

# TRANSFORMING OUR PROFESSIONAL SERVICES



# UCL

A SUMMARY OF FEEDBACK RECEIVED ABOUT THE IT SERVICE DESIGN DURING THE TOPS ENGAGEMENT PERIOD (SEPTEMBER-DECEMBER 2017)

## THE ENGAGEMENT PERIOD- WHO, WHEN AND WHY?

During the autumn term (2017), we published the [TOPS Emerging Ideas](#) and ran a series of engagement activities to discuss and receive honest and open feedback on these. During this time, the TOPS Programme team carried out **95 engagement sessions** and acquired feedback from other channels, such as online surveys and feedback to the TOPS mailbox. We have now collated **1712 pieces of specific feedback** from across these channels. This feedback relates to the emerging ideas and service designs for the various Professional Service areas, the wider TOPS programme and specific department or faculty implications. All of the feedback received has been systematically recorded.

The engagement of UCL staff and their contributions throughout this feedback process have been invaluable and provided the TOPS Programme Team, Professional Services Leadership Team and Senior Management Team with important insights from the people who engage with our professional services on a daily basis. This has helped us to:

- understand views and perceptions on the TOPS design emerging ideas
- understand the impact these ideas may have on roles, departments or faculties
- improve these designs and develop the wider TOPS implementation plan.

## WHAT HAVE WE HEARD ABOUT IT SERVICES PROPOSED SERVICE DESIGN?

In addition to the original direct input to the workshop and world café sessions, feedback relating specifically to IT Services across the various engagement channels represents **14%** of all feedback received in the autumn term. We have collated and analysed these responses to identify themes that we have heard repeatedly. In the case of IT Services these can be categorised into three key themes.

### 1) **There is some resistance to a Local but Central (LbC) model for IT**

There are some specific Departments and Faculties (Economic and Engineering Sciences for example) who are opposed to the idea of a Local but Central (LbC) model for IT in their areas. Economics, Engineering Sciences, Physics and Astronomy, Psychology and Language Sciences and the Laboratory for Molecular Cell Biology (LMCB) have all raised detailed concerns about moving the line management of local IT staff. However, other local organisational units already using the LbC model have been mostly positive about the benefits during the TOPS process. The concerns raised regarding a Local but Central model revolve around the perceived past negative experiences of central IT service quality and are concerned about its ability to meet specialised and unique Departmental or Faculty needs. They worry that support staff will be encouraged to prioritise central policy over local priorities, which could in turn diminish departmental flexibility but this has not been raised as an issue by those units that have already adopted the model.

## **2) Proposed system changes (Portico, MyHR and Finance) are generally supported**

Throughout the engagement period, centrally provided IT systems have been highlighted as areas that require significant investment. Even in those local organisational units that have responded with concerns regarding the Local but Central proposal there is agreement that developments in the capabilities of Portico, MyHR and Finance systems are necessary and will be beneficial.

## **3) Self-service and automation are positively viewed on the condition that the systems for these are effective**

The TOPS proposals to develop self-service and automation of some processes to 'help you to help yourself' have predominantly been supported. UCL stakeholders have noted highly usable systems are an essential enabler of increased self-service activity.

## **WHAT HAPPENS NEXT?**

The process of collecting the feedback has been invaluable and contributed significantly to the work of the TOPS Programme team. The feedback has been shared with the Service Leadership Teams for each professional services area. Any decisions for if, how or when the service designs may change will be made by a representative group of colleagues from across the university.

While the formal feedback collection process has now been completed we still welcome any comments you may have about the TOPS Programme and these can be emailed to the TOPS inbox at [tops@ucl.ac.uk](mailto:tops@ucl.ac.uk)