

Information Technology Strategy 2019-2022

The Strategy on a Page

What is the central theme?

Central to the strategy is improving the student experience; emphasis will be placed on improving:

- Student recruitment
- Student retention
- Student outcomes

What are the focus areas?

The focus will be on:

- Improving the student digital experience
- Improving information-led decision making by both staff and students
- Helping staff work flexibly and helping build staff communities
- Helping the University expand and diversify through innovation

How will focus areas be improved?

Improvements will be made to:

- Simplify the ways students get things done on-line
- Make it easier for students to access electronic services from wherever they are
- Provide staff and students with the information they need to proactively raise academic outcomes and improve retention
- Reduce the complexity of our back-office applications and improve staff flexibility
- The staff digital experience by facilitating collaboration, communication and the building of communities
- The way staff rapidly innovate and trial ideas that involve technology and data

How will continuity be ensured?

To ensure staff and students continue to get a solid IT service there will be:

- Constant engagement with staff and students to help continually improve existing IT enabled services
- Resources allocated to providing reliable core infrastructure and IT support services to staff and students
- Focus to ensure all services will be designed in a way that adheres to relevant standards and legislation, for example, around accessibility and data protection