

# Division of Information Services

## 2017 Operational Plan

### Key planning issues and priorities

#### 1. Griffith 2020

PRIORITIES	OUTPUTS / OUTCOMES
<b>1. Implement the Griffith Digital Strategy</b>	1.1 A Digital Strategy Delivery Plan approved by Executive Group and implementation commenced.
<b>2. As part of above, pilot the use of cognitive computing in some key priority areas</b>	2.1 Develop and implement several cognitive computing pilots across the student and staff experience and research.
<b>Education Model</b>	
<b>3. Improve the student experience through focused use of information and technology</b>	3.1 Support the implementation of cognitive compute technology to enhance the student experience. 3.2 Support the delivery of personalised online orientation programs. 3.3 Apply analytics to improve and better target INS student-facing services. 3.4 Student services to be enhanced through business process automation and personalisation. 3.5 Support the development of technology-enriched teaching and learning spaces.
<b>4. Use technology to create a more personalised, user-friendly and self-directed experience for students</b>	4.1 Plan and begin to implement services and solutions (such as smart machines or bots) which support a scalable and authentic learning experience that is personalised to the student and available anywhere, anytime. 4.2 Establish virtual student labs / meeting rooms / hangouts for students to form an online Griffith community. 4.3 Develop an effective integrated student experience by enhancing the mobile app and student portal.
<b>5. Support student employability outcomes.</b>	5.1 Support the implementation of PebblePad eportfolio. 5.2 Support the implementation of online mentoring as part of a blended approach to student advising. 5.3 Embed industry engagement into INS operations by connecting INS professional staff and vendors with students (WIL, internships etc.). 5.4 Provide access to supplementary online courses, (e.g. edX or lynda.com) that support employability needs.

<b>Research</b>	
<p><b>6. Provide services to enhance access to, and management of, research data and infrastructure.</b></p>	<p>6.1 Implement alternate options for delivering in-demand research services, such as HPC or working storage, and make these easy to access/use to broaden uptake and use of research services and infrastructure.</p> <p>6.2 Develop our partnership with Microsoft to deliver a cloud-based smart machine instance in Azure that is research ready.</p> <p>6.3 Deliver an integrated research data management platform that supports the effective management and sharing of research data by researchers.</p> <p>6.4 Submit bids for NCRIS infrastructure funded projects that support Griffith's research priorities.</p>
<p><b>7. Improve services to HDR and ECRs</b></p>	<p>7.1 Leverage analytics and investigate alternate delivery models to broaden the reach of key INS HDR and ECR information services by incorporating personalised, mass customised, smart targeted service channels.</p> <p>7.2 Provide online information and digital skills training modules supporting identified HDR and ECR needs.</p> <p>7.3 Where possible open research databases to enable machine learning and analytics to facilitate world-class research.</p>

## 2. Client service

<b>PRIORITIES</b>	<b>OUTPUTS / OUTCOMES</b>
<p><b>8. Increase the effectiveness and efficiency of INS services.</b></p>	<p>8.1 Revise and improve the INS Service Catalogue to provide greater clarity to clients on what they can expect.</p> <p>8.2 Review and refine support services to increase the use of INS 'tier 0' (self-help) channels and services.</p> <p>8.3 Contain and/or reduce service costs whilst maintaining effective service levels.</p>
<p><b>9. Deliver Electronic Infrastructure Capital Plan (EICP) projects on time and on budget, according to the strategic needs of the University.</b></p>	<p>9.1 Initiatives delivered as per agreed EICP project and program scopes signed off by IT governance body.</p> <p>9.2 Undertake a comprehensive review (including benchmarking) of project scoping, estimating and costing to ensure we maximise return on capital investment.</p>

### 3. Streamlining and cost reduction

PRIORITIES	OUTPUTS / OUTCOMES
<p><b>10. Continue to improve information services and systems which support effective use of data and information across research, teaching and learning, and administration</b></p>	<p>10.1 Establish a dedicated operational unit within INS to deliver / support the technical integration of information systems and their data sets.</p> <p>10.2 In partnership with the Planning Office expand the number of standard data sets available for business intelligence, data warehouse and management reporting uses.</p> <p>10.3 Implement the Information Management Plan.</p>
<p><b>11. Successful implementation of the agreed Sourcing Strategy</b></p>	<p>11.1 Implement the IT Services Sourcing strategy delivering agility, flexibility and efficiencies.</p> <p>11.2 Implement an improved, cost effective digital workspace service model for both staff and students.</p> <p>11.3 Implement an enhanced cybersecurity service model.</p> <p>11.4 Implement an improved, cost effective audio visual service model.</p> <p>11.5 Implement a centralised printing service model that is cost effective and maximises access to advanced printing technologies.</p> <p>11.6 Design and commence implementation of an identity and access management service that ensures continuous delivery and supports a hybrid cloud/in-house service model and digital workspace.</p>
<p><b>12. Deliver an ongoing 6% efficiency saving across INS in line with agreed service changes and the IT administrative review</b></p>	<p>12.1 Implement service and process changes to deliver a 6% real reduction in INS costs.</p> <p>12.2 Implement the agreed recommendations and actions from the ICT Administrative Review.</p>

### 4. People & Culture

PRIORITIES	OUTPUTS AND OUTCOMES
<p><b>13. Implementation of an INS strategic workforce plan that supports the transformation of INS to support Griffith business and service needs.</b></p>	<p>13.1 Implementation of the INS strategic workforce plan.</p> <p>13.2 Implementation of targeted staff training and development to develop new skills and capabilities needed to deliver a changing INS Service Catalogue.</p> <p>13.3 Support workforces and organisational changes implemented.</p>