

Irish
Universities
Information
Services
Colloquium

iuisc

Annual Conference

2nd - 4th MARCH, 2005

Sustaining Innovation in an Integrated Environment



Microsoft[®]

PROGRAMME

Welcome note

Dear Delegate,

I am delighted to welcome you to IUISC '05, the conference of the Irish Universities Information Services Colloquium for 2005.

Higher education has been facing a range of challenges over recent times, leading to the evolution of a volatile environment, where information services and libraries alike are required to generate creative responses in supporting and enhancing teaching and research in our institutions. The diverse nature of these requirements places demands on the effective establishment of priorities and the need to deliver a co-ordinated and integrated portfolio of services.

The design and content of the colloquium programme reflects this diversity and aims to provide opportunities for delegates to explore the range of innovative solutions which technology offers and to discuss issues around the integration of support to the academic process.

The Planning Committee is very grateful to our speakers from home and abroad for contributing to the programme and looks forward to a range of authoritative and engaging presentations. The colloquium has received outstanding support from a variety of sponsors, especially our lead sponsor Microsoft, and the exhibition will form a vibrant and integral element to the overall programme. The work of organising the event has been most efficiently and ever-helpfully facilitated through the expertise and effort of the team in Conference Partners.

On behalf of the organising committee from Dublin City University and Trinity College Dublin, I hope that you will find the colloquium to be a stimulating and enjoyable event.



Robin Adams
(Chair, IUISC 2005 Planning Committee)

COMMITTEE MEMBERS

Robin Adams (Chair)	TCD
Mary Broderick	TCD
Miriam Corcoran	DCU
Arlene Healy	TCD
Barbara McConalogue	DCU
Michael Nowlan	TCD
Paul Sheehan	DCU
Brendan Tolan	DCU

Invited speakers

John Boland, Chief Executive HEAnet

John holds a B.E. in electronics from University College Dublin. Formerly Systems & Networks Manager at Dublin City University, he previously worked for Motorola in US and UK and Marconi in UK and Africa. Current projects include, developing a strategic plan for the national education and research network, and implementing the next generation Internet for Ireland fibre optic backbone linking all colleges. He is currently undertaking an M. Sc in Computer Applications.

Gill Ferrell, Assistant Director & Programme Manager, JISC Infonet

Gill is currently Assistant Director of JISC infoNet - a UK wide service for F&HE providing a Centre of Expertise in the Planning and Implementation of Information Systems. Gill's experience in the education sector covers strategic planning, information management and administrative systems management as well as part time teaching. She has managed projects selecting and implementing third party software and in-house developments and led on projects making major change to business processes.

Malcolm Fry, Independent Executive Advisor to BMC Software, and Remedy is a recognized IT industry luminary with over 35 years experience in Information Technology. He serves as an Independent Executive Advisor to BMC Software, and Remedy, a BMC Software Company. Malcolm offers an unparalleled breadth of knowledge and experience in IT business and technical issues. Malcolm began his IT career in 1967 working for a major bank in London. In the following 13 years he performed many IT functions including system programming and a variety of management roles. During the same period, Malcolm worked in a number of industries including retail, production, oil and pharmaceuticals. This experience, coupled with his impressive technical background, gives Malcolm an unparalleled breadth of knowledge and experience. Malcolm began his knowledge broking career in 1980 and since that time Malcolm has not only pursued a solo career, but has also been on the boards of various organizations, including Protocol International Limited and Help Desk Institute's Strategic Advisory Board. He is currently a board member of two different technology organizations. During his long and diverse career, Malcolm has worked in more than thirty countries, lectured to over 700,000 people and is in constant demand worldwide as a dynamic, entertaining and knowledgeable speaker.

Professor John Gillespie is Professor of French Literature, Head of the School of Languages and Literature and Director of Research of the Faculty of Arts at the University of Ulster. He has been a member of the Research Policy and Practice Committee of the University since 1992 and currently chairs the University's working group linking Research Institutes and the Information Services Department with a view to enhance support for research. His research interests lie in the area of Literature and Belief (he directs the University's Centre for the Study of Literature and Belief) and in the development of e-learning in relation to language pedagogy. He has recently made a successful bid for £750,000 over five years for the development of an Area of Excellence in Teaching and Learning in dynamic multi-media language learning with Dr Greg Toner.

