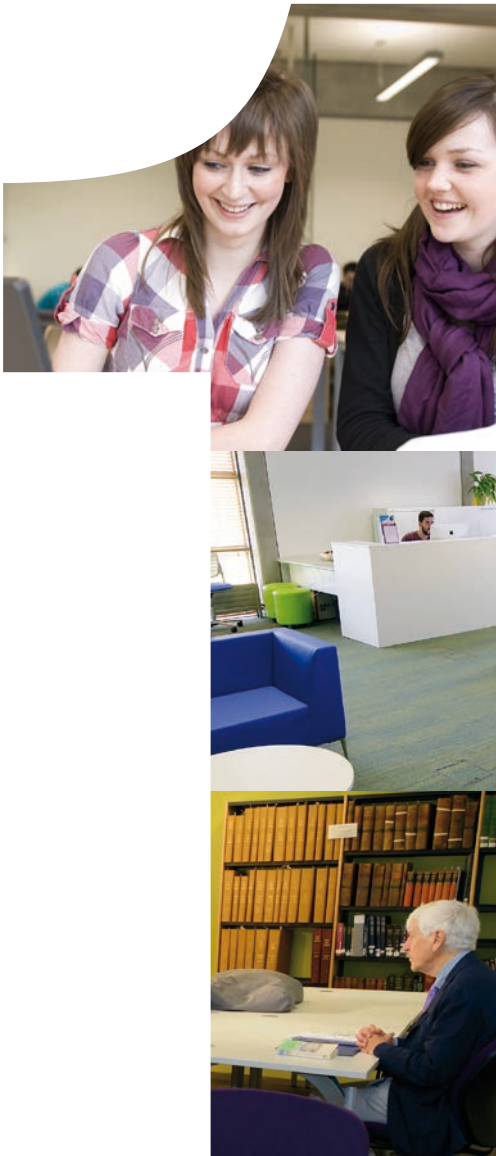# IT Plan 15

Supporting Ireland's Global University

IT Strategy 2020

In 2015, we will be developing a new IT Strategy, in conjunction with the UCD community that will be a key driver in delivering the new UCD Strategy 2015-2020. The IT Strategy will align with the Universities ten strategic objectives and support the six strategic initiatives. In the IT Strategy we will strive to be a driver of business transformation and innovation that will deliver agility, flexibility by embracing new technologies and industry standards.

The strategic application of IT and information for value generation is an important goal, we in IT Services are focused on. We have set out 13 principles that will guide us in achieving this goal. These principles are outlined below.

We will continue to strengthen our "Partner of Choice" service approach to ensure that a key component in the development of the new strategy is that we design, shape and deliver services that our community seek.

Service Development Principles

1. **Cloud first** – Provide access to services anytime/anywhere and from any device (outside in).

2. **Mobile centric** – The majority of devices that access our services are mobile.

3. **Single access channel** – One place for the user to access all services regardless of device providing end-to-end services.

4. **One username and password** – Make it easier for the user by providing the same logon to all services.

5. **Reduced authentication** – Provide SSO where possible but only where the service can support standard SSO.

6. **One Identity for life** – Provide the user with a universally unique identifier so we can support users through their lifetime in UCD.

7. **Automated or self service provisioning** – With devolved and role based service authorisation where appropriate.

8. **Data awareness** – Don't forget about the data, where it is, who owns it and how we can retrieve it.

9. **Secure** – Ensure data security and due diligence assurance.

10. **Integrated** – Joined-up services built on common functions with data only entered once.

11. **Keep IT Simple** – Simplicity and lightweightness, micro services approach.

12. **Experiment** – Prototype rather than spending too much time on scoping it.

13. **Measure IT** – If you can't measure the service, then don't implement it.

Key Initiatives for 2015

Tackling global challenges

- Research Data

Engaging globally

- Integrated Recruitment Systems 2015

Defining educational excellence

- Supporting Curriculum Development
- Educational Technology Staff Development Programme & Collaborative Supports for Faculty Staff

Building partnerships

- Developing External Partnerships
- IT Relationship Management
- UCD IT Strategy 2020

Reimagining our campus

- Improving Access to IT Systems (IT Account Creation)
- Wireless expansion
- Device security & encryption strategy
- IT Services website redevelopment
- Cloud services for off-site resilience
- Streamline service access with portal replacement

Increasing agility and effectiveness

- Quality Review visit & ensuing Quality Improvement Plan
- Generating Efficiencies and Improving Effectiveness of Staff
- Enhanced data storage services – SharePoint Teamsites
- Improved academic software access with Application Jukebox
- Blackboard – Grade Exchange & Assessment Feedback

2015

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**

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.