NUIT - Principles of Operation

In NUIT we will...

1. Be seen as enablers by the rest of the University
2. Ensure good governance of IT work, both priority-setting though the Digital Campus Steering Group (DCSG) and project governance through adoption of a standard project management methodology
3. Employ consistent standards for governance, systems development, training, testing and communications and strive to ensure IT requirements analysis takes place at service initiation
4. Provide transparency of service levels, using KPIs and surveys to monitor reliability, availability and quality
5. Deliver IT services in an ordered manner, through use of the ITIL Service Management framework
6. Deliver IT support following Service Desk Institute standards and hold a 4 star rating of Service Desk Institute certification.
7. Resolve as many IT queries as possible at first contact, using a well-curated knowledgebase
8. Be a point of authority for Information Governance and Information Security, ensuring all University staff have an appropriate understanding of Information Governance
9. Actively engage with the student body to ensure understanding of student IT requirements
10. Recognise that ‘digital natives’ still require support to develop digital literacy skills and agility
11. Recognise that staff, too, require different approaches, both between and within academic disciplines and professional service groups
12. Be more agile in some areas and robust and conservative in others
13. Exploit opportunities to improve efficiency and value for money in everything we do
14. Ensure that our services are accessible to all
15. Tell our story well – promoting our services and evidencing how we add value

NUIT people ...

16. Are skilled practitioners supporting research, learning, teaching, engagement and process change, aligned with University priorities
17. Act as exemplars of service delivery, aware of the academic and business impact of service issues and leading on minimising disruption
18. Are valued for individual contribution at all levels regardless of grade, status or function
19. Are valued for their attitude and aptitude alongside directly relevant experience, both at recruitment and inside the IT Service
20. Have clear job descriptions and person specs which focus on the vision for the job
21. Collaborate across teams and spend time in ‘virtual teams’ beyond their existing roles
22. Have access to appropriate training opportunities and a range of developmental tracks
23. Are encouraged to enhance their personal professional development through participation at seminars, conferences and industry events and relevant publications
24. Benefit from regular and structured Performance Development Reviews (PDR), using the University’s success factors to gauge our impact

NUIT Managers will ...

25. Be measured and consistent in managing their teams and services
26. Help team members and colleagues to understand what work needs to be done, why, and what part they play in the Service
27. Provide team members with the freedom to operate and the responsibility to deliver
28. Act as a conduit for communication and information sharing
29. Be collaborative, supportive and open, with good visibility of team workloads and priorities