Newcastle University

This vision sets out the kind of Service we wish to be.

ISS delivers, reliably and professionally, the innovative technology services the University needs to fulfil 'Vision 2021'.

Our mission is what we aim to do.

- Support the operations of the University.
- Enable more efficient processes.
- Transform – improve by doing things differently.
- Innovate – improve by doing different things.

Our principles and values are clear.

- We listen, learn, improve and deliver.
- We focus on delivering customer service and value for money.
- We are a reliable, trusted service provider, can-do but considered.
- We are accessible and celebrate diversity.
- We welcome 'digital natives', but we support everyone.
- We are transparent, collaborative and open.
- We innovate, evangelise and bring thought leadership, and we support the good ideas of colleagues.
- We are an employer of choice in the region and the sector.

What we will do within the next 2-5 years.

Research and Innovation

- Roll out research computing services, particularly storage, curation and dissemination of research data.
- Deliver collaboration software tools.

Teaching and Learning

- Significantly increase our understanding of students' needs.
- Enable more on-line assessment and feedback.
- Deliver enhanced Virtual Learning Environment (VLE) provision.
- Deliver improved learning spaces and facilities including increased accessibility.

Engagement

- Deliver a web strategy which presents a coherent face for the University.
- Use a range of channels for enabling technologies for outreach programmes.

Managing the organisation in a sustainable manner

- Ensure good governance of information systems work, both priority-setting through the Strategic Information Systems Group and project governance through business cases.
- Improve access to the information held in core systems, building on the data integrity within SAP software.
- Work with business owners to transform the efficiency of University processes.
- Improve information security, including improved data centres.
- Reduce environmental impact through green IT projects.
- Enable the University's progress on flexible working.

Within ISS, we will…

- Work to the principle that technology has the ability to excite and inspire, and it should where that is appropriate - otherwise it should be as invisible as possible.
- Deepen customer engagement through academic liaison.
- Support and educate staff and students about our services, by providing accessible documentation and resources.
- Publish performance and cost information.
- Act as a trusted broker to ensure that peaks of demand can be met to high standards by non-ISS resource.
- Take into ISS all systems development which is done for more than one Academic or Service Unit.
- Have design authority for all software used in more than one Unit, including determining development platforms and setting accessibility standards.

What is it like to work here?

ISS people

- We are seen as skilled practitioners supporting research, learning, engagement and process change, and aligned with the University.
- Academic liaison underpins this perception; so does a deeper range of relationships with School Computing Officers.
- ISS is a meritocracy – we strive to exceed the University's vision on the importance of performance, both in the reward of excellent performance and in managing under-performance. Unsolicited hobbying is not tolerated, but…
- … innovation and creativity are embraced – ISS people are encouraged to be entrepreneurial, winning successes in JISC and other bid funding.

Developing our people

- We bring a pipeline of bright, able, outward-looking people into the organisation. ISS has a reputation as a desirable and enjoyable place to work.
- Individuals are responsible for their own training and development and benefit from fair treatment and a range of development tracks.
- ISS is a 100% adopter of the personal development review (PDR) process, using the University's Success Factors to gauge its success.

- Those who lead teams are accountable for delivery, and for growing the capability and talent within their teams, but are supported and developed in their roles.
- People are recognised and rewarded for their technical excellence – a 'management' path is not for everyone.
- We treat people with compassion and simplicity in communication.

Processes and structures

- We deliver service in an ordered manner, through non-negotiable use of standard Service Management processes (aka ITIL).
- We reconfigure our services as the demands upon them change.
- We are there when our customers need us to be there.

There will be more…

Clarity, learning technologists, ISS services for researchers, transformational IT, single sign-on, self-service, mobile, virtualisation, online collaboration, joined-up services, personal accountability, performance management, visible quality culture, service management.

There will be less…

Hobbying, tolerance of poor performance, little mini-systems, individual servers, saying 'no' without an explanation.

In summary, we are first-call consultees. People around the University want to engage with us because they believe we can help them achieve their aims.

Details provided in this brochure are correct at the time of going to press in December 2009 but may be subject to change.

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