catalyst C9500 Cisco Catalyst 6506 Cisco Catalyst 3750 Cisco Catalyst 3850
Switch models	Cisco Catalyst 2960X Cisco Catalyst WS-C2960L Cisco Catalyst 9200 (412 switches/17056 ports)
Wireless	Cisco WLC5520 controllers Cisco AIR-LAP1142N APs Cisco AIR-CAP2602 APs Cisco AIR-CAP2702 APs Cisco AIR-AP2802I APs Cisco AIR-CAP3702 APs Cisco AIR-AP1542I (792 APs in total)
Firewalls	Fortinet
Load balancing	F5 BigIP LTM
VPN	F5 BigIP APM
Network Access Control	Forescout CounterAct

## E-BUSINESS

Software name	E-Business Suite
Software category	Finance, HR, Payroll
Supplier name	Oracle
Contract duration	1 year
Contract expiry date	31 August 2022

Contract review date	Prior to renewal
Contract description	Technical support services

## CRM

Software name	MS Dynamics CRM Support
Software category	Student Relationship Management
Supplier name	Tribal Dynamics
Contract duration	1 year
Contract expiry date	31 August 2022
Contract review date	Prior to renewal
Contract description	Technical support services

## Sitecore

Software name	Sitecore
Software category	Maintenance for Customer Engagement Platform - Site Licence
Supplier name	Sitecore UK Ltd
Contract duration	5 years
Contract expiry date	31 December 2027
Contract review date	Prior to renewal
Contract description	Technical support services

## SIS

Software name	PeopleSoft Campus Solutions
Software category	Student Information System
Supplier name	Oracle
Contract duration	1 year
Contract expiry date	12 March 2023
Contract review date	Prior to renewal
Contract description	Technical support services

## EXTERNAL HOSTING CONTRACTS

<b>Contract 1</b>	
Type of external hosting contract	E-commerce
Supplier name	WPM
Contract duration	4 year
Contract expiry date	31 August 2023
Contract review date	Ongoing
Contract description	Credit card transactions
<b>Contract 2</b>	
Type of external hosting contract	Application
Supplier name	XMA / Trend
Contract duration	2 years
Contract expiry date	30 June 2022
Contract review date	Prior to renewal
Contract description	Email scanning
<b>Contract 3</b>	
Type of external hosting contract	Application
Supplier name	Hireserve iCams
Contract duration	1 year
Contract expiry date	9 Apr 2023
Contract review date	Ongoing
Contract description	Self-service requisitioning application
<b>Contract 4</b>	
Type of external hosting contract	Application
Supplier name	Oracle iProcurement
Contract duration	1 year
Contract expiry date	28 February 2023
Contract review date	Prior to renewal
Contract description	Self-service requisitioning Application
<b>Contract 5</b>	
Type of external hosting contract	Application
Supplier name	Panopto
Contract duration	3 year
Contract expiry date	5 December 2022
Contract review date	Prior to renewal
Contract description	Enterprise video content management

<b>Contract 6</b>	
Type of external hosting contract	Application
Supplier name	Turnitin
Contract duration	3 year
Contract expiry date	1 August 2022
Contract review date	Prior to renewal
Contract description	Plagiarism checking

## TELEPHONY

Mobile phone supplier (1)	Vodafone
Number of users	410
Contract expiry	May 2024
Contract type	Crown Commercial Services
Conference calls	Mitel MiCollab
Suppliers	In-house
Web meetings (option 1)	Microsoft Teams
Contract	Part of E3 Microsoft Campus licence agreement
Fixed line supplier	Daisy
Contract renewal date	September 2022
Contract duration	1 years
Type of lines	IP
Number of lines	2,500
Minute/landline provider	Gamma
Supplier	Focus
Contract renewal date	February 2024
Number of SIP trunks	2
Number of SIP channels	200
Fixed broadband provider	The University does not have a broadband connection. Its internet connection is a direct link to the JANET network.
Installation date	1989
WAN provider	JANET
Contract renewal date	August annually

## SUPPORT CONTRACTS

Supplier	Version1
Contract duration	32 months
Contract expiry date	31 August 2023

Contract review date	Ongoing
Contract description	Managed Support Service - Oracle E-Business Suite
Supplier	Version1
Supplier	Logicalis
Contract Description	24x365 support of Cisco Core & wireless
Contract term	Annual
Contract renewal	September 2022
Supplier	Orange Cyber Defense
Contract Description	Fortinet Firewall
Contract Term	Annual
Contract renewal	September 2022
Supplier	Orange Cyber Defense
Contract Description	Forescout
Contract Term	Annual
Contract renewal	September 2022

## **PRINTING AND SCANNING**

The University uses Multi-Functional Devices for all printing and scanning. The supplier is now Apogee Corporation Ltd, a subsidiary of HP Inc. with a contract expiry date of 31<sup>st</sup> August 2024. There are 192 HP devices across the University. Local areas may have desktop printers/scanners but these are not supported centrally.

## **IT SERVICES – STAFFING, TRAINING AND DEVELOPMENT**

The University's IT Services, led by the Chief Information Officer, falls under the Student and Academic Services Division. The department currently has 100 staff members.

Training and development opportunities are considered as and when they are needed and are considered on a case by case basis to reflect the business needs of the department.

## **IT EQUIPMENT DISPOSAL**

The University's IT equipment is collected and disposed of by Bulky Bob's Furniture Resource Centre. The contract does not have a commercial value and is reviewed on an annual basis.



# IT Services Organisation Chart

