

# IT Services

## Vision

*"To deliver reliable IT services that will provide all students and staff with their learning and working environment at a time and location of their choice; providing appropriate systems and processes that underpin the effective and efficient operation of the University."*

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### The IT Services Department will cost effectively:

Harness state-of-the-art technologies to:

- ▶ Remove geographical barriers
- ▶ Underpin flexible delivery of learning and teaching
- ▶ Enable students to promote their achievements and enhance career opportunities

Provide an excellent student experience by:

- ▶ Engaging with students to drive service improvements
- ▶ Enabling self-service of all aspects of IT provision where appropriate
- ▶ Promoting self-support through online materials supplemented by assisted support

Facilitate and participate in engagement with 3rd parties by:

- ▶ Providing support services to enable student access to business incubation and employment opportunities
- ▶ Proactive involvement with community, regional and national fora
- ▶ Developing strategic partnerships
- ▶ Providing access to high performance computing facilities