

MANCHESTER  
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The University of Manchester

# Network 2030: Bringing our services in-house

## Network Target Operating Model (TOM) for Managers

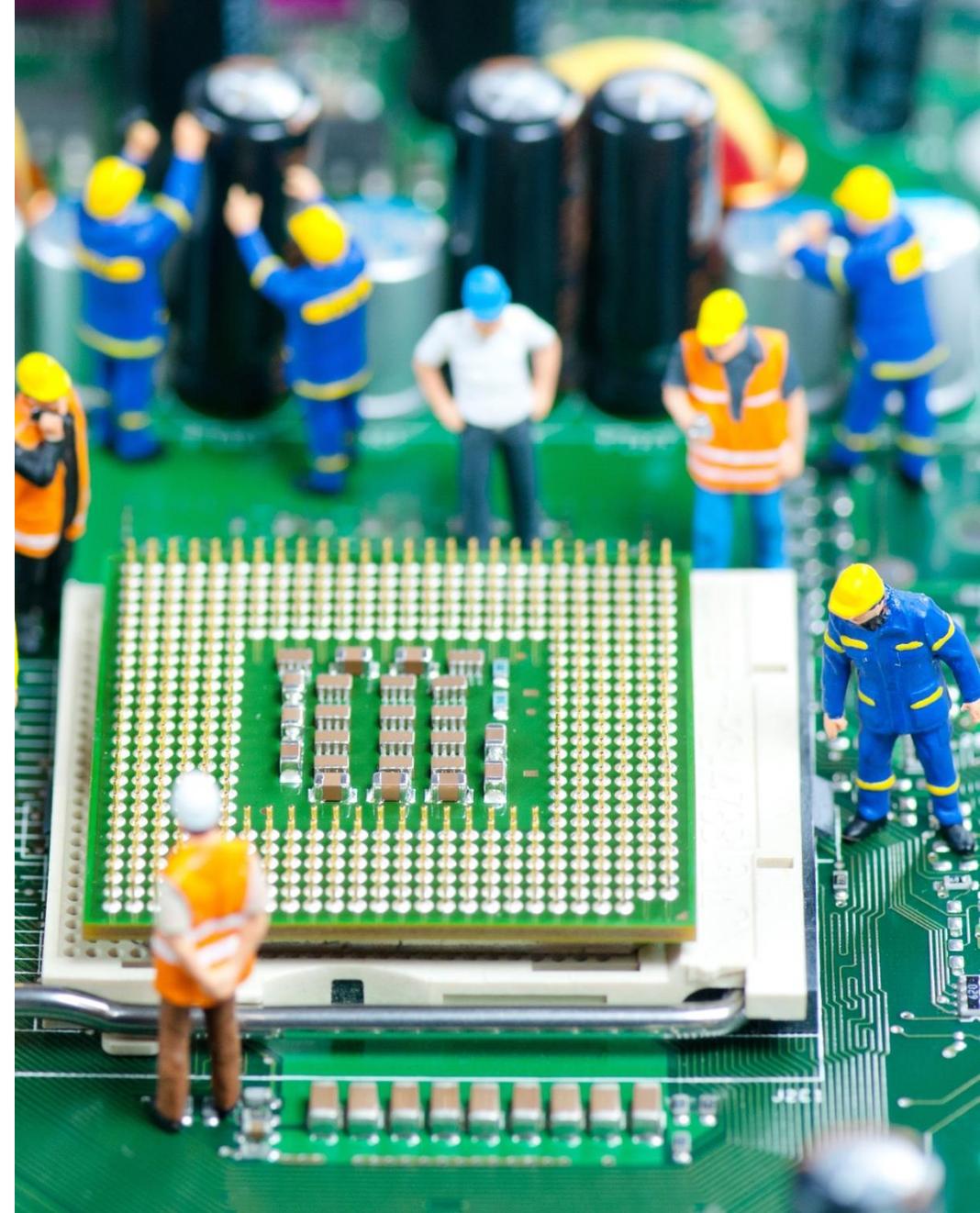


## What is Network 2030?

The University of Manchester operates one of the largest academic networks in Europe. The network is our **fourth utility**, powering everything we do here.

