IT Plan

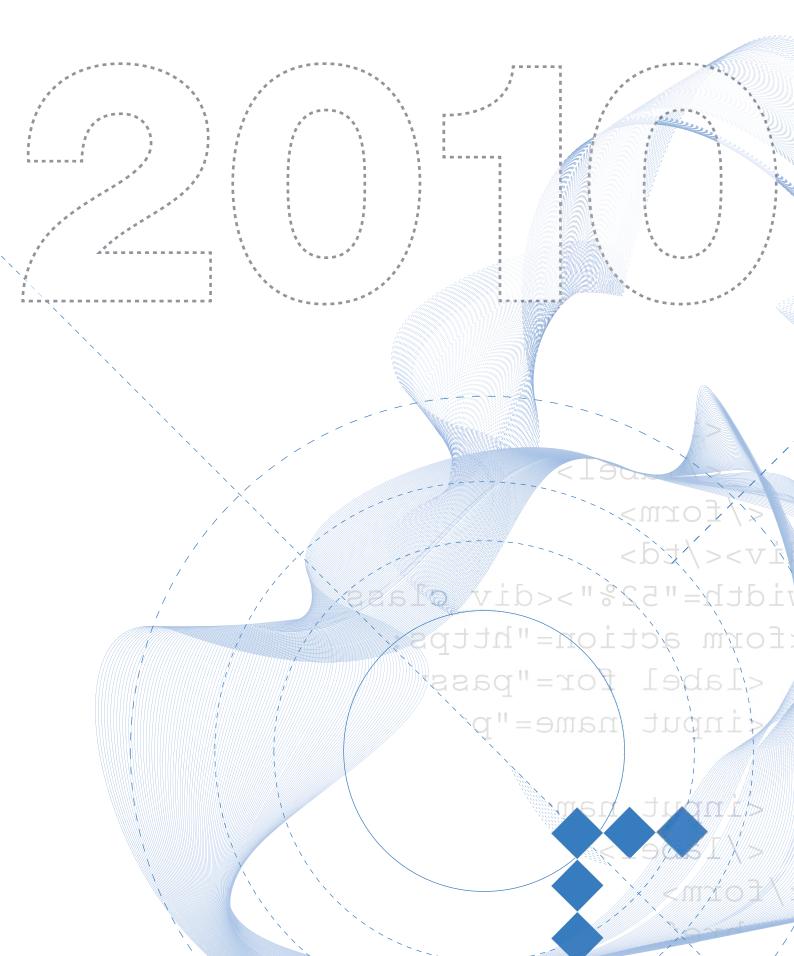**UCD IT Services**
Seirbhísí TF UCD

Find out more about IT Services and how we can help you in 2010.

IT Services for Staff and Students 2010

IT Strategy

Our IT Strategy 2009-2013 identifies priority issues for service development, to meet the University demand for increased capacity and new technology. In 2010 we will focus on three areas from the strategy:

1. **Sustaining the IT infrastructure and IT performance**

2. **Enhancing the user experience and access to information**

3. **Growing eContent and data management capability**

We aim to maintain our quality of service and to deliver an IT environment which will support UCD in its collaboration and expansion initiatives. This will be achieved by leveraging our existing infrastructure, enhancing our UCD Connect portal and supplementing this environment with additional cost efficient services. Recent technology developments such as cloud computing infrastructure and external software services (e.g. education services from Microsoft, Google, Amazon and others) will play a major role in our developments.

Enhancing User Experience and Access to IT

Making our applications and services more user-friendly and easier to access through web and portal delivery will be achieved through a number of related projects. We will provide a more integrated and consistent customer experience, delivering additional collaborative and mobile services for users.

- **Access** – Increase the number of University services, which are seamlessly accessible through UCD Connect, ensuring consistency in the appearance of these services.

- **Collaboration** – Support UCD collaboration initiatives with appropriate services (Innovation Alliance, DRHEA etc.).

- **Learning System** – Increase student interactivity and collaboration with upgrade to Blackboard 9 which has a new intuitive web 2.0 interface.

- **Portal & Website** – Implement a number of projects to achieve the objectives of the Teaching Learning & Academic Development Support Unit.

- **eMail** – Improve Staff, Student and Alumni email, including life-long email. Review long term email delivery approach, including the use of external software services. Provide enhanced spam filtering through the IronPort implementation.

- **Mobility** – A specific project will expand services to mobile devices based on user demand.

- **Teaching Software** – Improve the performance of graphically intensive applications for mobile users and improve access to applications in the open access labs.

- **Support** – Sustain the current level of service, and improve through targeted service reviews. Implement a School Ambassador Service by nominating an IT Services liaison for each School and communicate and manage this new model.

IT Services for Staff and Students 2010

Sustaining the IT Infrastructure and Performance

Continuing to deliver effective and highly available services is our primary goal. Both students and staff use IT seven days a week and depend on the service throughout their work. We maintain service levels, by investing in the infrastructure, providing support services and ensuring that our users can make best use of the technology.

Key projects for 2010 include:

- **IT Service Awareness** – continuing our programme from 2009 we will provide "hands-on" technology sessions and "health checks" for PCs, to maximise the effectiveness of IT.

- **Cloud Services & Technology** – we will be initiating a number of projects in 2010 to develop the use of cloud services within our IT environment. The objective is to expand our range of services (in a cost effective way), and to integrate new services rapidly into our environment. New developments will include calendar services, compute nodes, and storage.

- **Campus Infrastructure** – develop a programme to replenish and expand campus infrastructure to meet the growth profile over the next 3 years, including networks, data centre and storage. Collaborate with HE sector to optimise the infrastructure resources.

- **Identity Management & Federated Access** – to support the effective delivery of services to our expanded user community we will implement an Identity Management Repository and provide federated access services.

Growing eContent and Data Management Capability

One of the major challenges for IT is to provide the software and data management capability to support the massively growing content and information base in UCD. In 2010 a number of projects will address this issue – providing infrastructure and software services.

- **Data Management** – Create a Data Management Framework for UCD Research community which will include a service list, case studies, internal and external infrastructure and software schematic.

- **Head of School Information** – Continuing our 2009 project we will provide Heads of Schools with a reporting facility on student information.

- **Storage** – Tender for storage and cloud services to provide for user demand and expansion.

- **Media Content** – Investigate and pilot options for media content storage and management. Trial delivery options such as Blackboard, Web and iTunes U.

- **Grant Information** – Rollout of grant registration and reporting.

- **Training** – Provide development, training and advisory services on digital media content for teaching, learning and research.

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

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

Mary Crowe

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

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Ciara Acton

Management Services

Mark Lande
IT Chief Applications Officer

Information Management Systems

Maria McDonald

IT Administration

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