Professor James P. Gosling, Director of Quality, Quality Office, National University of Ireland Galway

Professor Jim Gosling BSc, PhD, HDipEd. grew up in Dundalk; Biochemistry, under- and post-graduate at UCD, postdoctoral fellow in UCG since 1970. Research interests are applied immunology and endocrinology. Director of Quality at NUI Galway since 1999, with institutional research as an additional responsibility from 2005/06.

Professor Mark Keane, Director, Information and Communications Technology Division, Science Foundation Ireland

Prof. Keane holds a BA in Pure Psychology from University College Dublin and a PhD in Cognitive Psychology from Trinity College, University of Dublin. His career to date includes periods as a Research Associate in the Department of Computer Science and Statistics at Queen Mary College, University of London and a Research Fellow in Cognitive Science with The Open University. Prof. Keane joined the Department of Computer Science at Trinity College Dublin as a Lecturer in 1990 and was made a Fellow of TCD in 1994 at the age of 33. From there, he moved to his current position as Chair at the Department of Computer Science at University College Dublin in 1998. Prof. Mark Keane is currently the Director of Information and Communication Technologies (ICT) as appointed by the Science Foundation Ireland (SFI), the National Foundation for Excellence in Scientific Research. In this role Prof. Keane plays a pivotal role in building on SFI's investments in academic research in the fields underpinning ICT in Ireland and over the ongoing development of the skills, knowledge and research that will be produced by these investments in the future. He is also seeking to grow SFI's strategic and external partnerships with industry and academia in Ireland.

Professor Derek George Law, Head of Information Resources Directorate, University of Strathclyde, Professor in the Department of Computing and Head of the Centre for Digital Library Research, University of Strathclyde

Prof. Derek Law has worked in several British universities since 1970 and has published some 200 book chapters, articles and conference papers since then, some of them republished in seven other languages. Most of his work has been to do with the development of networked resources in higher education and with the creation of national information policy. Recently he has worked on the use of wireless technology in developing new methods of teaching and learning and on open access issues. He is immediate past Treasurer of IFLA; past president of CILIPS (the Scottish Library Association) and leads the Centre for Digital Library Research at the University of Strathclyde. He was awarded the Barnard prize for contributions to Medical Informatics in 1993, Fellowship of the Royal Society of Edinburgh in 1999, an honorary degree by the Sorbonne in 2000, the IFLA medal in 2003, and honorary fellowship of CILIP in 2004.

Catriona McCallum, Public Library of Science has a background in both science and in publishing. She grew up in Scotland and studied Zoology at Edinburgh University remaining there to do a Ph.D. on speciation. She subsequently spent time in South Africa working on a restoration project of a coastal dune-forest in KwaZulu Natal and studying the behavioural ecology of meerkats in the Kalahari before returning to a teaching post in Edinburgh. In 1998, she decided she wanted to be more involved in the communication of science and joined the Elsevier journal Trends in Ecology & Evolution as assistant Editor. She became Editor in 1999 and remained there until 2003, when she left to join the Public Library of Science. She sees her role as Senior Editor at PLoS as a unique and challenging opportunity to work even more closely with the community and to ensure that high-quality scientific research is communicated as widely as possible.

Dr. Danny O'Hare, Chair Information Society Commission, Department of the Taoiseach

A native of Dundalk, Co. Louth, Dr Daniel O'Hare attended University College Galway, from which he gained a B.Sc and an M.Sc. Conferred with multiple degrees from a number of institutions, including a Ph.D from University of St Andrews (Scotland) in gasphase ultraviolet spectroscopy and honorary Doctorates from the National University of Ireland, University of Dublin,

University of Ulster and Queens University Belfast. Dr O'Hare has held many academic posts at institutions both in Europe and abroad, culminating in his appointment as founding president of Dublin City University from 1977 to 1999. Dr O'Hare currently chairs a number of Government advisory bodies.

Dave Price, Head of Systems and Electronic Resources Service, Oxford University Library

After a background in Biochemistry and Social Anthropology, Dave Price joined the Bodleian Library in Oxford as a reader services librarian at the Radcliffe Science Library. Over the years, he became increasingly involved in library IT and its development through the introduction of early information services such as Gopher, WAIS and the Web, automation of our catalogues and the promotion of online bibliographic databases. With the integration of most of Oxford University libraries including the Bodleian, in 2001 he headed up a new unit responsible for all library IT ranging from desktops to digital library initiatives and from email to electronic legal deposit.

