



UCISA & HEFESTIS Collaboration on Shared Services

UCISA and HEFESTIS are delighted to announce a new collaboration agreement to further support members and their institutions based on shared values and strategic alignment to both the FE & HE sectors, delivering real value to members. At a time of financial constraint, shared services can provide an important model for delivering efficiencies and effectiveness, enabling our members to deliver without compromising or diluting their service levels.

The signing of the collaboration agreement facilitates UCISA members to benefit from immediate access to several well-established and sector-leading shared services:

- Chief Information Security Officer (CISO) shared service
- Office365 & Change shared service
- Data Protection Officer (DPO) shared service
- UniDesk our service management tool shared service
- Currently in development is Revolvit, a shared service for the sector to support the sectors climate action plans.

HEFESTIS will see significant value from working with UCISA and its membership to identify, proof of concept and implement viable new shared services which will support the wider sector and provide expert speakers from within its shared service teams.

Our active collaboration will provide a series of joint newsletters which will enable even more sharing of valuable insight and best practice in a timely manner including:

- A weekly SECURITY ISSUES newsletter
- A monthly DATA PROTECTION newsletter
- A quarterly SERVICE DESK newsletter

James Morris, CEO of HEFESTIS said:

“Having worked with UCISA for some time we clearly have a shared understanding of the sector, common values and a strong desire to support the needs of the sector. this collaboration is a strong step forward for both parties and should deliver real value and expertise to the member organisations”

“HEFESTIS has successfully implemented several shared services at the request of our members and expanded the membership outside our initial base in Scotland to the rest of the UK and internationally. Demand for shared services is increasing during these difficult times and with UCISA we can open up the opportunity for UCISA members nationally to

benefit from our existing expertise and our ability to proof and start new shared services with a number of existing commercial partners”

Deborah Green, CEO of UCISA said:

“I am delighted to see UCISA strengthening its relationship with HEFESTIS. We share the same values, and our memberships are both made up of higher education sector colleagues, working in a not-for-profit manner for the benefit of the sector.

One of our goals for the next five years is to ‘Harness the power of our collective voice’ and by collaborating with HEFESTIS we increase that reach, providing our members with access to even more shared services.”

About HEFESTIS

Founded in 2018, HEFESTIS is a not-for-profit Shared Services organisation, jointly owned by member institutions across the UK University and Colleges sector. It provides shared services to institutions and where applicable to sector-owned bodies. Our vision is “To be the shared service partner of choice for sustainably delivering technology, information governance, cyber security, service management and change management services across the UK FE and HE sectors” and our priorities are to roll out existing services to protect and enable HE/FE institutions in the rest of the UK.

About UCISA

Founded in 1992, UCISA is the member-led professional body for digital practitioners in education run by and for our members. Open and inclusive, we connect our communities of practice and key stakeholders, working together to share our collective technical knowledge and digital expertise to help transform teaching, learning and research by enabling operational efficiency and an excellent student experience.

Our community collaborates, networks, and shares their inspirational thinking, practices, and procedures so that we can all learn more, advance faster and be more effective. We also work closely with technology and digital service suppliers to the sector – helping them better understand the sector’s requirements so that they can deliver the solutions needed within member institutions.

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