

Example : Information Systems Strategy at Bournemouth University



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The Vision of the IS Strategy

To support the University's strategic plan through provision of:

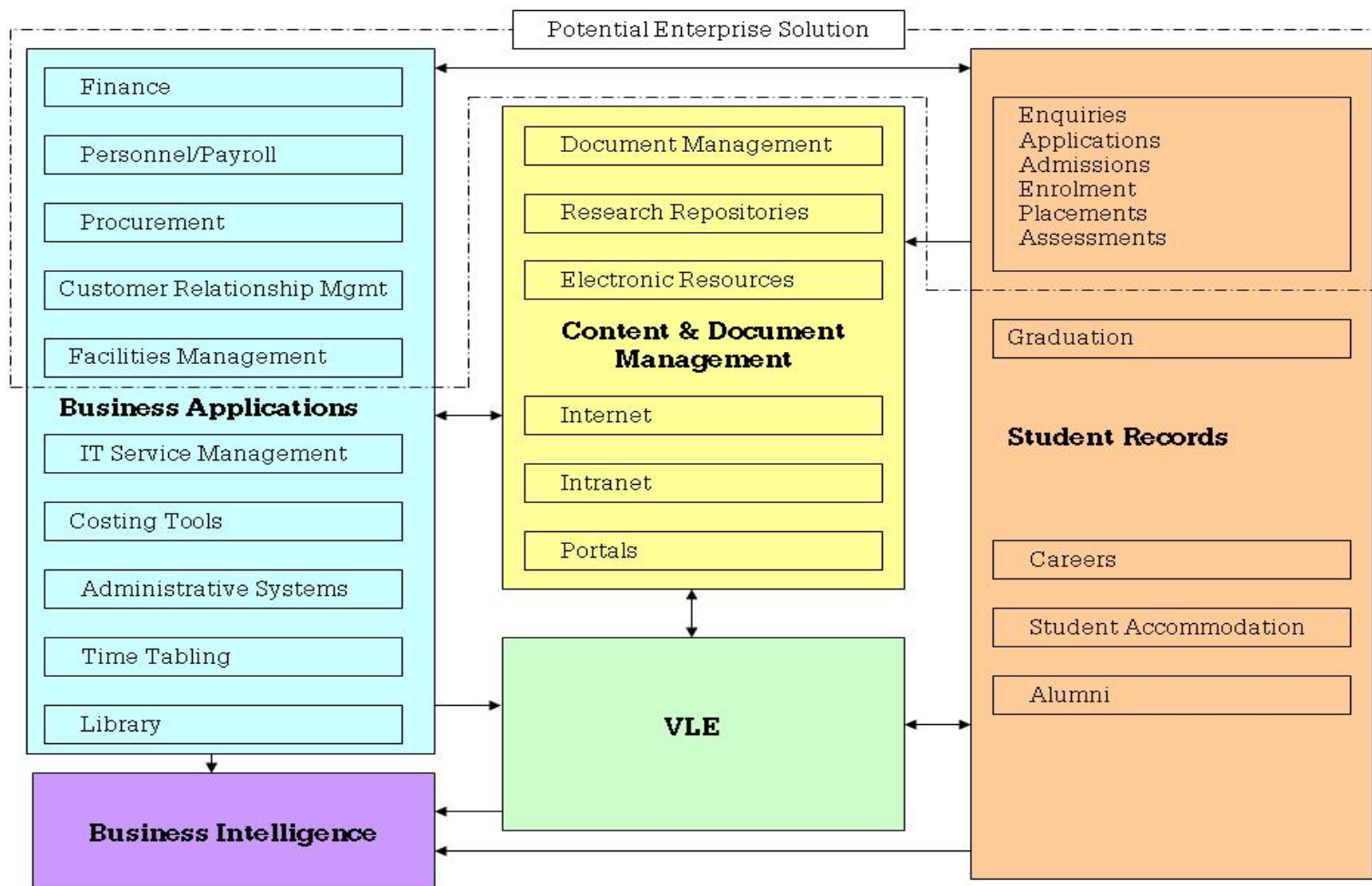
A resilient and robust technical and network infrastructure