Network 2030's mission is to ensure our network performs at its best for everyone at The University, updating legacy network hardware and software.

The operating model puts **service excellence** for end users first at a pivotal time for the Network team and everyone who works directly with the Network and the IT Operations Centre (ITOC).



## What is the Target Operating Model?

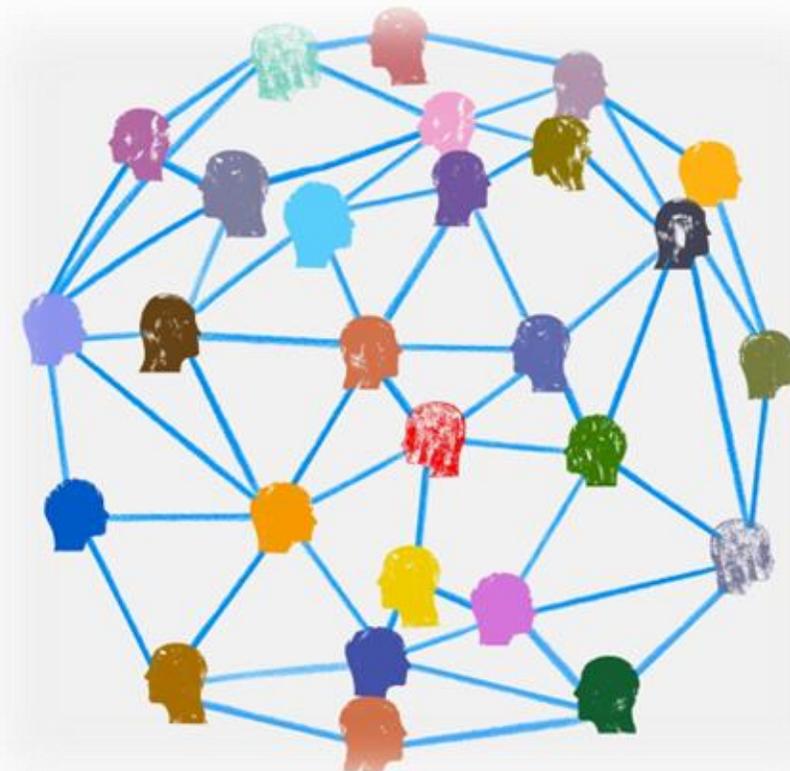
The TOM is a strategic framework for managing network services at The University of Manchester. The TOM is being delivered as part of Network BAU. From 10 February, at the end of our contract with Roc our long-standing Network partner, you and your team should be aware there will be a period of transition to this TOM.

### Why does it matter?

- The TOM ensures uninterrupted network services during and after transitioning services in-house. It reduces operational risk and improves service resilience.
- It aligns with Manchester 2035 ambitions for digital equity and sustainability.

### What are the key outputs?

- An established service catalogue with defined service parameters, quality measures and agreements.
- A framework for continuous improvement.



## Where we started

- Dependent on external partners to share information about our own Network.
- Dependent on external partners to provide expertise and equipment to address maintenance, urgent care and upgrades to our own Network.
- No standardisation for reporting and measuring.
- Poor understanding of individual service performance.
- No official roadmap for continuous improvement and success.

