

Vision 2030 Underpinning Digital Strategy

A. Alignment to Vision 2030			
		<i>Primary</i>	<i>Secondary</i>
Strategic Aims:	Student Learning, Life and Futures	X	
	Research, Enterprise and Innovation	X	
	People, Culture and Community	X	
	Our Impact	X	
	Shaping Sustainable Futures	X	
Cross-cutting Themes	Sustainability	X	
	Partnerships	X	
	Inclusivity	X	
	Global	X	
	Wellbeing	X	
	Compassion	X	

B. Risks	
DS1	Cyber Security challenges and investment costs continue to grow.
DS2	Cost of digital investment and ongoing licensing and maintenance increases beyond our control.
DS3	Staff recruitment and retention for technical roles continue to be a risk due to ability to move to commercial sector and commercial rates of pay.
DS4	There is a risk in being able to meet the demand for resources for digital change within the university.

C. Governance	
Strategy period	2023-2030
Strategy review arrangements	The strategy will be reported to the Finance and Resources Committee.
Last reviewed	

D. Introduction

Vision:

We will embrace digital, change and innovation to improve operational efficiency and to provide flexibility and choice for students and staff. With strong, secure and simplified foundations it will allow us to adapt and innovate providing value to our communities. Supporting and developing digital capability, using data driven decision making and addressing the digital divide.

E. Objectives

1.

Digital Presence for staff and students will be developed and built around their needs ensuring that their voice is at the heart of what we do and why we do it. Digital Journeys that transform student and staff experience and will be built enabling access to our digital campus for the whole Canterbury Christ Church community. We will be offering flexibility and choice to our community enabling connectivity and creating space for creativity and innovation in our digital world.

2.

We will use best of class **Technology** to create a trusted and innovative infrastructure. Where the benefits are high, we will accept greater risk and adopt the latest technologies. With a simplified technology foundation, we will enable rapid adoption of new technologies to ensure we can adapt to the changing landscape of technology and meet the future needs of the University and its community. We will place digital security and sustainability at the heart of everything we do.

3.

We will equip students and staff with the **Digital Capability** they need to thrive not just during their time with us but in the digital world around us. We will maximize the use of knowledge to enable sharing and use of information and data across the University to support decision making. We commit to improving digital literacy, and addressing digital poverty so that we can level the playing field and provide access to all.

4.

We will embed a culture of **Process Improvement** that is supported by clear and defined processes with accountability and measures of success. We will have a connected view of students and staff across our community to enable better decision making when introducing new and changed processes. Through **Automation & Simplification** of our processes we will increase operational efficiency which will create space for innovation.

5.

We will raise the University's level of digital maturity to ensure we are **Data Driven**, better connected and equipped to use new and emerging technologies to meet the expectations of our students and other colleagues. Governance and quality are the guiding principles that will govern our data which will enable data driven decision making.

6.

Understanding that **Cultural Change** is the key to our Digital First approach so we will enable and embrace change across, ensuring that all changes are fully delivered and embedded within the university. We will ensure that Digital Wellbeing and Digital Safety are focal points of all change so that we can adopt the benefits of digital and manage its impact.

F. Key Performance Indicators

Progress against each of the objectives will be articulated through underpinning key performance indicators (KPIs) which will be reported to the SMT and/or Strategic Projects Board on a periodic basis. These support the strategic KPIs which will be reviewed annually by the Governing Body.

We will create a set of metrics that measure performance against these areas.

1. Improved student experience metrics.

2. Digital training completion rates.

3. Adoption rate for new digital initiatives.

4. Data or cyber security breaches due to IT technology or service failure.

5. Improved staff experience metrics.

6. Availability of our key business systems.