

# Digital Strategy 2020-2027 Plan on a page

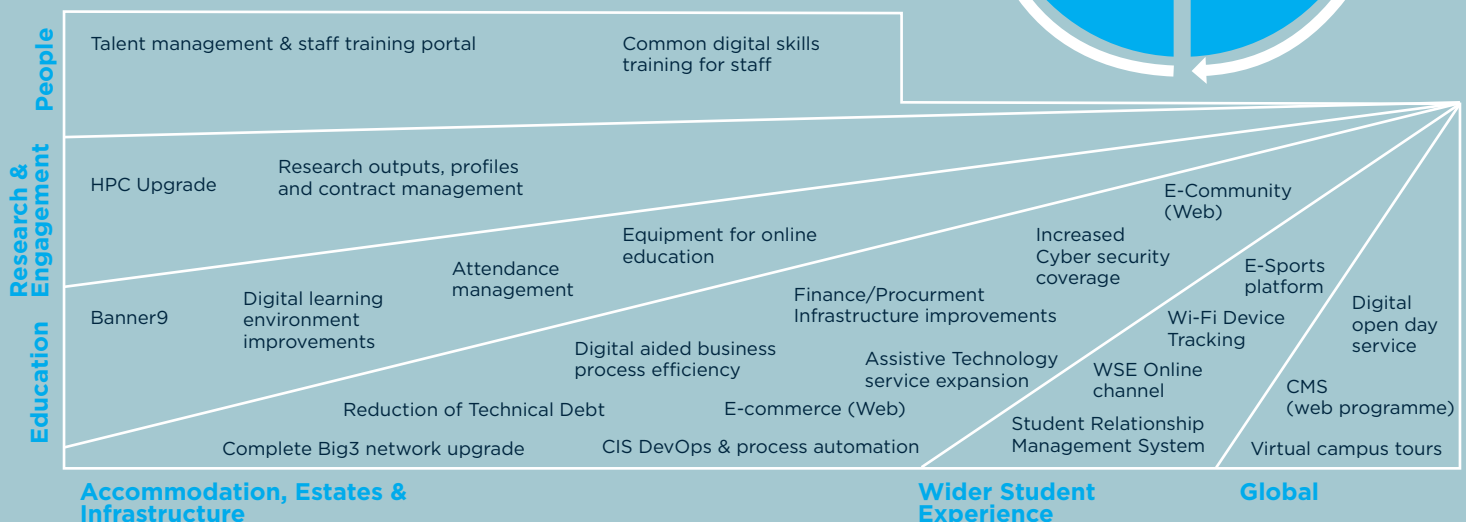
## Strategy objectives

An institution wide strategy	Prioritises end user experience	Grounded in reality
Focused on delivering benefit not just technology	Agile and flexible	

## Principles

Operating	Balance demand against available IT resource capacity	Operate clear project governance gateways	<b>Governing</b>
	Deliver a multi-tiered service	Operate a swarming support model	
Technical	Deliver operations within the service catalogue	Perform to stated KPIs	Cyber security is the responsibility of everyone
	Digital Strategy projects prioritised	Strengthen vendor management	Digital by default
	Embrace a dispersed operating model	Support flexible recruitment models	Digital architecture led
	Innovate (Digital Innovation Fund)	Support self-service	Green credentials
	Accessible from anywhere	Support 'small' scale improvements (Digital Enhancement Fund)	Inclusive, useable, accessible and ethical
	Best of Suite applications	Identify and monitor problem areas	Service adoption is locally owned
Cloud first	Out of the box by default	Timely feedback loops	
Guided by architectural principles	Reduce localised Information Systems	Transparent	
	Zero trust environment	University strategy aligned	
		User requirements must relate to benefit	

## Initial priorities



## Digital vision

A leading University offering a digital environment that enables and empowers people towards the extraordinary.

## Structural changes

- Cyber security observance:** An agreed level of protection, applied throughout the University.
- University wide digital operating model:** Multiple internal IT providers working seamlessly together.
- IT department operating model:** Consistently applied and transparent processes with published performance targets.
- Multi-tiered digital service:** Different service tiers based on user need and affordability.
- Digital architecture:** Prioritised investment decision-making balancing competing demands.
- Digital Enhancement Fund:** A centralised fund to support local priorities and smaller scale initiatives.
- Digital Innovation Fund:** Innovative solutions to business problems will be explored and shared.

