IT Services. **Objectives.**

SMT Lead	Others involved		

1

Continue to develop effective departmental planning

🔴 🟣	▬ (All SMT)	**a**	Continue to develop a culture of delivering projects in partnership across the department
🟪	▬ (All Heads of Dept.)	**b**	Develop greater input into project planning from across the department, and build plans on evidence based capacity and capability
🟢	🔴 🟡	**c**	Agree and transfer responsibilities to the most appropriate team e.g. empowering the Service Desk to undertake a wider range of activities
▬ (All SMT)		**d**	More effective meetings with decisions and clear outputs
🟡	🟪	**e**	Have a rolling programme of departmental 'show and tells'
🟡	▬ (All Heads of Dept.)	**f**	Ensure visibility of key content on SharePoint, and complete migration off old SharePoint sites.
🟡	▬ (All Heads of Dept.)	**g**	Remove IT Services shared drives, and use SharePoint as the primary departmental document management repository

Key   ⬜ Process-specific   ▬ All SMT   ▬ All Heads of Dept.   🟠 Jim   🟡 Jon   🟣 Lise   🔴 Helen   🟪 Emma   🟢 Lynn   🟢 Keith   🔴 Caroline   🔵 Justin

ual:

SMT Lead	Others involved		

2

Continue to develop our ethos of being service driven

SMT Lead	Others involved		
🟢 🟡	⬜ All SMT	**a**	Provide clarity on what services we provide and when, ensuring this is clearly communicated to the appropriate audiences
⬜ All SMT		**b**	Improve relationships with stakeholders – demonstrating we can deliver desired services reliably
🟡	⬜ All SMT	**c**	Develop and embed a structured framework for stakeholder engagement
⬜ Process-specific		**d**	Review and continue to embed key processes
🟣	🟢 🟢	**e**	Align Services and Infrastructure activities to ITS strategic objectives, and improving the user experience.
🔴		**f**	Create and agree Support Models for core services
⬜ All SMT		**g**	To develop more focus on teaching and learning service needs
🔴	🟢 🟢	**h**	Further develop our service reporting tools to better measure our service performance
🟢 🔵		**i**	Continue maturity of CAB and TDA
🔵	🟢	**j**	Develop cost models for standard offerings

Key   ⬜ Process-specific   ⬜ All SMT   🟣 All Heads of Dept.   🟠 Jim   🟡 Jon   🟣 Lise   🔴 Helen   ⚪ Emma   🟢 Lynn   🟢 Keith   🔴 Caroline   🔵 Justin

ual:

SMT Lead   *Others involved*

3

Influence the strategic direction of UAL

a Articulate IT Service vision to the institution

b SMT team to be leaders

c Highlight the opportunities from technical evolution

d Forward planning for 2018/19 budget round

e To support the effective working of two new cross-institution IT groups

Key   Process-specific   All SMT   All Heads of Dept.   Jim   Jon   Lise   Helen   Emma   Lynn   Keith   Caroline   Justin

SMT Lead   *Others involved*

4
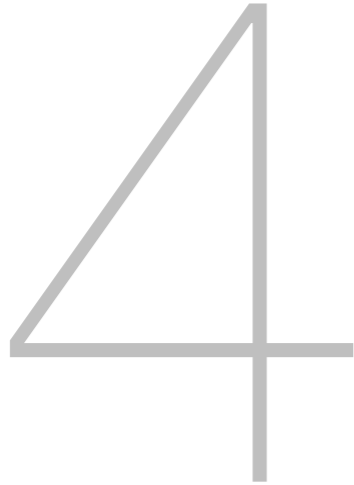
Provide full support of P&P and transition to BAU

a Develop a portfolio plan for all projects IT Services are inputting into

b Ensure IT Services teams are included and involved in the project lifecycle

c Embed the new service transition processes

d Roll-out cross-charging for project resources

e Create a Technical Project manager role, and embed the role into department

f Further develop technical input into the implementation stage of projects

Key   ◯ Process-specific   ⬤ All SMT   ⬤ All Heads of Dept.   ⬤ Jim   ⬤ Jon   ⬤ Lise   ⬤ Helen   ⬤ Emma   ⬤ Lynn   ⬤ Keith   ⬤ Caroline   ⬤ Justin

5

Shift from reactive IT to proactive

	SMT Lead	Others involved		
a	Jim, Helen, Lise			Identify opportunities to focus on innovation and creativity, and support UAL research activities.
b	Caroline	Helen, Lynn		Assess, agree and develop support arrangements for 'orphan' applications
c	Caroline, Lise	Keith		Embed the 3rd party access policy
d	Caroline			Agree and maintain code repositories
e	Justin			Agree approach to application integration and support
f	Keith	Caroline		Embed the culture of proactive server maintenance and patching
g	Lynn			Continue maturity of problem management
h	Lise			To progress Continual Service Improvement plans
i	Justin, Caroline	Keith		Create technology and product roadmaps
j	Lise	Keith		IT infrastructure renewal work programme
k	Lise			GDPR programme of work

Key

Process-specific | All SMT | All Heads of Dept. | Jim | Jon | Lise | Helen | Emma | Lynn | Keith | Caroline | Justin

IT services