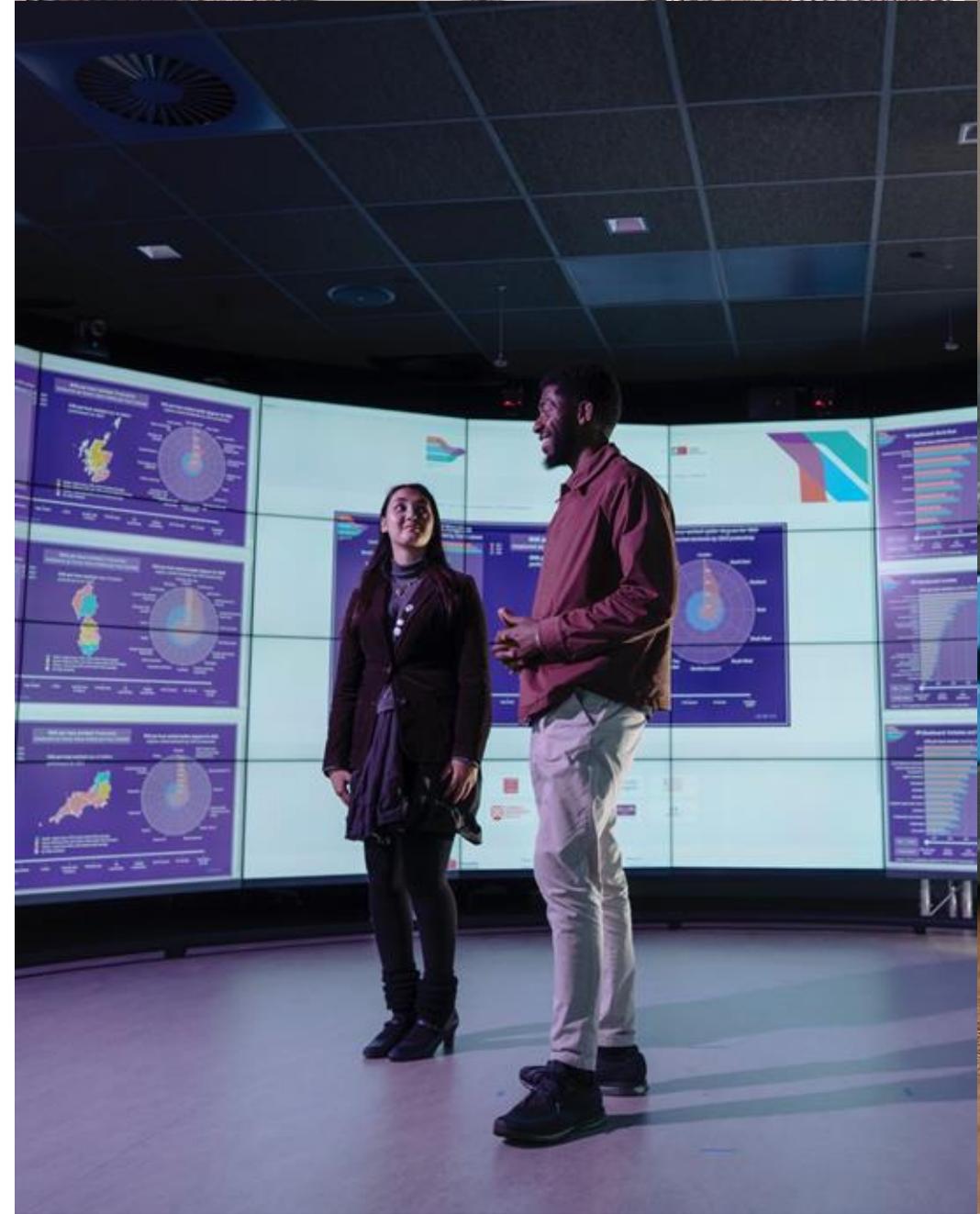
“[With external partners] ... you never get that dedication that you get from your own staff. You never get the awareness of what is business critical and what matters.”

Prof. Peter Green, FSE, N2030 Board Member.