Martin Price is the Executive Secretary of the Universities and Colleges Information Systems Association (UCISA) in the UK. He has held this position for six years. Before that he occupied the lofty position of Director of Administrative Information Systems (DAIS) at the University of Oxford from 1992 to 1998, and held a similar position, with a bewildering variety of titles, at the University of Reading for 22 years. Martin was a founding member of the UCISA Executive Committee in 1992 and was elected Treasurer, Vice Chair and Chair - but not all at the same time. In 1997-8 he was a Vice President of the European organisation EUNIS.

David Prosser, Director SPARC Europe

David Prosser was appointed the first director of SPARC Europe in October 2002. Previously, he spent ten years in science, technical, and medical journal publishing for both Oxford University Press and Elsevier Science. During this time he was involved in all aspects of publishing from production through to editorial and financial management of journals. Before becoming a publisher he received a PhD and BSc in Physics from Leeds University, UK.

Barclay Rae, Managing Director, e2e

Barclay has wide business and consultancy experience across the IT Service Management, CRM and Call/Contract Centre markets. His driving passions cover 2 sides of the coin - developing service quality for business success, and ensuring the quality of e2e services. Barclay provides strategic consulting in e2e projects with specialism in communications programmes for organisational change. He is a regular speaker and facilitator at industry events and conferences. He is current chair of the Customer Technology Association (CTA) Founders Council and writes a regular advice column in Support World magazine.

Kimberly Voltero recently joined Microsoft to manage Higher Education Solutions for Europe, Middle East and Africa. Kimberly provides leadership to drive Microsoft's strategy in this important area. She is responsible for designing and developing solutions for post-secondary education engaging with customers, partners and educational leaders to position Microsoft solutions and programs. Kimberly is formerly from WebCT in the United States, where she was responsible for partner alliances and strategy relating to technology standards. She has extensive experience directing Product Management and contributing to the product life-cycle for web-based content management, electronic publishing, eCommerce and learning management applications. Kimberly has served three years on the Technical Board of IMS Global Learning Consortia, Inc. and remains an active member of the international educational technology standards community.

Schedule of events

Sustaining Innovation in an Integrated Environment

Day 1 Wednesday 2nd March 2005

11.00 onwards	Registration commences	Venue: Benbulbin Section 1, Radisson SAS Hotel
13.00-14.15	Lunch	Venue: Restaurant, Radisson SAS Hotel
14.15-14.30	Chair IUISC Committee	Opening Robin Adams , Librarian TCD Venue: Benbulbin THEME: Future of Higher Education
14.30-15.15	Keynote Speaker Chair: Robin Adams , TCD	Venue: Benbulbin Dr. Danny O'Hare , Chair Information Society Commission The OECD Review of Higher Education in Ireland: possible futures
15.15-15.45	Coffee/Exhibition Viewing	Venue: Benbulbin Section 1
15.45-16.30	Plenary Session 1 Chair: Michael Nowlan , TCD	Venue: Benbulbin John Boland , Chief Executive, HEAnet Developing Educational Networks
16.30-17.15	Plenary Session 2 Chair: Michael Nowlan , TCD	Prof. Mark Keane , Director ICT Division, Science Foundation Ireland SFI's Computational Ventures
19.00		Pre-Dinner Drinks & Dinner Venue: Benbulbin

