



# ICT Strategy News

## Final Edition

Issue Eight (June 2006). Also online at <http://www.ict.ox.ac.uk/strategy/news/>

### Priorities

Current priorities:

- Produce Draft 3 of the ICT Strategic Plan
- Finalise work task reports
- Continue work on the ICT Strategy Programme Formal Record

### Forthcoming Milestones

**19th June:** Submit Draft 3 to PRAC for meeting on 27th June

**26th June:** Submit Draft 3a to Council for meeting on 11 July (still to be decided whether it will be part of the formal agenda of the meeting)

**December:** Definitive ICT Strategic Plan completed

**Early 2007:** Consideration of Strategic Plan by Council

**Followed by:** Publication and implementation.

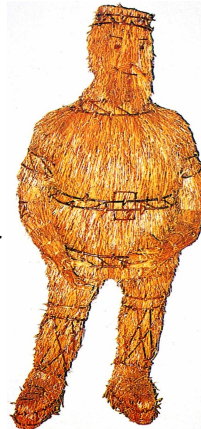
*ICT Strategy News* has been produced approximately monthly by the ICT Strategy Programme support team. Each issue is publicly available online and a printed copy distributed to ICT Strategy Steering Group and work task members. [ict@ox.ac.uk](mailto:ict@ox.ac.uk)

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### From the ICT Director (acting)

I am delighted to report that there has been considerable progress since the last edition of ICT Strategy News. The ICT Strategic Plan has moved from being a 'Strawman' document (where ideas were explored), to a first, and then second, Draft of the final report. The ICT Strategy Steering Group has met twice. The penultimate meeting focused on integrating University Business Systems within the overall ICT Strategy, while the final meeting considered Draft 2 of the ICT Strategic Plan and gave it their full endorsement. Draft 2 and associated documentation is available at:



<http://www.ict.ox.ac.uk/strategy/plan>

A major survey of undergraduate students and staff was undertaken. It produced an interesting set of results (discussed overleaf) from more than 2000 respondents.

An Open Consultation Meeting was held, resulting in important feedback used in the update from Draft 1 to Draft 2 of the ICT Strategic Plan.

Draft 3 is currently under preparation and will be submitted to PRAC and Council later this month. We hope that PRAC/Council will recommend that the ICT Strategic Plan should go out for consultation through MT 2006.

In this final edition of ICT Strategy News, I would like to thank everyone who has engaged with the ICT Strategy Programme. This has been a strategy developed by consultation and consensus, and many members of the collegiate University have made substantial contributions and enabled us to develop a far-reaching Strategic Plan which has the potential

to transform ICT across the collegiate University. I would particularly like to thank all the members of the Steering Group and the Work Tasks for their work, good-will and encouragement. My thanks also go to Bill Macmillan for his leadership and support.

**Prof Paul Jeffreys**  
ICT Director (acting)

### Open Meeting 18 May

Over fifty staff and student members of the collegiate University attended to discuss the initial Draft of the ICT Strategic Plan. The event was chaired by Dr Ken Peach and held at the Saïd Business School.

Paul Jeffreys (ICT Director - acting) summarized the ICT Strategic Programme and Draft 1 of the Plan. Questions were encouraged throughout, and a panel session followed with Anne Trefethen, David Popplewell and Paul Jeffreys as panelists. Informal notes of the meeting are available at:

<http://www.ict.ox.ac.uk/strategy/events>

The principles and recommendations in the ICT Strategic Plan received full endorsement. Many issues were raised, and these fed into the changes from Draft 1 to Draft 2. The two most substantive points were: the crucial need for a University Information Strategy, and that the position of ICT Director needed greater reinforcement in the Plan with a full job description.

### Summary Highlights Document

The main themes of the Draft ICT Strategic Plan have been condensed into a three page summary highlights document. This document is intended to assist committees and individuals during the consultation period, and is available at:

<http://www.ict.ox.ac.uk/strategy/plan/>

## Divisional Feedback

Since the last newsletter various divisional meetings have been attended by the ICT Director (acting). A number of important issues have been raised:

How can divisions be reassured that the strategy will benefit their members, particularly those departments outside of the City centre?