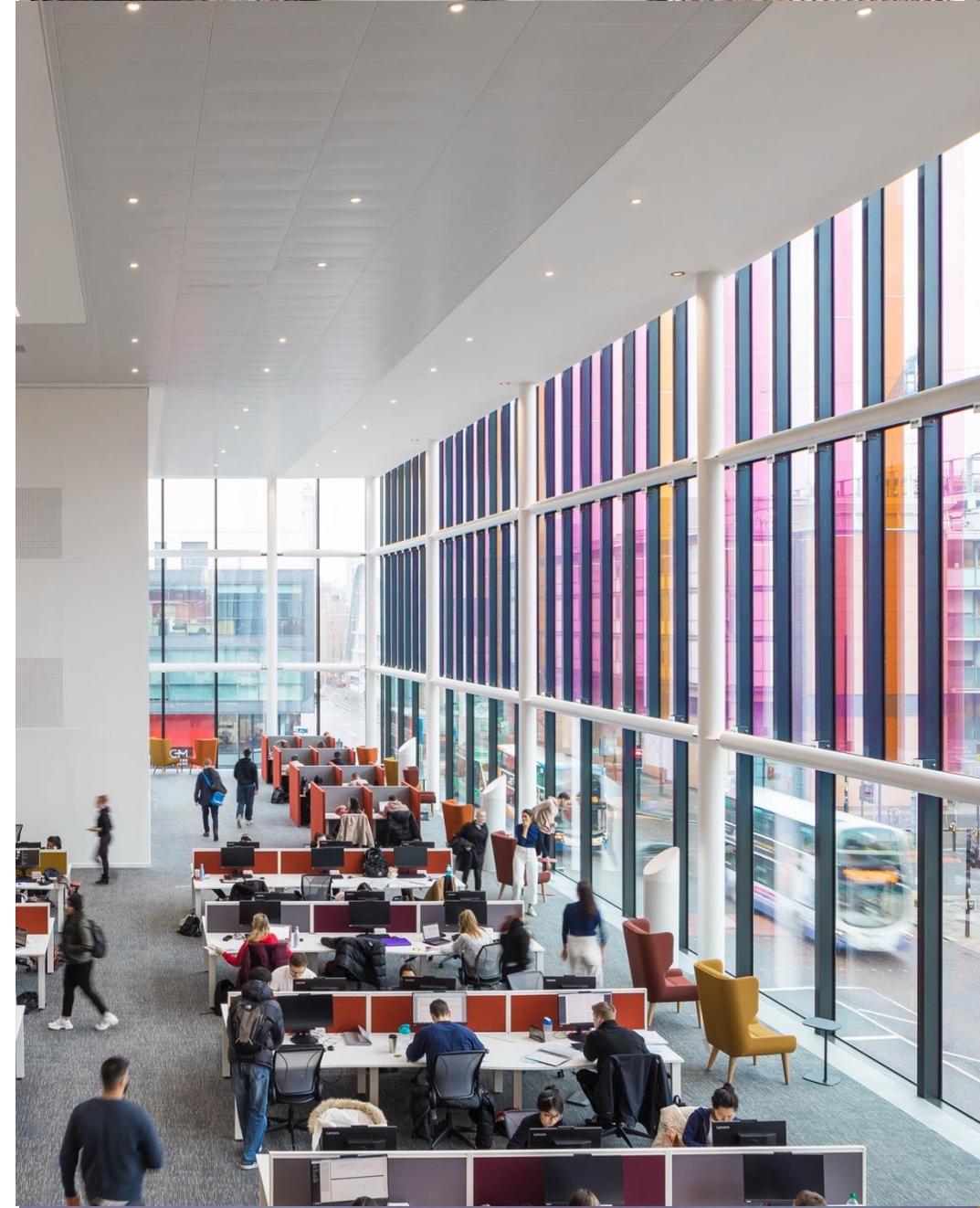
## Where we are going

- All Network services brought **in-house**.
- A new Network **monitoring and management tool** to provide key insights into the health of our Network.
- An **upskilled** Network team.
- Network issues **anticipated** before they become problems.
- Fewer problems = **improved service** for our colleagues and our students.
- A culture that has **service excellence** at its heart, in-line with the Digital Inside and Out arm of the From Manchester for the World 2035 strategy.



## What to expect on the way

- You may notice a temporary **period of operational delays to ticket resolution** as we adapt to new ways of working in order to achieve Service Excellence.
- The Network team will be creating training pathways to **fully upskill our engineers** as we bring network provision in-house.
- **Continuous improvement activities** planned as part of the Network TOM will be undertaken to help reach our target network operating model.



## Find out more

If you want to learn more about the programme or to get in touch with the team, please visit our Staffnet microsite or contact the team via the shared mailbox.

- [Network 2030 on Staffnet](#)
- [Email the team](#)

