Faq Sheet

Software and systems information

The software product(s) UCL use to manage your IT Service Management (e.g. Landesk, ServiceNow, Cherwell, Hornbill etc.)	RemedyForce
The contract with our current service desk provider ends	30/03/2020
The HR system technology used and supplier is	UCL used Northgate and changed to Oracle later last year
Planning and Budgeting system	We use ORACLE and do not have plans to change
Business Intelligence and Data Warehouse system	We use ORACLE and do not have plans to change
Content Management system	We use MS Sharepoint and there is no renewal date.
Point of Contacts for the systems	Director of IT Service Delivery and Deputy Director of Information Service Division
Email exchange server used	O365 and it's on the cloud
Penetration testing	Internal Information Security Team
Document security the University uses	Native security in Documentum
Procurement policy which supports the use of UK Government IT procurement frameworks	UCL's procurement policy supports a number of procurement methods, including the use of relevant framework agreements. The UK Government IT procurement frameworks are relevant and available to UCL and so can be used if appropriate.
UCL's IT policy guidance	We are currently working on differing strategies with responsibility undefined.
Number of data centres UCL owns	ISD have 1 main on-site DC
Number of third-party data centres used	ISD utilise 1 third-party data centre
Does UCL use cloud for storing data/applications	Yes
Approximate percentages where UCL's data and applications are held	An on-premise data centre. Approx. 40% • A third-party data centre. Approx. 58% • Hyperscale public cloud (e.g. AWS / Azure/ Google Cloud Platform) • Private cloud. Approx. 2%
IT primary management	Is done in-house
Shared IT infrastructure with other organisations	Generally no, but UCL does have this in place for specific research IT services.
Person responsible for driving the cloud strategy	Director of IT Service Delivery
Cloud strategy's main drivers	• Cost savings • Scalability • Agility • Security • Modernisation

UCL are looking to procure in the next 12 months	• Colocation facilities Possibly. • Physical IT infrastructure Yes. • Hyperscale public cloud services (e.g. AWS / Azure/ Google Cloud Platform) Possibly. • Other public cloud services (e.g. UK Cloud) Possibly. • Private cloud services Yes. • Outsourced IT managed services Possibly
'Software license review' or software audit In 2015- 2018	No external auditor was used
Software UCL use to manage, process and respond to complaints received, the cost and renewal date	Microsoft Office Suite, Outlook and SharePoint. This is part of the Microsoft Campus Agreement and comes out at a cost of £28 a user. Please note that other products are included in is however, we are unable to break this down further. The renewal date is 31/09/2020
The software UCL use to manage, process and respond to FOI/EIR requests, cost and renewal date	Microsoft Office Suite, Outlook, SharePoint and One Place Mail. Microsoft Office Suite, Outlook and SharePoint. This is part of the Microsoft Campus Agreement and comes out at a cost of £28 a user. Please note that other products are included in is however, we are unable to break this down further. One Place Mail is £273 a year. The renewal dates are 31/09/2020. One Place Mail – 24/09/2019
The software UCL use to manage, process and respond to SAR requests and the cost	Microsoft Office Suite, Outlook, SharePoint and One Place Mail. Microsoft Office Suite, Outlook and SharePoint. This is part of the Microsoft Campus Agreement and comes out at a cost of £28 a user. Please note that other products are included in is however, we are unable to break this down further. One Place Mail is £273 a year.
The cost of Moodle rebrand and who was contracted to do it	The project was partially an infrastructure project to improve performance and resilience, and partly related to the new Academic Model. The upgrade to the latest Moodle version was one element of the work
Reason for why many modules were put up on Moodle in time for the start of classes	The modules from term one were prioritised over those for term two, and only modules needed this session were included for the start of the session. Migration work is continuing.
SharePoint on premises	No, SharePoint is not on UCL premise
SharePoint functionality for records management	Records Centre - Yes. Content Types - Yes. Labels – Yes
Electronic Document and Records Management System (EDRMS) or Enterprise Content	UCL does have EDRAMS or ECMS other than SharePoint

Management System (ECMS), other than SharePoint	