Day 2 Thursday 3rd March 2005

8.00-9.00	Registration Commences	Venue: Benbulbin Section 1 THEME: Quality Assurance in Service Provision						
9.00-10.00	Plenary Session Chair: Paul Sheehan , DCU	Venue: Benbulbin Prof. Derek Law , Head of Information Resources Directorate, University of Strathclyde Never Mind the Quality, Feel the Width: Supporting Institutional Innovation in an Integrated Environment						
10.00-10.30	Parallel 1	<table border="0"> <tr> <td>Stream 1 Venue: Knocknarea Room</td> <td>Stream 2 Venue: Benbulbin</td> <td>Stream 3 Venue: Bricklieve Room</td> </tr> <tr> <td>Performance Measures for IT services Presenter: Mary Crowe, Director UCD Computing Services</td> <td>Making SLAs and Business Scorecards Work Presenter: Barclay Rae, Director E2E Customer Services</td> <td>Accessibility Technologies and their Impact on University Web Services Presenter: Tracey McKillen, UL</td> </tr> </table>	Stream 1 Venue: Knocknarea Room	Stream 2 Venue: Benbulbin	Stream 3 Venue: Bricklieve Room	Performance Measures for IT services Presenter: Mary Crowe , Director UCD Computing Services	Making SLAs and Business Scorecards Work Presenter: Barclay Rae , Director E2E Customer Services	Accessibility Technologies and their Impact on University Web Services Presenter: Tracey McKillen , UL
Stream 1 Venue: Knocknarea Room	Stream 2 Venue: Benbulbin	Stream 3 Venue: Bricklieve Room						
Performance Measures for IT services Presenter: Mary Crowe , Director UCD Computing Services	Making SLAs and Business Scorecards Work Presenter: Barclay Rae , Director E2E Customer Services	Accessibility Technologies and their Impact on University Web Services Presenter: Tracey McKillen , UL						
10.30-11.00	Parallel 2	<table border="0"> <tr> <td>Workshop - Key Performance Indicators (facilitated by) Professor James P. Gosling, Director of Quality, NUIG <i>Please register for this workshop at the conference registration desk.</i></td> <td>From Different Perspectives to Partnership Presenters: Michaela Hollywood & Paul Smith, DCU</td> <td>What is 'Quality'? Presenter: Martin Price, Executive Secretary, UCISA</td> </tr> </table>	Workshop - Key Performance Indicators (facilitated by) Professor James P. Gosling , Director of Quality, NUIG <i>Please register for this workshop at the conference registration desk.</i>	From Different Perspectives to Partnership Presenters: Michaela Hollywood & Paul Smith , DCU	What is 'Quality'? Presenter: Martin Price , Executive Secretary, UCISA			
Workshop - Key Performance Indicators (facilitated by) Professor James P. Gosling , Director of Quality, NUIG <i>Please register for this workshop at the conference registration desk.</i>	From Different Perspectives to Partnership Presenters: Michaela Hollywood & Paul Smith , DCU	What is 'Quality'? Presenter: Martin Price , Executive Secretary, UCISA						

Day 2 Thursday 3rd March 2005 cont'd

11.00-11.30 Coffee/Exhibition Viewing Venue: Benbulben Section 1

11.30-12.00	Parallel 3	Stream 1 cont'd Venue: Knocknarea Room Digital Reference: QuestionPoint Presenter: Pattie Punch, UL	Stream 2 cont'd Venue: Benbulben A Student's Charter for Library and IT Services in a University Environment Presenter: Ciaran Cregan, UU	Stream 3 cont'd Venue: Bricklieve Room Zen and the Art of Service Provision Presenter: Gill Ferrell, Assistant Director & Programme Manager - JISC Infonet
12.00-12.30	Parallel 4	Purchasing for Quality Presenters: Ben Hartnett, TCD & Philip Gurnett, UL University Procurement & Contract Officers Group	Demystifying Quality Process Metric Calculation Presenter: Declan Maguire, UL	Web-based Tutorials Versus Printed Guides? Innovations in Info Skills Provision in the University of Limerick Library Presenter: Ciara McCaffrey, UL

12.30-14.00 Lunch Venue: Restaurant

		THEME: The Research Agenda		
		Stream 1 Venue: Benbulben	Stream 2 Venue: Knocknarea Room	Stream 3 Venue: Bricklieve Room
14.00-14.30	Parallel 1	Ballrooms of Romance? Towards Collaborative Virtual Research Environments in Ireland Presenter: Niamh Brennan, TCD	Open Access - The Future of Scholarly Publishing Presenter: Dr. David Prosser, Director of SPARC Europe	Mobile Access in the Library: Some New Developments Presenter: Micheal hAodha, UL
14.30-15.00	Parallel 2	The Development of ViBEL as a Model One-Stop Subject Shop for Built Environment Students Presenter: Mick Carragher, UU	Building a Public Library of Science Presenter: Catriona McCallum, Senior Editor, Public Library of Science	Link Resolvers - Faster Than a Speeding Locomotive! Presenter: Ronan Kennedy, NUI Galway