Systems and technologies which enhance the student experience

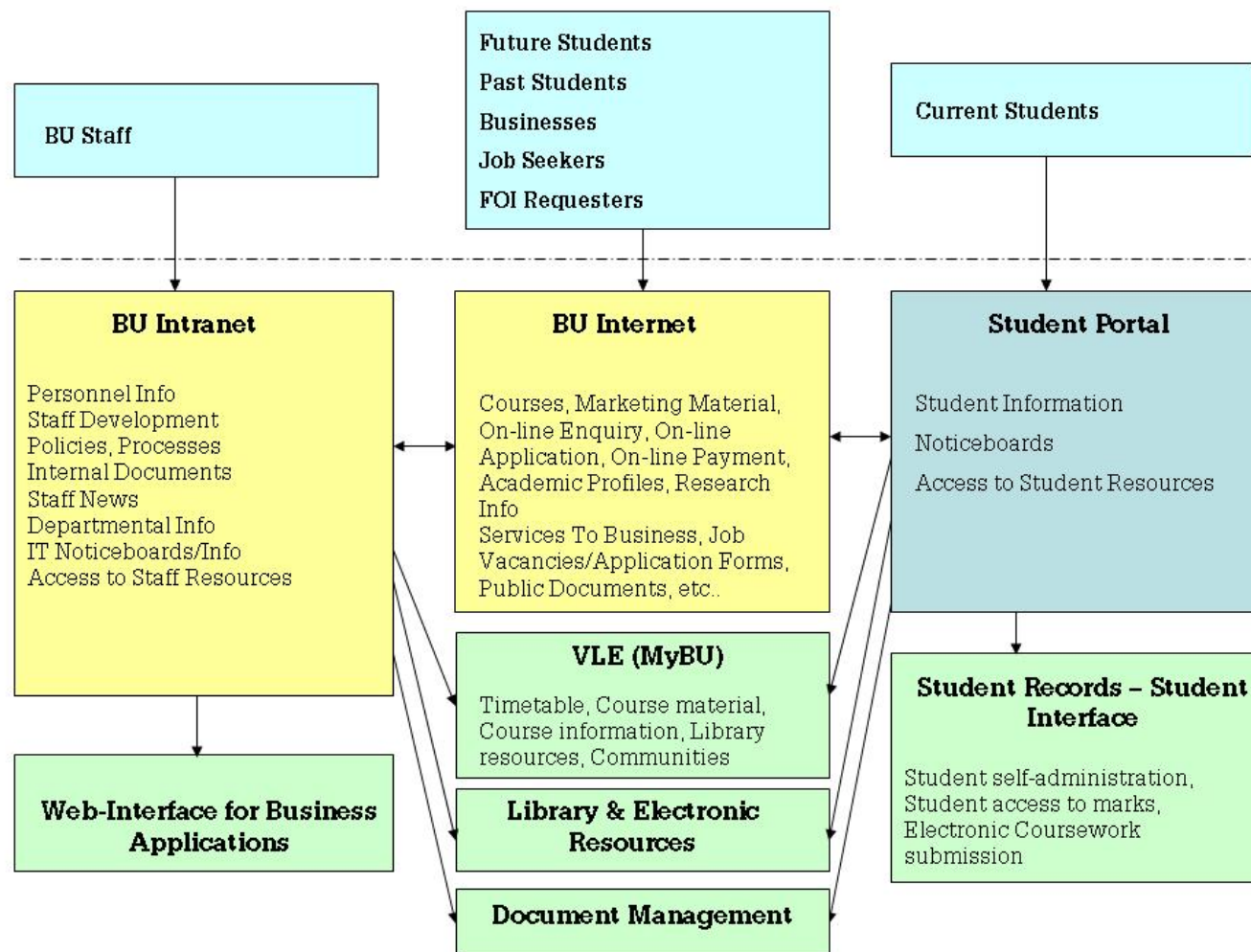
Systems and technologies which improve organisational efficiency



Application Portfolio



On-line Experience





Infrastructure

Investment of £2m by 2009 to:

Upgrade Data & Voice Network

Improve resilience and service continuity

Investment in tools and technologies to improve efficiency in Service Delivery





Implementation of IS Strategy



- ❖ **Projects are grouped into Programmes**
- ❖ **Each programme will be led by a UEG sponsor who will be responsible for the successful delivery of these new initiatives.**

The priority of the programme has been categorised as follows:-

Short term - 1 year initiatives (mostly delivered during academic year 2007/08)

Medium term - 2-3 year initiatives (to be delivered by 2010)

Long term - 3-5 Year Initiatives (to be delivered by 2012)



Improving Student Experience (Externally Facing)

Estimated Programme Duration – Nov 07 – June 08

UEG Sponsor – David Willey

Project Owner - Claire Chappell

Virtual Prospectus
Online Community
Online Enquiry
On-line Open Day - Events Application
Web-site search engine replacement

Improving Student Experience (Registration / Finance and Administration)

