

Digital Strategy 2020-2027 Plan on a page

			Digital vision	
Strategy objectives	S Prioritises end user experience	Grounded in reality	A leading University offering a digital environment that enables and empowers people towards the extraordinary.	
Focused on delivering benefit not just technology	Agile and flexible		 Structural changes Cyber security observance: An agreed level of protection, applied throughout the University. 	
Principles			University wide digital operating model: Multiple internal IT providers working	
Balance demand against available IT resource capacity Deliver a multi-tiered service Deliver operations within the service catalogue Digital Strategy projects prioritised	Operate clear project governance gateways Operate a swarming support model Perform to stated KPIs Strengthen vendor management Support flexible recruitment models	Governing Cyber security is the responsibility of everyone Digital by default Digital architecture led Green credentials Inclusive, useable, accessible and ethical	 seamlessly together. IT department operating model: Consistently applied and transparent processes with published performance targets. Multi-tiered digital service: Different service tiers based on user need and affordability. Digital architecture: Prioritised investment decision-making balancing competing demands. Digital Enhancement Fund: A centralised fund to support local priorities and smaller scale 	
Embrace a dispersed operating model Innovate (Digital Innovation Fund)	Support self-service Support 'small' scale improvements (Digital Enhancement Fund)	Service adoption is locally owned Timely feedback loops Transparent	 Digital Innovation Fund: Innovative solutions to business problems will be explored and shared. 	
Accessible from anywhere Best of Suite applications Cloud first Guided by architectural principles	Identify and monitor problem areas Out of the box by default Reduce localised Information Systems Zero trust environment	University strategy aligned User requirements must relate to benefit	Culture of experience Cyber security Collaboration Digital Core values infrastructure	
Initial priorities			Consistent data Capabilities	
Talent management & staff	training portal	Common digital skills training for staff		
	ch outputs, profiles ntract management Attendance	Equipment for online education	E-Community (Web) Increased Cyber security E-Sports	
Banner9 Digital lear environme improveme Complete Bio	ning management nt ents Digit proc Reduction of Technical Debt	al aided business Assi	coverage platform re improvements Wi-Fi Device open day rracking service vice expansion CMS (web programme) Student Relationship	
Accommodation, Esta			Wider Student Global Experience Student	