

Perth College UHI ICT Strategy (2021-2024)

VISION

A connected, inspiring and innovative digital culture – stretching boundaries, expanding horizons

GUIDING PRINCIPLES

Culture Service Sustainability Communication and Collaboration

GOALS

Culture

To create a culture supporting digital confidence and competence which inspires courage and stimulates innovation.

Service

To create a flexible and responsive Perth ICT service structure supporting on and off campus working and delivering the needs of students and staff

Sustainability

To generate value through service and process innovations with a comprehensive, security conscious, accessible digital customer experience.

Communication and Collaboration

To exploit digital solutions to enhance collaboration and communication within the College brand values.

STRATEGIC ACTIONS

CULTURE

Stimulating Innovation

To create a culture supporting digital confidence and competence which inspires courage and stimulates innovation.

Embed a digital competence framework for staff and students – completed 50% by July 2022, 75% by July 2023 90% by July 2024

Create on campus space to pilot digital content/ hybrid learning and assessment technologies – completion September 2022

Implement process improvement coaching to identify and generate efficiencies – Number of services/ processes improved – 4 by July 2022, 8 by July 2023, 12 by July 2024
Number of ICT Innovation approaches identified – 2 by July 2022, 4 by July 2023, 8 by July 2024

Measures

Digital skills level increased %
Reduction in processes %

SERVICE

Quality First Response

To create a flexible and responsive Perth ICT service structure supporting on and off campus working and delivering the needs of students and staff

Measures

Revised ICT structure embedded by July 2022

Implement JISC Benchmark (Elevation) Tool to map Perth College ICT against the sector – Benchmark undertaken by July 2023

In collaboration with UHI, Create ICT investment plan utilising JISC Infrastructure review – Infrastructure review completed by July 2023

Customer satisfaction measures introduced by December 2021

Customer satisfaction measures implemented – % achieved – 65% by July 2022, 75% by July 2023, 85% by July 2024

Ensure students have equity of ICT access (equipment and connectivity) - % completion by target date – 90% by September 2021 95% by September 2022, 97% by September 2023

Bring Your Own Device (BYOD) Strategy completed by July 2022

Identify and implement on campus modifications to support BYOD by September 2023

Staff requiring laptop access – 95% implemented by June 2022

Implement secure cloud accessible systems/data – 90% by July 2023

SUSTAINABILITY

Create Value

To implement a comprehensive, security conscious accessible online customer experience.

Measures

Data analytics embedded across all teams to improve focus and planned change by July 2023

Create and embed a structured process for implementing sustainable improvements by Dec 2021

Systems/ Process/ Service Improvements identified and scheduled – number improvements - 4 by July 2022, 8 by July 2023, 12 by July 2024 and £savings generated

Create a Cyber Security Strategy by July 2023

Identify opportunities for scalable shared ICT services

- Resource utilisation improved
- duplication removed
- projected £savings generated

Implement a web enabled bookings and payments that connects with student records and finance systems

- completion by December 2022
- £ savings generated
- £ additional revenue generated

COMMUNICATION AND COLLABORATION

Clear Messaging

To exploit digital solutions to enhance collaboration and communication within the College brand values.

Measures

Ensure single source of data is available in real-time across all teams – Balanced Scorecard KPI's (Baselines and targets to year 3/5)

- All systems reviewed by March 2022
- Costed plan of action created by June 2022

Develop user guidance to increase productive use of interconnected collaboration platforms

- One Drive, Teams and SharePoint completed by July 2022
- Next phase system requirements completed by July 2023

Develop Communications Strategy to support effectiveness and consistency of communications by December 2021

Utilise online platforms to improve communication and embed College values

- Create and implement a plan to improve communication and embed College values through SharePoint, Teams and Outlook by December 2021