IT strategies for universities in the UK

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Executive Secretary
UCISA
What is UCISA?

- Representative body for HE IT professionals
- Promotes best practice
- Acts as a lobbying group
Background to the UK HE sector

- Not for profit
- Not public
- Government’s role
  - Student numbers
  - Devolution
- Different missions
Different missions

Teaching led institution

Mid-range institution

Research led institution

- Funding council grant
- Student fee income
- Research income
- Other income
UK Government policy

- Spending cuts
- Comprehensive spending review
- Shared services
- Browne review on funding of higher education
Impact of policy

England: UK Government only

Scotland and Wales: UK Government and national governments

Northern Ireland: UK Government and provincial assembly
IT in the university

- Varied services
  - Student desktop and support
  - Administrative computing
  - Support for research
  - Infrastructure
  - Other services

- Embedded in all operations
Strategies

- Professionalisation
- Efficiencies
- Environmental
- Student experience
Professionalisation

- IT as a leader
- Adoption of standards
  - Project management
  - Service management
- Enterprise architecture
Efficiencies

- Process improvement
  - Lean, Six sigma

- Managed/outsourced services
  - Student email and storage
  - Out of hours support
  - VLE
  - Data centre

- Shared services
Environmental

- Virtualisation
- Automated power down
- Printing
- Procurement
- Next steps?
Student experience

- Key performance indicator
- Laptop ownership
- Social networks/Web 2.0
- Smart phones
- 24 hour services
Conclusions

- Putting the customer first
- Cut out waste
- Outsourcing
- Managing suppliers
- Being agile and responsive
- Facilitators
- Innovators
Never waste a good crisis
Danke

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