



IT Plan

UCD IT Services
Seirbhísí TF UCD

Find out more about IT Services and how we can help you in 2011.

2011

IT Strategy

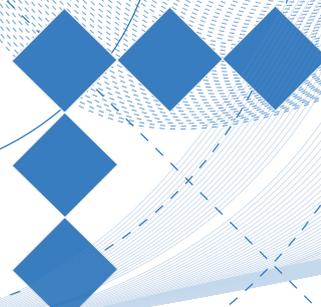
The Annual Plan for 2011 highlights key projects for the coming year and also looks at the progress made in our IT Strategy 2009-2013. As part of this plan we continue to develop our customer service model and particularly the interaction with Colleges and Schools.

A number of new Customer Services initiatives are in place:

School Ambassador Programme – providing a direct link between IT Services and UCD Schools

Customer Satisfaction & Performance Measures – new Customer Charter published

Awareness Programme – IT Services run events on campus where you can test new services



IT Services Organisation

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

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

Chief Information & Technology Officer



Mary Crowe

The CIO is responsible for the development of IT strategy and services in support of the research, teaching and management objectives of the University.

Principal Services

Planning & Service Development



Seamus Shaw
*IT Chief Service Officer
and Deputy CIO*

Research IT



Fred Clarke

Teaching & Learning IT



Genevieve Dalton

Web Services



Brian Morrissey

Operational & Customer Services



Shaun Kennedy
IT Chief Technical Officer

Technical Services



David Coughlan

Customer Services



Ciara Acton

Management Services



Mark Lande
IT Chief Applications Officer

Information Management Systems

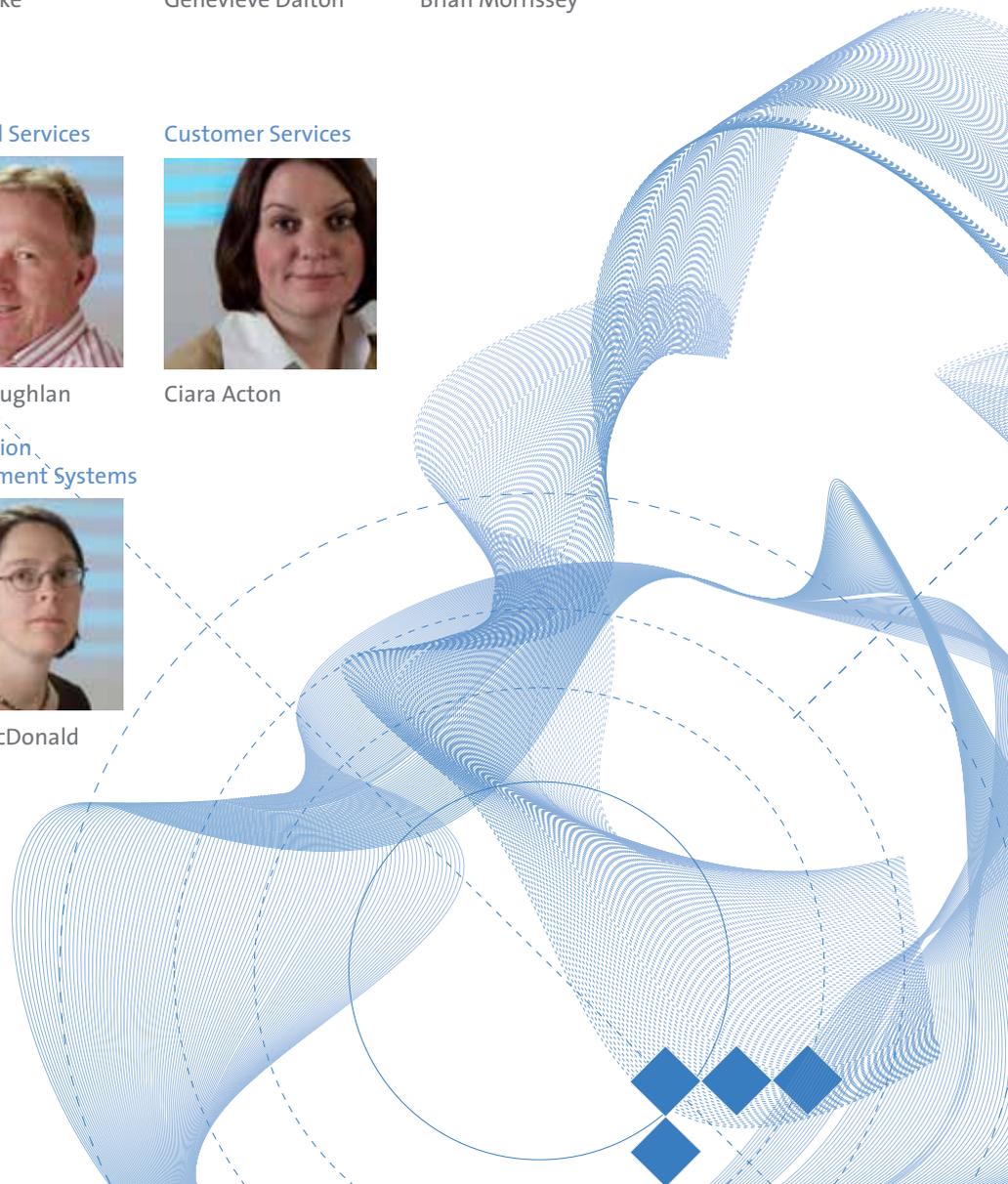


Maria McDonald

IT Administration



Kate Griffin



IT Plan for Staff and Students 2011

Enhancing the User Experience and Access to Information

In 2010 UCD has seen a strong growth in mobile access by staff and students, including smart phones, netbooks, laptops and regular PCs. Both on-campus wireless and off-campus mobile broadband are heavily favoured by students. A major challenge facing IT is to deliver UCD content and services to meet this demand. In 2011 the following projects will address this area:

- Implementation of Blackboard mobile services to deliver course content and campus services to smart phones (iPhone, Android, Windows & BlackBerry) through the “apps” experience
- User trials of new devices, including iPad and Netbooks
- Providing cloud based services, including Google email for students and alumni
- Replacing existing personal network storage with Connect Files and cloud storage
- Planning for the next generation of UCD Connect (with 2012 target implementation)
- Implementing the next phases of Identity Management - including visitor and affiliate access. Providing roaming login and access to services across HE sector (Eduroam and Edugate)
- Providing faster management information using InfoHub - student data, research activity and HR trend reporting

Sustaining the IT Infrastructure

With the implementation of mobile and cloud services the user experience is totally dependent on the quality of our network infrastructure – from the initial wireless or wired connection, through our campus backbone and the HEAnet national infrastructure. In 2011 we will initiate a three year programme to maintain the capacity of our campus infrastructure and ensure the continued quality of service for students and staff. The data centres will be managed to maximise capacity and energy efficiency. Virtual technologies will be expanded to maximise our server and storage capacity. We will continue to work with major cloud service providers to develop compute and storage options for UCD users.

- Implement a programme of network equipment maintenance and upgrade
- Expand and upgrade the UCD wireless infrastructure
- Optimise the existing data centre configuration and capacity
- Implement virtual and cloud compute services to meet research demand
- Implement off campus storage services with HEAnet, both physical and cloud

System and Service Developments

Building on our existing platform we will upgrade and enhance systems and services:

- A major upgrade to the Banner Student System is planned for 2011
- IT Services will collaborate to implement the eLearning and Digital Media report proposals
- A new model for the student labs (based on Windows 7) will be implemented
- A new approach to automate low-to-medium volume staff processes will be developed
- Our School Ambassador programme will continue with eEvents to promote services
- Rollout of the new Exam Paper Management service across the campus, an enhanced Online Applications system and the provision of online services (e.g. transcripts) to former students
- Package of new services in the finance area to automate payments to students, accept credit/debit cards, receive invoices electronically and pilot electronic claiming of expenses
- Enhancement of UCD's Accommodation System with a pilot of electronic payment for catering by students in accommodation

IT Strategy (2009-2013) Progress Update

In 2009 IT Services commenced the implementation of a new IT Strategy, in support of UCD's Strategic Plan. Since then significant progress has been made in three of our priority areas:

Sustaining the IT Infrastructure and IT Performance

A high quality core IT infrastructure is essential to the operation of the University and underpins all other development. Support for research computing and data storage is a substantial part of the new infrastructure under our IT Plan.

- IT Services has optimised the use of existing high quality data centre facilities and expanded the Daedalus Centre to its maximum capacity (49 racks in 2010/11)
- A shared hosting agreement with other Universities which allows us to locate equipment off campus has been negotiated and will provide added flexibility
- The ICHEC Stokes national HPC cluster (hosted in Belfield) was upgraded in August 2010, with a dedicated 8% UCD condominium comprising 312 cores
- UCD Research IT has developed the "UCD Cloud Compute" service with Amazon and IBM, providing a flexible compute resource fully integrated with our in-house cluster
- In collaboration with HEAnet, we are jointly procuring national data storage capacity on a shared basis for IUA members, and seeking cloud storage options
- The external connections to the campus have been upgraded to dual 10GB links, and all our campus locations have been connected to the HEAnet Metropolitan Area Network

Enhancing the User Experience and Access to Information

Our objective is to provide a first class user interface with anytime, anywhere access to our services:

- A Content Management System was introduced in 2009 making web publishing easier for all while on-site Google search engines provide powerful search capability for UCD
- The UCD Connect portal service provides single sign-on anytime, anywhere access to information services, including: E-mail, Blackboard, Calendar, SISweb, Library. The service is built to support high levels of usage with over 40,000 logins per day
- New user interfaces were developed for administrative systems (Curriculum Builder, Exam Marks) providing web based easy to use environments
- The development of InfoView and InfoHub has provided schools and users with a much wider range of management reports and information targeted to their needs
- Mobile learning services from Blackboard were selected and tested in 2010 with a full implementation agreed for 2011. These services will include phone and mobile access to key learning activities, together with campus information

Implementing Classroom Technology and Learning Spaces

- A new model for ICT Classroom Technology has now been implemented in teaching spaces including the Newman Theatres, Health Sciences and Daedalus. This service includes Lecture Capture and standardized audio visual facilities
- The Blackboard environment was extended offering new services such as blogs and wikis, quizzes, assignments, surveys and discussion fora
- New in 2009, the Software for U mobile applications service gives students access to the most popular academic software from their laptops or home computers
- Poll Everywhere was introduced and is a new interactive teaching technology that allows students to respond in real time to polls that are part of a course plan
- In 2010 we participated in the development of UCD's eLearning and digital media report. We are working with UCD Teaching and Learning to implement its recommendations