



The CTICC's in-house ICT team

ICT COMES IN-HOUSE AT THE CTICC: CREATING JOBS, REAPING BENEFITS

After 12 years of outsourcing ICT support, the CTICC set up an internal ICT unit on 1 January 2016. This unit employs 15 people. Previously only two CTICC permanent staff oversaw ICT: a Business Systems Administrator and an ICT Maintenance Manager. The new unit has created 13 new jobs.

The new ICT Department has:

- Four control room operators – who work 24 hours, on back-to-back shifts, programming venues, lighting, air-conditioning and CCTV. They are the eyes and ears of the CTICC;
- Two business systems administrators, working closely with the internal business ensuring business systems are operational;
- One client-facing ICT service delivery manager;
- Six ICT support staff, an ICT systems administrator as team leader, overseeing three support specialists and two ICT technicians;
- One ICT maintenance manager to monitor integration of ICT with fire detection, safety and other building systems;
- One ICT manager.

Over and above the 15 staff now employed in-house, specialist outsourcing is called in as third-line support, if required.

The benefits of in-housing ICT

1. Ownership – almost all ICT issues are now managed and controlled in-house.
2. Flexibility – the team can multi-task and assist each other across specialist areas.
3. Turnaround time improvements – improved by internal logging system and problem prioritisation.
4. Cost savings – already an 8% reduction in overall ICT costs, with year-on-year revenue from chargeable connectivity, networks, wireless and telephony.
5. Sustainability benefits – KPAs are shared with all CTICC departments and waste usage reporting has been enhanced and made more reliable.
6. Upskilling efficiencies – due to on-the-job cross-learning.
7. Integration efficiencies – the maintenance team is now client-facing, so greater proactivity and speed is possible in terms of solving challenges.