

**Information Services
User Services Directorate
May 2021**

**Director
Gosia Such**

ISG Business Admin

KEY:
(s) = student designated
(se) = secondment
(e) = external service provider
* = 2 posts

**Head of
Operational Services
Neil Bruce**

**Head of
Help Services
Barry Croucher**

**Head of IT for CMVM
Sheila Fraser**

**IS College Engagement
Manager
Victoria Dishon**

**Head of
Relationship Management
Abdul Majothi**

**Head of Internal ISG
Communications
Shaun Burnett**

**User Support
Manager
Veronica O'Malley**

**Service Delivery
Manager
Bob O'Malley**

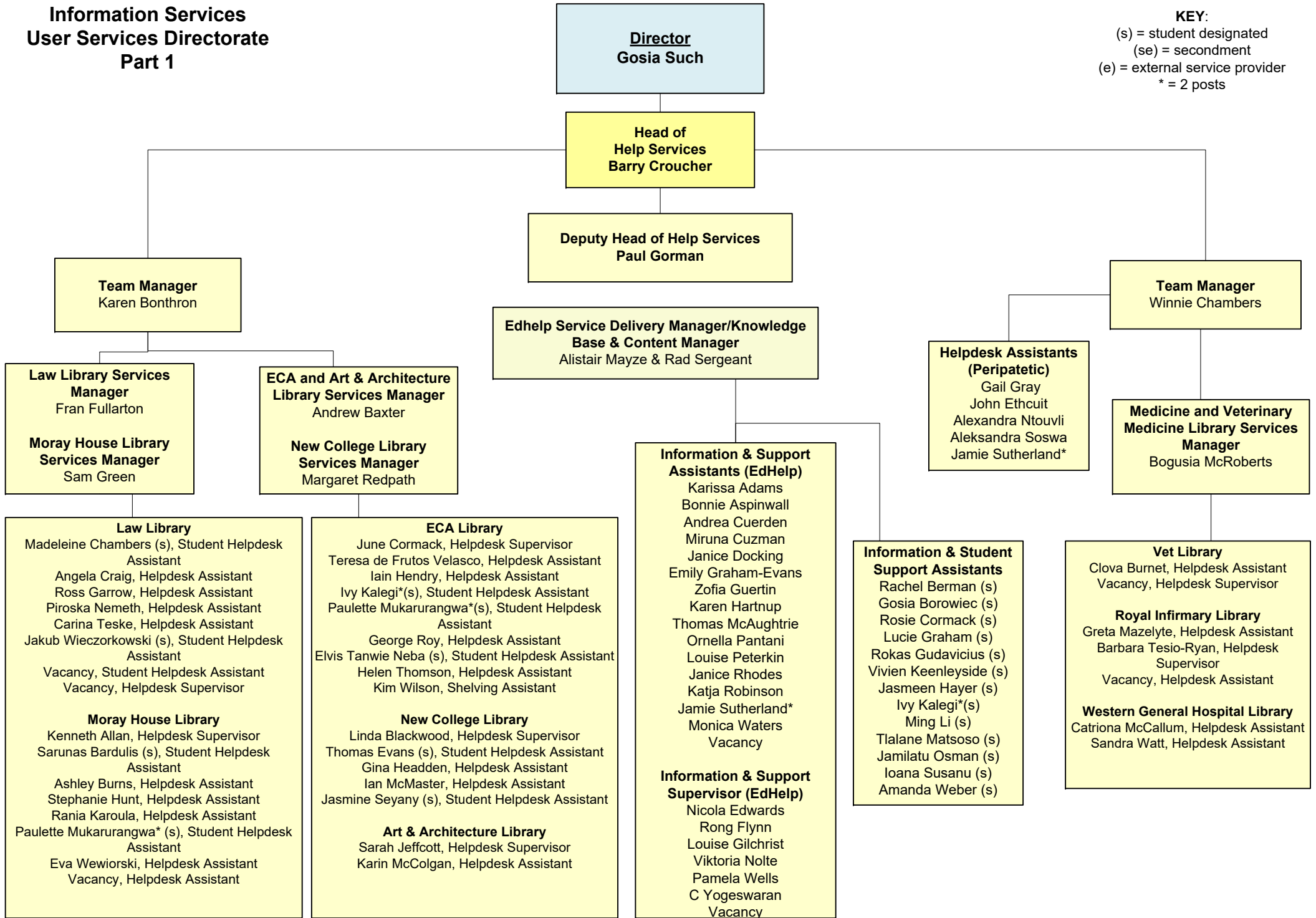
**ITIL Team Manager
Lisa McDonald**

