



**IT Services  
Provision and Use  
2018/19**

## **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)	31000
Number of student users	27700
Number of staff users	3700

## HARDWARE

Desktop supplier	HP	
Laptop supplier	Dell	
Number of PC's	6652	
Number of laptops	929	
Number of other devices		
Number of Student Client PC's	3082	
Number of student accessible laptops	302	
Number of Staff Client PC's	2641	
Network hardware	Cisco Nexus 7010	2
	Cisco Nexus 5548	4
	Cisco Nexus 2000	8
	Cisco Catalyst 6506	4
	Cisco Catalyst 3750	400
	Cisco Catalyst 2960	
	Cisco Catalyst 2960S	
Cisco Catalyst 2960X		
Wireless access points	Cisco AIR-LAP1142N-E-K9	740
	Cisco AIR-CAP2602I-E-K9	
	Cisco AIR-CAP2702I-E-K9	
	Cisco AIR-CAP2702I-E-K9	
	Cisco AIR-CAP3702I-E-K9	
Wireless controllers	Cisco AIR-CT5520	2
Typical daily peak wireless connections	12,000	
No. of unique wireless clients weekly	20,000	
Number of IP addresses for student access	12,720	
Back-up hardware used	Veritas Netbackup 5230 appliances and HP MSL 2024 Tape libraries	
Maintenance	Direct with Veritas, direct with HP	

## STORAGE

SAN - Capacity	250Tb replicated
SAN - Capacity used	180Tb (estimate)
NAS - Capacity	200Tb replicated
NAS - Capacity used	100Tb (estimate)
Storage supplier	HPe
Number of physical Windows servers	90
Physical server supplier	HPe
Number of non-physical Windows servers	350 approx.
Non-physical Windows server supplier	MS and VMWare
Number of Linux servers	85
Number of virtual servers	450 approx.
Primary virtualisation software	Vmware
Primary storage mechanism	HP 3PAR

Databases used	Mssql, oracle
Groupware (email) used	Exchange
Virtualised solutions used	Citrix
Maintenance	HPe
Number of server rooms	5

## SOFTWARE

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

## SAN

Type	HP 3PAR 7400 (x2)
Supplier	HP
Contract duration	5 years
Contract expiry date	14/12/2019
Contract description	HP Proactive Advanced

## LAN

Information withheld for security reasons
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## 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 2019
Contract review date	Ongoing
Contract description	Credit card transactions
<b>Contract 2</b>	
Type of external hosting contract	Application
Supplier name	Rebus / Keylinks
Contract duration	1 year
Contract expiry date	31 July 2019
Contract review date	Prior to renewal
Contract description	Reading list management
<b>Contract 3</b>	
Type of external hosting contract	Application
Supplier name	XMA / Trend
Contract duration	2 years
Contract expiry date	30 June 2020
Contract review date	Prior to renewal
Contract description	Email scanning
<b>Contract 4</b>	
Type of external hosting contract	Application
Supplier name	Hireserve iCams
Contract duration	1 year
Contract expiry date	8 Sept 2019
Contract review date	Ongoing
Contract description	Self-service requisitioning application
<b>Contract 5</b>	
Type of external hosting contract	Application
Supplier name	Oracle iProcurement
Contract duration	1 year
Contract expiry date	31 August 2019
Contract review date	Prior to renewal
Contract description	Self-service requisitioning Application
<b>Contract 6</b>	
Type of external hosting contract	Application
Supplier name	Panopto
Contract duration	3 year
Contract expiry date	5 December 2021
Contract review date	Prior to renewal
Contract description	Enterprise video content management
<b>Contract 7</b>	
Type of external hosting contract	Application
Supplier name	Turnitin
Contract duration	3 year
Contract expiry date	1 August 2021

Contract review date	Prior to renewal
Contract description	Plagiarism checking
<b>Contract 8</b>	
Supplier name	Imperium Solutions/IM Technology
Contract duration	1 year
Contract expiry date	30 June 2019
Contract review date	Prior to renewal
Contract description	Personalised prospectus
<b>Contract 9</b>	
Type of external hosting contract	E-Procurement
Supplier name	EGS
Contract duration	4 years
Contract expiry date	28 February 2019
Contract review date	Prior to renewal
Contract description	E-Marketplace

## TELEPHONY

Mobile phone supplier (1)	EE
Number of users	401
Contract duration	Ongoing (commenced 1 December 2001 and has been rolled over since that date)
Contract type	Public Sector Solutions Contract
Conference calls	Mitel MiCollab
Suppliers	In-house
Web meetings	Mitel MiCollab
Suppliers	Mitel
Type of contract	On-premise service with support contract to July 2020
Fixed line supplier	Daisy
Contract renewal date	July 2020
Contract duration	3 years
Type of lines	IP
Number of lines	2,500
Minute/landline provider	Focus
Contract renewal date	Rolling contract with 1 month's notice
Number of extensions	200 SIP channels additional provided during clearing
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 1	JANET
Contract renewal date	August annually
WAN provider 2	Adept Telecomm
Contract renewal date	July 2022
WAN provider 3	Vodafone
Contract renewal date	3 months' notice to terminate

## **PRINTING AND SCANNING**

The University uses Multi-Functional Devices for all printing and scanning. The supplier and brand used is Xerox and has a contract expiry date of 31<sup>st</sup> August 2019. There are 195 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 Director of IT Services, falls under the Student and Academic Services Division. The department currently has 77 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 Computer Disposals Limited. The contract does not have a commercial value and is due for review on 5 December 2019.

# IT Services Organisation Chart

IT Services

➤ Director - Peter Ashton

March 2019

➤ Deputy Director - Mark Wynne

## Networks

Data Centre  
Network  
Client Network  
Security  
Telephony

## Infrastructure

Windows Systems  
Linux Systems  
Operations  
PC Client Maintenance  
PC Client Management  
Application Management  
SQL Server  
Oracle

## Customer Support

Helpdesk &  
User Support  
Desktop Services  
Procurement

## Web & CRM

Web Development  
CRM Development

## Development

System Integration  
& Software Development

## Bus. Info. Systems

Business Applications  
Development  
Student Systems  
Maintenance  
Business Information  
Reporting

## Project Delivery

Project  
Management  
Testing  
Business Analysis

Personal  
Assistant

Finance &  
Contracts