

ISC13D019

Title: *Review of ISD Strategy*
Author: Jonathan Colam-French
Date: 28 January 2014
Circulation: ISSC
Agenda: ISC13A002
Version: Final
Status: Open

Issue

Separate Library and IT Strategies were developed and approved by ISSC in June 2012 and these have provided the framework for the development of the ISD programme of work for the last two years. The IT Strategy recommends a series of actions that were relevant at the time of writing. However, the absence of mission and vision statements have meant that it is an extremely prescriptive document which given the rapidly changing nature of the field has limited usefulness as we move forward and need to respond to new challenges. There is a real value in developing Library and IT Services in tandem and this has to some extent been sacrificed separating the IT and Library strategies.

Recommendation

As part of an annual review of the Library and IT strategies, we propose to combine the two to create a unified ISD Strategy that will adopt the key elements of each. We will take this opportunity to include appropriate strategic consideration of Information Compliance matters which are currently is not reflected in the Library and IT Strategies.

As part of this review, we will take the opportunity to consider the ISD response to the now published Corporate Plan along with the Learning and Teaching Strategy that is currently under development.

We are proposing a relatively light touch to the strategy development:

- The output from the recent ISD User Survey, NSS and other surveys as appropriate will be distilled.
- We are engaging JISC to undertake a financial X-Ray of the IT Services. This will provide benchmark data, but is first and foremost designed to assist with evaluating the costs of service provision to inform decision making about outsourcing of IT Services
- A workshop to look at scenarios and futures for Information Services will be held with members of the ISD Management Team. Members of ISSC will be invited to take part
- A session with ISD Heads of Service will be held to work on the development of shared mission, vision and values statements for the division as a whole
- Draft ISD Strategy circulated to Faculty Executives for comment.
- Draft ISD Strategy for consultation with the IT Forum, Library Forum, ISD Education Board, ISD Research Board and the Corporate Information Services Board

We are aiming to have a draft strategy for consideration by ISSC in June, with a supporting programme of work developed for ISSC to approve in September.

Resource Implications

No additional resources are required to support the development of the strategy

Risk Implications

Not applicable

Equality and Diversity

Information Services aims to make all our services and facilities accessible to all. Any changes to service provision or policy are subject to Equality Impact Assessments when they are implemented.

Timing of decisions

Not applicable

Further Information

Contact Jonathan Colam-French, j.colam@uea.ac.uk