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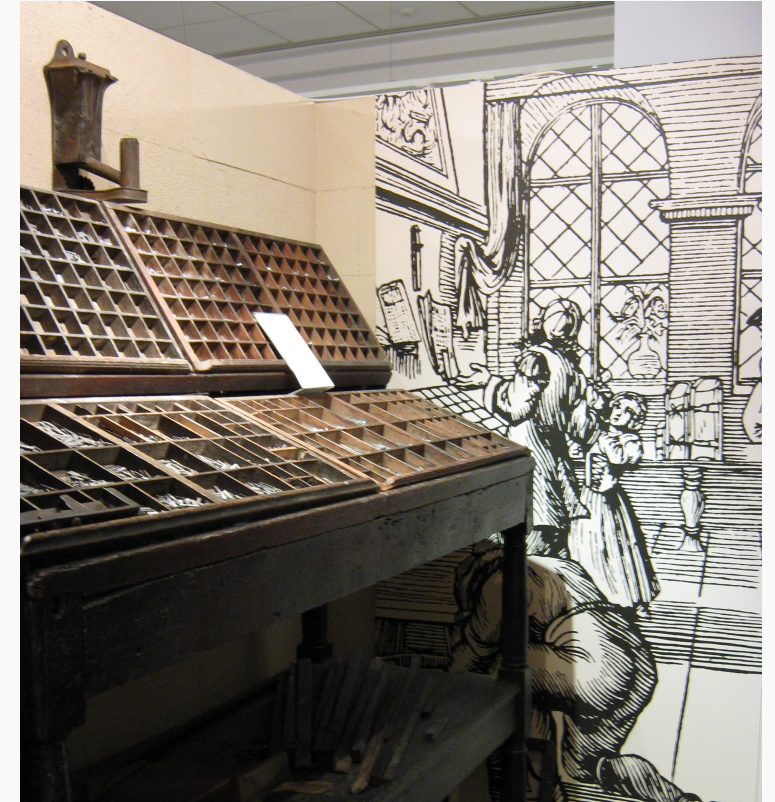
The University of the Arts London & the
journey towards a *Transitional* IT & Digital
Strategy

Background:

Tactics in a distributed environment, taking the long way round

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The 'Oxford lay' of a pair of type cases, formerly distinctive of the Learned Side, but adopted by the Press as a whole since 1901.



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...& 'what is the digital?'

