Newcastle University IT - 3 year strategic view – 2016-2019

The Direction for IT
The University’s reliance on IT will increase. There will be significant changes in the University and in the Higher Education operating environment. Communication and information technologies will continue to evolve rapidly. In response, we will provide an evolving and flexible service, investing strategically in IT where it delivers academic benefits or business efficiencies.

In the next 3 years we will...

1. Provide IT services that enable innovation and collaboration in research, learning and teaching and engagement
   1.1. Provide a range of enabling services to support existing, new and emerging academic models of operation (eg. short-course provision, distance learning, joint ventures)
   1.2. Pioneer flexible, blended learning facilities to enable collaboration and enhance teaching and learning
   1.3. Provide research services through the lifecycle of a research project and beyond: costing of IT requirements, collaboration tools, data storage and curation
   1.4. Provide the robust infrastructure required to deal with extremely large volumes of data and growing numbers of cloud services
   1.5. Have a consistent, University-wide approach for High Performance Computing
   1.6. Enable seamless integration of brokered external services, shared services and cloud into service delivery
   1.7. Better integrate user-owned devices with our core IT services

2. Be customer-orientated, employ intuitive technologies and respond to staff and student needs
   2.1. Deliver consistently high levels of customer service and support, managed centrally and delivered locally, using established student and staff satisfaction surveys and staff/student committees to monitor progress
   2.2. Provide the technologies to support teaching and learning activities such as the recording of lectures, electronic submission, marking and feedback
   2.3. Enable secure access to University IT services from anywhere to support remote, distance and home working for staff and students
   2.4. Enable process efficiencies through the deployment of self-service technologies
   2.5. Have enterprise-level Wi-Fi provision, everywhere
   2.6. Provide IT facilities which enable students to study and socialise

3. Professionally deliver University-wide, common services that are dependable and secure
   3.1. Develop and support IT Services to enable the effective delivery of teaching, research, engagement and the running of the University’s business
   3.2. Develop coherent enterprise architecture to improve decision making, increase our adaptability to changing demands and ensure our processes are more efficient
   3.3. Consolidate services and data, ensuring data integrity and accessibility
   3.4. Provide secure storage for research data, free at the point of use for all but the largest
   3.5. Provide clarity on data ownership responsibilities (including archiving) across the University
   3.6. Provide IT advice to inform disaster recovery and business continuity plans