Estimated Programme Duration – Jan 08 – Dec 08

UEG Sponsor – Rosemary Pope

Project Owner – Noel Richardson

Online Application
Online Payments (joint ownership with finance)
Online Enrolment
Unit e Self Service via a new Columbus Web interface
Student Portal



Improving Student Experience (VLE)

Estimated Programme Duration – Oct 07 – Dec 08

UEG Sponsor – Rosemary Pope

Project Owner – Janet Hanson

SUE
Blackboard 7.3 Product Upgrade
Introduction of Plagiarism software
Institutional Content Sharing for Staff
E-portfolios (for Students)
System Reporting

Improving Student Experience (IT Infrastructure)

Estimated Programme Duration – Oct 07 – Jul 08

UEG Sponsor – David Willey

Project Owner – Dieter Kräftner

Residential Network Enhancement – Including Network Access Control
Implement IPTV
Introduce PC Booking System for Students
Implement BU Wide Smart Card for Printing and existing ID Card functionality (Smart Card – Phase 1) – (with Procurement/Estates)

Improving Organisational Efficiency (Corporate Applications)

Estimated Programme Duration – Oct 07 – July 08

UEG Sponsor – David Willey

Project Owner – See text below

Careers System Upgrade (Andy Smith)
Interim Upgrade of HR System (Barry Watts)
E-Procurement Solution (David Lifford)



Improving Technical & Network Infrastructure

Estimated Programme Duration – Jun07 – Aug 08

UEG Sponsor – David Willey

Project Owner – Dieter Kraftner

Improve Video Conferencing Facilities
Migration of existing application to new SAN infrastructure (Email / File Stores/ Web Services/ Unit E / myBU / Finance)
Relocate Talbot Campus Server Room into fit-for-purpose premises
Upgrade of campus wide (Local Area Network) LAN refresh including improvements to Network Management and Authentication

Improving Organisational Efficiency (Academic Administration)

Estimated Programme Duration – Jan 08 – June 09

UEG Sponsor – Rosemary Pope

Project Owner – Noel Richardson

Online submission of work and receipt of marks
Online assessment of work
Web-Interface for Unit-e (to provide Mgt information to Academic Staff)
General Unit-e Enhancements

Improving Organisational Efficiency (IT Service Management)

Estimated Programme Duration – Oct 07 – July 09
UEG Sponsor – David Willey
Project Owner – Dieter Kräftner

Implement new Service Management System
Implement ITIL Best Practice Service Management Processes
Implement Hardware & Software Audit Tools

Improving Organisational Efficiency (Content & Document Management)

Estimated Project Duration – May 08 – June 10

UEG Sponsor – David Willey

Project Owner – (see below)

Introduction of a new Intranet for Staff (Caroline Benyon)
Introduction of a University wide document Management solution (Caroline Benyon/Dieter Kräftner)

Improving Organisational Efficiency (Business Applications)

Estimated Programme Duration – Sep 08 – June 10

UEG Sponsor – David Willey

Project Owner – (see below)

Introduction of a University wide CRM system (Claire Chappell)
Implement BU Wide Smart Card for Access, Payments and Services (Smart Card – Phase 2) – (Peter Tierney/Michael Johnson)
Implement Corporate Reporting and Business Intelligence for improved Management Information (John Ellis)
Replacement of Facilities system (Peter Tierney)
Replacement of Alumni system (Ian McMullin)

Improving Organisational Efficiency (Research & Enterprise Systems)

Estimated Project Duration – May 08 – June 10

UEG Sponsor – Karen Everett

Project Owner – Fiona Francis

Replacement of Corporate Financial Appraisal and Costing Tool

Improving Organisational Efficiency (Education Related Applications)

Estimated Programme Duration – Sep 08 – June 10

UEG Sponsor – Rosemary Pope

Project Owner – (see below)

Develop a corporate solution for ASK BU current students (Mandi Barron)
Replacement of Time tabling system (Brian Astin)
Replacement of Libraries system (David Ball)
Replacement of Student Accommodation System (Richard Search)



Improving Technical & Network Infrastructure

Estimated Programme Duration – Sep 08 – June 10

UEG Sponsor – David Willey

Project Owner – Dieter Kräftner

Enhance Wireless Network
Implement Centralised deployment of applications
Introduction of load balancing software for Blackboard to improve resilience
Replace Legacy Telephony System



Improving Organisational Efficiency (Corporate Applications)

Estimated Programme Duration – Aug 08 – June 2012

UEG Sponsor – David Willey/Karen Everett

Project Owner – (see below)

Finance system replacement (Michael Johnson)
Personal / Payroll system replacement (Barry Watts/Michael Johnson)
Student Records replacement (Noel Richardson)