Is there sufficient emphasis on the college provision of ICT, especially to support teaching and research in the Humanities?

Is the balance between education and research in the Plan correct?

Should the Library Management System (OLIS) be included in the ICT investment roadmap?

All these points were considered at the final ICT Strategy Steering Group meeting.

## Online Surveys

Surveys of undergraduate and of staff University members were conducted in April and May 2006.

The response rate on the surveys was excellent, with 1499 students and 682 staff responding. The high response rate was partly due to a prize draw enticement of an iPod for the Undergraduate survey and a dinner for two at The Old Parsonage for staff!

Student results were separated out by year. Where more than 10 responses came from staff members with a particular role, that role was reported separately. Some staff reported multiple roles.

Students and staff were asked to rate several ICT services according to how important they thought they were to their University life and also according to how satisfied they were with the provision.

The undergraduate survey showed general satisfaction with 1300 of 1500 respondents being very satisfied or quite satisfied with their ICT provision. The areas of provision for undergraduates where satisfaction lagged behind importance were University email, data back-up, and printing services. Third and fourth year students were particularly concerned about data backup provision. This may well be related to the fact that the HFS

backup service is not currently available to undergraduates. 95% of students use their own laptop as their main computer.

Staff results also showed a high level of satisfaction with no staff member reporting as being dissatisfied. Nearly 400 of the respondents were very confident in their use of IT and the majority had a desktop machine provided by their employer as their main computer. With the whole set of staff, the main areas where satisfaction was not meeting importance were University email, remote access to it, and a University-wide calendar and room booking system. Remote access to central IT systems was a particular issue for administrators whereas contract researchers and lecturers showed a desire for better access to full texts of journal articles and books. Heads of department showed a particular need for plagiarism detection services. College IT help desks and the central OUCS help desk were generally thought to be better than departmental help desks.

For full details see the appendices of the the Formal Record at:

<http://www.ict.ox.ac.uk/strategy/record/>

## ICT Strategy Programme Formal Record

The ICT Strategic Plan does not describe the ICT Strategy Programme as it is intended to be a document that will remain relevant throughout implementation and beyond.

The ICT Strategy Programme Formal Record describes the activities that took place in the University of Oxford during 2005 and 2006, documents the processes followed, and the 'evidence' collected. See:

<http://www.ict.ox.ac.uk/strategy/record/>

The ICT Strategy Programme has been coordinated through, and operated by, an ICT Strategy Steering Group. The Formal Record details how the Steering Group was formed and how its members were drawn from all parts of the University and from people with many different and varying roles.

The ICT Strategy Programme and the assembly of the Strategic Plan has been driven by user requirements throughout the process and the record

details all activities, consultations and surveys, including their results and conclusions.

## Critique by E-Learning M.Sc. Students

The ICT Strategy Programme has received input from a diverse range of bodies and individuals within Oxford. We are grateful, for example, to a group of M.Sc. students from Educational Studies who submitted a critique of the Strawman ICT Strategic Plan. The following is a summary of the points that were made.

Their critique emphasises the importance of ubiquitous 24x7 access to ICT resources (including Webmail, Weblearn, OLIS) by all members of the University and a single sign-on mechanism.

The M.Sc. Students recognised and supported the "bottom-up meets top-down" approach in the ICT Strategy, meaning that end users, service providers, and senior management have all been able to collaborate to develop an ICT Strategic Plan which will take ICT in Oxford into a new chapter.

It was suggested that major lectures could in future be Webcast, by a central service in OUCS. Increased use of the VLE was advocated as was improving usability of all ICT systems.

The concept of a University portal service was discussed, as gateway to teaching and learning resources as well as to central calendaring and timetabling facilities for all University members. It was envisaged that a portal would use the Oxford single sign-on system.

The students identified a greater emphasis on innovative teaching, an expansion of technology offered by the University and a continuing commitment to ICT infrastructure as key elements in achieving their vision for teaching and learning in Oxford in the 21<sup>st</sup> Century.

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