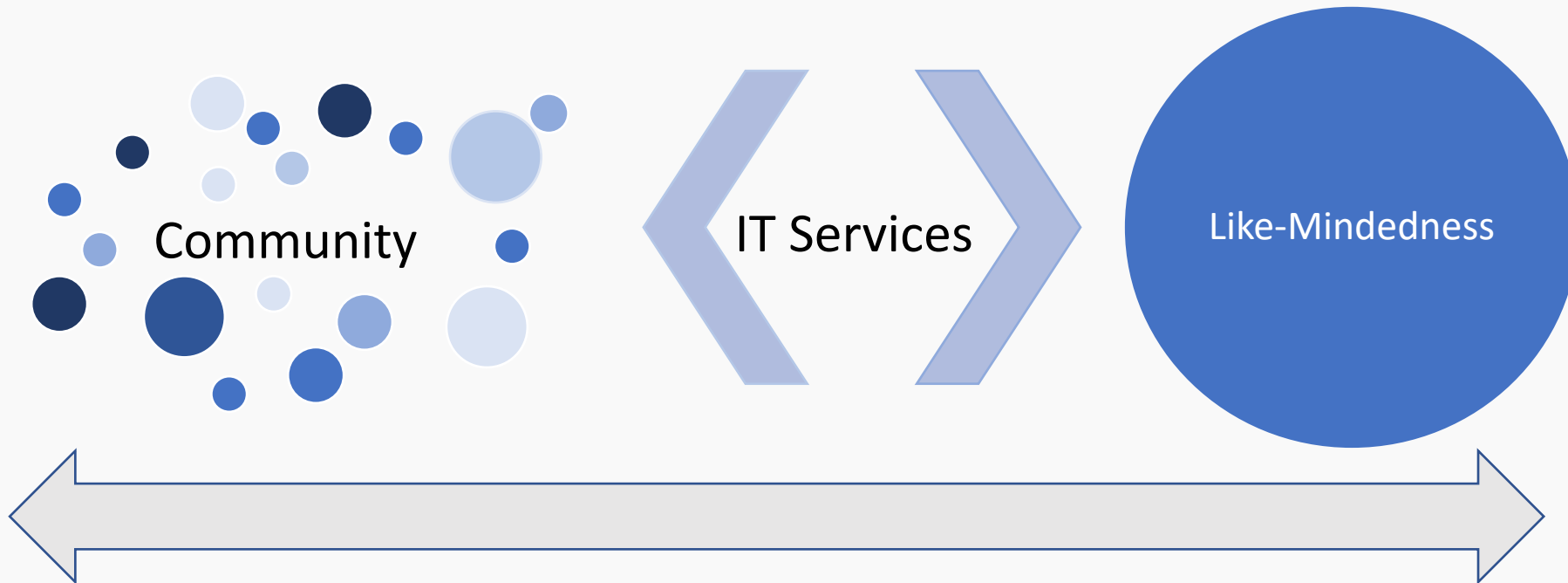


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...communities & more communities

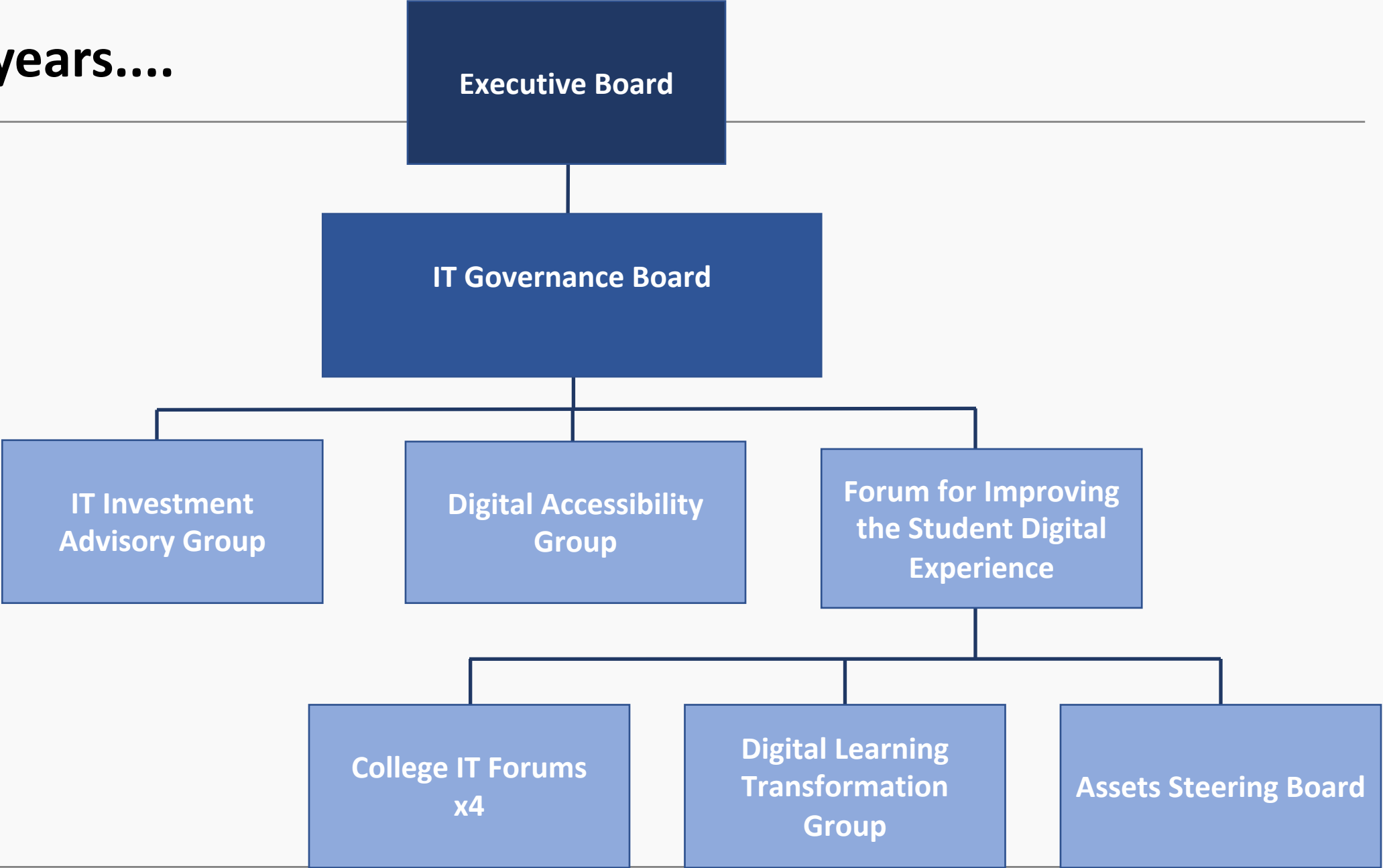
“Communities of practice are groups of people who share a concern or a passion for something they do and learn how to do it better as they interact regularly.” (Wenger, 2011)

