



# IT Plan 14

UCD IT Services  
Seirbhísí TF UCD



Using IT to connect with our users  
...and each other

# IT Strategy

In 2014, we will continue to build upon the success of the recent deployment of new service models, (e.g. Google Apps for Education) that offer us the flexibility to deliver services in an agile way, in order to meet the growing IT needs of the UCD Community.

The main theme of our 2014 IT Plan is 'Using IT to connect with our users and each other'. A number of key projects that support this theme have emerged through our planning process and are outlined within this plan. To deliver these we are moving our operating model towards a service broker approach, which will allow us to take full advantage of today's rapidly changing IT environment.

The emergence of external capabilities such as cloud computing, Software-as-a-Service, app stores, BYODC (bring your own device to campus), challenges us to get the balance right between these new service models and the traditional internal IT infrastructure.

Engagement with the UCD community is at the heart of how we design and deliver services. The outcome from the recent staff survey was extremely positive, with an 83% overall satisfaction rating for our services. We will continue to build on this relationship with the UCD community and will be introducing an IT Business Relationship Manager Role in 2014 to further enhance our communication channels.

# 2014

# Key Initiatives for 2014

## Work smarter and innovate with Information Technology

- Perform a review of IT Strategy
- Redesign IT Services website
- Improve user file/document storage services
- Implement Research IT advisory and brokerage services
- Perform workplace process review within units & schools
- Develop system to manage customer relationships

## Leverage the cloud and right sourced solutions

- Conduct UCD Connect v5 upgrade and platform review
- Enhance Helpdesk call logging services
- Transition core web services (www.ucd.ie, Single Sign On & Content Management System) to relevant external managed service providers
- Tender for business systems managed service
- Perform review of Computer Centre Data Centre, including fibre & off-site options

## Support connected learning

- Modify systems to support flexible and life-long learning
- Implement eTeaching technology services including HD video conferencing, virtual classrooms and video booths
- Create a development service for generic eLearning content and multimedia assets for use in teaching & learning

## Support the wireless and device explosion on campus

- Develop mobile-responsive (or device-responsive) SISWeb and InfoHub
- Perform campus core infrastructure upgrades including high-speed network backbone, increased wireless coverage & capacity and improved Daedalus Data Centre resilience
- Implement network access management system

## Customer Engagement

- Implement IT Business Relationship Manager role
- Prepare for QA/QI

# IT Services Organisation

UCD IT Services is committed to supporting the University's core mission of education, research and service by assisting staff and students to reach their goals through the delivery of customer focused quality IT products, services and support.

UCD IT Services delivers Academic & Administrative Systems, Research IT, Teaching & Learning Technologies and Web Services.

Read more about us on [www.ucd.ie/itservices](http://www.ucd.ie/itservices)

## Our Management Team

We are responsible for the development of the IT Strategy and services in support of the research, teaching and business objectives of the University.



*Back row left to right:* Seamus Shaw, Chief Technology Officer; David Coughlan, Head of Technical Services; Shaun Kennedy, IT Chief Technical Officer; Mark Lande, IT Chief Applications Officer; Brian Morrissey, Head of Web Services; Maria McDonald, Head of Information Management Systems. *Front row left to right:* Fred Clarke, Head of Research IT; Trish Mountjoy, Head of Teaching and Learning IT; Genevieve Dalton, IT Chief Services Officer; Kate Griffin, Head of IT Administration; Ciara Acton, Head of Customer Services.