15.00-15.45 Coffee/Exhibition Viewing Venue: Benbulben Section 1

Schedule of events

Day 2 Thursday 3rd March 2005 cont'd

15.45-16.45	Plenary Session 1 Chair: Marie Reddan , NUI Galway	Venue: Benbulben Prof. John Gillespie , Head of School of Languages and Literature and Chair of the Working Group on Information Support for Researchers The Research Agenda and the Politics of Convergence: Developing Research Resources in the 21st Century
17.00-18.00	IUISC Steering Group Meeting	
19.30	Gala Dinner	Delegates to meet in the foyer of the Radisson SAS for Coach departure to Markree Castle Pre Dinner Drinks & Gala Dinner, Markree Castle Dress Code: Jacket and Tie

Day 3 Friday 4th March 2005

8.30-9.00	Registration Commences	Venue: Benbulben Section 1
9.00-9.15		Handover to 2006 THEME: Emerging Technologies
9.15-10.00	Plenary Session	Venue: Benbulben Kimberly Voltero , Solutions Specialist – Higher Education Solutions Group Microsoft Evolving Academic Technologies to Deliver a Connected Learning Community

10.00-10.30 Coffee & Exhibition Viewing & Checkout of Hotel Rooms

		Stream 1	Stream 2	Stream 3
		Venue: Benbulben	Venue: Knocknarea Room	Venue: Bricklieve Room
10.30-11.00	Parallel 1	Future Directions in Library Systems: Inside a Digital Campus Presenter: Dave Price , Head of Systems and Electronic Resources Service, Oxford University Library	Working Towards a Secure, Resilient Mail System Presenter: John Tobin , Computer Science Department, TCD	Sustain Innovation – Yea. Sure! Presenter: Martin Hayes , Director, UCC Computer Centre
11.00-11.30	Parallel 2	Managed Access to Online Resources at UCD Library Presenters: Samantha Drennan & Eoin McCarney , UCD	Student Desktop Computing: From the ground up with Active Directory Presenter: Michael Field , UCC Implementing a SUS Solution at University College Cork Presenter: Barry Foley , UCC	Moodle – an e-Learning Environment Presenter: Denis Cahalane , DCU

Schedule of events

Day 3 Friday 4th March 2005 cont'd

11.30-12.00	Final Plenary Chair: Brendan Tolan, DCU	Venue: Benbulbin Malcolm Fry, Independent Executive Advisor to BMC Software, and Remedy Raising the Profile of IT Service Management
12.00-12.05	IUISC 2005 Closing Session	Robin Adams, Librarian TCD
12.05-12.35	Light Lunch	Venue: Restaurant
12.45	Coach departs Radisson Hotel to Railway Station	
13.25	Train departs	



Microsoft in Education

The Microsoft® Learning Gateway is a framework for blending e-learning solutions in one fully-managed environment. It puts the student at the centre of the learning experience, delivering a dynamic, personal and highly individual online community for higher education. Secure, Web-based tools, and 24/7 availability mean that learners can access communication, collaboration, and content resources from any Internet-enabled device including PCs, Laptops, PDAs, and mobile devices.

The Learning Gateway harnesses familiar technology and existing investments to deliver:

- Quick, single sign-on access across enterprise applications and systems.
- Integrated applications including e-mail, Instant Messaging, calendar, and file sharing.
- A standards-based architecture to support interoperability with student record systems, course management systems, and content repositories.

You can find out more about what the Learning Gateway delivers by visiting www.microsoft.com/emea/education/microsoft/LearningGateway.aspx

Microsoft
Your potential. Our passion.™

Sponsors

Microsoft



ORACLE
SOFTWARE POWERS THE INTERNET™



THOMSON



Blackboard



CORE International

ProQuest
Information and Learning

EBSCO
INFORMATION SERVICES

LAN
communications
a part of eircom

Microsoft Ireland was established in 1991 and has since grown to have a team of 60 people servicing customers throughout the island of Ireland. There are over 1,200 Microsoft employees based at the Microsoft campus in Sandyford together with 400 full time contractors. Microsoft Ireland is committed to a long-term partnership with the education sector. They work closely with schools, colleges and universities to develop the tools and resources they need to work and learn effectively, and to promote best practice. Microsoft looks forward to meeting you at their stand during the conference

CampusIT is exclusively focused on developing Student Lifecycle Management Systems for the tertiary education market. With a customer retention record of 100%, our customers partner with us because we commit and deliver. CampusIT has over 30 customers in the UK and Ireland, including: University of Wales - Newport, University of Glamorgan, Edge Hill College of Higher Education, NUI Galway, Trinity College Dublin, University of Portsmouth. www.campusit.net