Digital Habitats; Stewarding Technology for Communities



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& after 5 years....



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....problem, problems

Enablers	Barriers
High-level commitment to the importance of technology	Under-investment in technology, lack of vision and future ambition
A skilled and experienced group of IT professionals	Unmet customer expectations. Increased competition for key IT skills in London.
Areas of innovation	Existing technology not fully utilised lack of joined up thinking and coordinated plans.
Significant investment and expertise in online learning	Unnecessarily complex infrastructure, systems and processes
A secure and stable infrastructure.	Under investment within operational budgets, too little rationalisation and too many technical system owners
Recognizing the complexity of UAL	A large user community with diverse needs, high expectations and a broad spectrum of digital skills
Sponsoring a structure that supports this strategy	Lack of organisational structure makes managing the Digital and IT landscape very challenging

but there is hope!.....

Over the next three years, UAL IT aims:

1. To improve the way we support learning and teaching in the Colleges.
2. To Prepare the ground for an IT & Digital Transformation Strategy

.....positive actions!

These actions will prepare the ground for a unified IT and digital transformation strategy to start as early as possible, which will centre on themes of:

Transformative Education - improve the student's learning and teaching experience

Connected Campus - a seamless experience between and within the digital and physical estate

Data Matters - harness the power of data, ensuring compliance and ethical management

Business efficiency, research & innovation - improve and put in place the right infrastructure for operational efficiency, scholarly research and innovation.

Enterprise & sustainable funding - enable and achieve the ambitious entrepreneurship strategy and maximising UAL income.

.....& getting the green light...

We will achieve this through five strands of work:

introduce strategic oversight across University and College IT

improve availability, resilience, client support and service levels for front-facing systems

increase operational efficiency and reduce complexity across all software and hardware

control expenditure and put in place a vfm framework to reduce cost of ownership and of study

realign our project portfolio towards learning and teaching and the student experience.

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the now.....

Next steps!

Following Executive Board approval, we are undertaking the following:

consultation with all business owners about the efficient distributed management for technology

a cross-cutting review of capacity, capabilities and staffing of IT Services, localised IT support teams and specialist IT resources

a comprehensive IT Estate System review incorporating information about all significant systems, hardware and software across UAL

ual: an in-depth review of IT expenditure and programme priorities

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Thank you

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