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ICT Human Resources

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Information Communication Technologies for IROs

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Overview

- IRO Staff profiles and tasks
- ICT staff and tasks
- Integration
- Consultants

IRO Staff profiles

- Non ICT experts
 - Although they are experts in other fields they may have some ICT knowlege
 - managers, assistants, administrative staff, etc
- ICT experts
 - Staff with specific ICT knowlege



ICT Experts - Tasks

- Analysis, design and planning of software
- Development / acquisition and maintenance of software applications
- Acquisition and maintenance of equipment (hardware).
- Support and training (IT helpdesk)



Non ICT Experts

- Managers, assistants, administrative staff, etc.
- Use of ICT resources
 - personal productivity software (text processor, spreadsheets, databases, etc.)
 - Specific tools
- **Continuous upgrade**
- Staff training on ICT



Teamwork

- == increase productivity
- Organization hierarchy definition and team building
- ICT Team
 - Clear alignment of objectives to those of the organization
 - **Not loose compass**



ICT Team

- Expert profiles
 - Systems Analyst
 - Developer
 - Database designer
 - System administrator
 - Office support
- Mix roles in one person = productivity improvement



Integration of the ICT team in the organisation

- Related profiles
 - Graphic designer
 - Documentary
 - Legal staff (licensing and data protection)
 - Own tools user
- To be open minded, and receptive to users suggestions



Outsourcing

- Delegate some tasks or activities on a external organisation
- Activities that are no part of the core skills of the organisation
 - Software development, graphic design, legal assistance
- A written agreement or contract will be necessary



Consultants (outsourcing)

- *International examples:*
 - Accenture: <http://www.accenture.com/>
- *Examples in Spain:*
 - IT-Deusto
 - INDRA
 - ESIN <http://www.esin.es>
 - Globalti: <http://www.globalti.es>
 - Atlantida: <http://www.atlantida.es/>
 - IDEST: <http://www.idest.es/>



Other ways

- Combined strategy
 - In-house expertise and delegate some activities to external companies
- Teleworking
 - Fixed objectives
 - Communication: email + IM (skype) + phone
 - Presence is necessary – periodical visits



Conclusions

- There are many pros and cons for every option
- An analysis of the organisations is needed in order to find the best combination of in-house and external knowledge.



Please tell us your experience

- **In-house expertise, or outsourcing**
- What results have been provided?
- What problem have you encountered?
- Questions...
- Thanks