ITS provides the education sector with fully integrated ERP Administrative Software systems to support the functions and processes found at Universities, Polytechnics and Technikon, Colleges for Further Education and Training and private education institutions. We also provides functional and technical support to ensure that "best practice" procedures can be implemented by clients, resulting in effective utilization of the software systems. Administrative Systems include Student Management Systems, Financial Management Systems, Human Resources (Personnel) and Payroll Systems, a Library System and Management Information Systems. Our software products and extensive support and consulting service will assist your institution to render world-class service to students, staff, management and extended client base. For more information visit our Web-Site at www.its.co.za.

DSS is a twenty-year veteran of the technology industry in Ireland. We provide infrastructure, maintenance, professional services and data management solutions for the public and private sector. DSS is a privately owned Irish company with offices in Ireland, Germany and Poland, has an annual turnover of EUR40M and employs 110 people. DSS is the No.1 HP reseller with a

23% market share, the No.2 IBM reseller, a Microsoft Gold partner, a Cisco Silver partner and has over 20,000 users under maintenance.

Oracle Corporation is the worlds largest enterprise software company, providing enterprise software to the world's largest and most successful businesses. With annual revenues of \$9.4 billion, the company offers database, tools and application products. With Oracle, you get a comprehensive set of higher education and research solutions that will provide you with the consolidated information and capabilities needed by all of the functional areas, constituencies, and geographies served by your institution. Oracle is already the trusted technology vendor to more than 3,500 educational institutions worldwide. For more information about Oracle for Higher Education <http://www.oracle.com/industries/education/index.html>

Showcasing **Emerald** Management Xtra – the next generation discovery tool. Emerald Full text and Emerald Management Reviews are at the core of this product innovation, surrounded by quality resources for authors, researchers, teachers and librarians. For further information visit our website.

Blackboard Inc. was founded with a vision to transform the Internet into a powerful environment for the education experience. Blackboard fully appreciates the different needs of the Higher and Further Education sectors and is committed to tailoring its solutions to meet their respective challenges. Blackboard seeks to enable institutions to: provide additional methods for students and academic staff to communicate; deliver on a strategic vision for technology and education; improve student retention; be competitive with other institutions; meet student and academic staff demand for technology; keep pace with growing student populations. Please visit www.blackboard.com for more information.

Mentec International Ltd is a leading provider of fully integrated information management and technology solutions to the Irish higher educational sector. The company enables universities and colleges to address strategic change and drive operational efficiencies, through the application of market-leading technology and best practice. Mentec's solutions combine Aggresso Business World, the leading financial management

solution for the higher education sector, with professional web, technical and managed services. Mentec is a Gold Certified Microsoft Partner. www.mentec.com

BCS Computers was founded in 1984 and is Sun Microsystems' Enterprise Accredited, Academic Partner in Ireland. We supply the full range of Sun Microsystems Hardware, Software and Services to the Education community and we provide information on research collaboration and on the various Academic Grant programmes run by Sun Microsystems.

Elsevier is a world-leading multiple media publisher of superior STM information products and services. As an integral partner with the scientific, technical and health communities, Elsevier delivers 1,800 journals and 2,200 new books per year, in addition to offering innovative electronic products and services such as ScienceDirect, MD Consult, EMBASE.com, Engineering Village 2, Endeavor's LinkFinderPlus Scirus and Scopos.

ProQuest Information and Learning collects, organises and publishes information for researchers, faculty, and students in libraries and schools. Users access the information through the ProQuest® online information system, Chadwyck-Healey™ electronic & microformresources, UMI™ microform & print reference products, eLibrary® and SIRS® educational resources, and XanEdu® resources.

InfoEd brings order to the complex regulatory driven world of Electronic Research Management, by linking the activities of investigators, departments and central administration. With InfoEd, institutions can overcome systematic barriers to information sharing and establish unprecedented coordination enterprise wide.

Datapac After more than 22 years of serving the IT needs of Irish business, Datapac has become the foremost name in computer services and supplies in the country. Datapac has grown to become the No 1 choice for businesses, the public sector and educational institutions. The company now employs over 200 people from offices in Dublin, Enniscorthy, Cork and Belfast with technical experts in strategic locations throughout Ireland. www.datapac.com