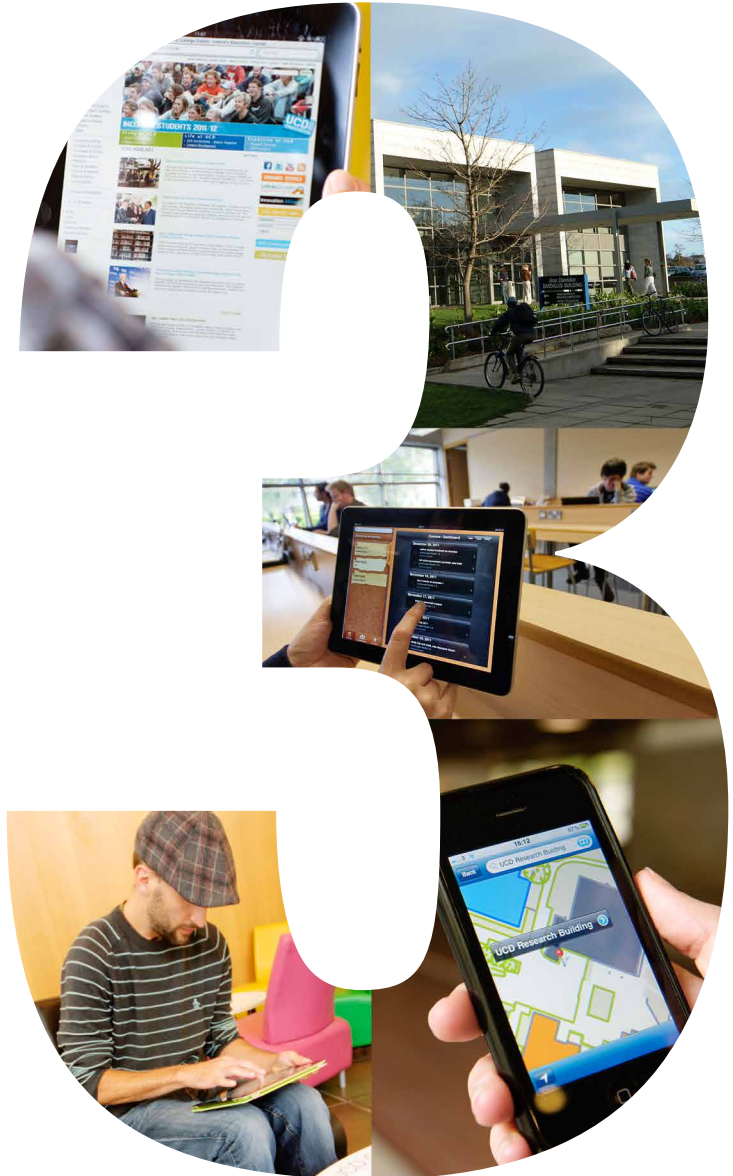
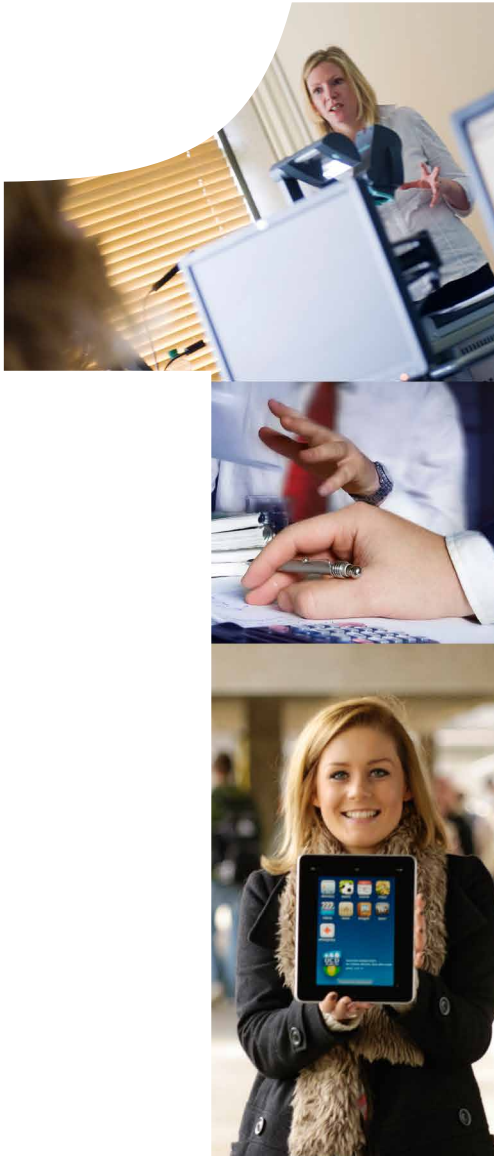




IT Plan 13

UCD IT Services
Seirbhísí TF UCD



Understanding your IT needs...
and supporting the UCD community

IT Strategy

During the last five years, UCD IT Services has worked to provide a resilient infrastructure for sustaining future development. Over this time UCD has evolved into an innovative digital campus, offering unprecedented flexibility to students and staff.

This year will see the conclusion of the five year UCD IT Strategy (2009 to 2013). We plan to assess achievements against objectives and identify areas that may not have been fully addressed. These will become key inputs into the development of the next IT Strategy and our vision of the future.

This year a full technical architecture review will take place to ensure the continued delivery of high quality services, especially as we leverage new, agile delivery models such as Cloud Services.

A host of new UCD brokered Cloud Services will be launched in early 2013 and these will be available as an optional service to staff and affiliates of the University. We have named the service CloudEdu and it will offer cloud servers, storage, hosting and cloud network access.

We will also review how we interact with our customers, as engagement with our community is key to sustaining and enhancing the level of service we deliver today and into the future.

2013

Key Initiatives for 2013

Understanding your needs

- Review the UCD IT Strategy (2009 to 2013)
- Connect with customers and encourage two-way feedback

Management Information developments

- Support Senior Management with improved information
- Increase efficiencies in administrative processes

Making your life easier

- A new version of UCD Connect will bring seamless integration of services
- Review storage solutions to optimum effect
- Make online content easier to manage
- Lead the way with best practice templates for modules in Blackboard
- Enhance research services to include expert advice and additional Cloud Services
- Further develop High Performance Compute Services
- Create engaging content for UCD communities
- Enhance the student user interface to business systems
- Improve the online and support experience for students

Leveraging new Service Delivery models

- Integrate UCD email with Google apps
- Tender for the hosting of UCD Web, CMS & UCD Connect
- Foster collaboration by developing our online tools
- Optimise labs and printing services for students

IT Architecture

- Conduct an IT architecture review
- Provide support from the beginning for new buildings
- Refresh network infrastructure
- Implement a new wireless management solution
- Carry out a review of the Daedalus Data Centre

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.