**Matt Beilby
Robert Gormley**

**Student Interns as
required**

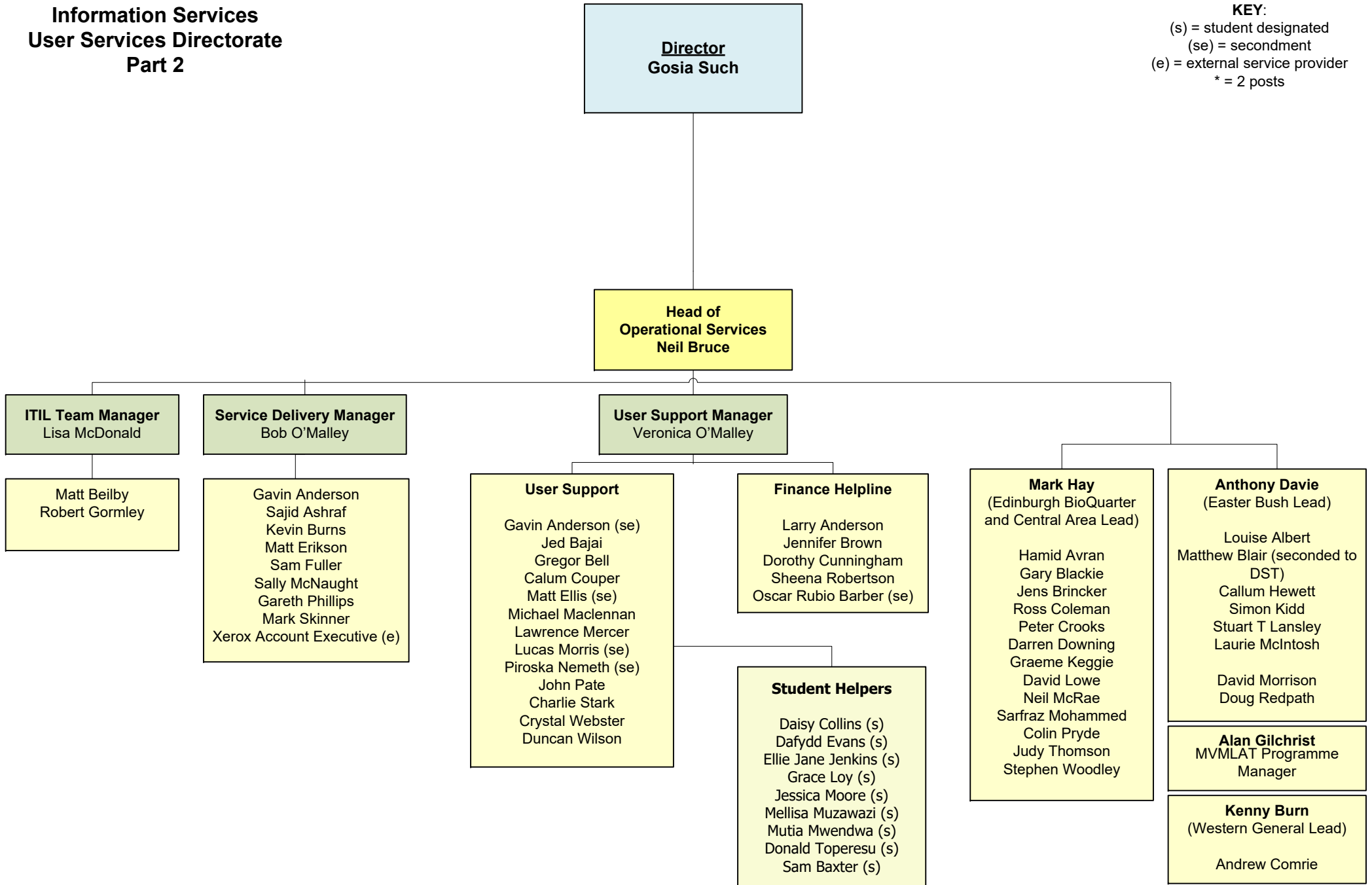
**Information Services
User Services Directorate
Part 1**

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**Information Services
User Services Directorate
Part 2**

KEY:
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* = 2 posts



**Information Services
User Services Directorate
Part 3**

Director
Gosia Such

KEY:
(s) = student designated
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* = 2 posts
— = Aligned with College IT Strategy, line
Management remains within USD (Head of
Relationship Management)

