



# Information Technology Action Plan 2019

## Key Actions to Achieve Priorities

| Unitec Priority             | Success of all students, with a focus on priority groups and the communities we serve   | Quality learning, teaching and applied research to develop work-ready graduates and lifelong learners  | Engaged and inspired staff, equipped with the capabilities to support and deliver best learning   | A financially sustainable business to invest in the future  |
|-----------------------------|---|--|---|---|
| Team Priority               | <i>Build strong partnering relationships across Unitec with a focus on students and empowering staff</i>  | <i>Best practice' focus to contribute toward a Category 1 Culture of Excellence</i>  | <i>Coach/partner across the organisation and our vendors to lift capability</i>   | <i>Develop an enterprising mind-set and ensure compliance against process</i>   |
| Actions required to achieve | <p><b>Partnering and Collaboration</b></p> <ul style="list-style-type: none"> <li>Build strong partnering relationships across the organisation where we will be the technology partner advising the best use of technology through regular stakeholder catch ups to better understand depts and their operations, create awareness of Unitec's systems and information and how they can leverage technology to gain process efficiencies. Through 2019</li> <li>Establish workshops with our academic teams to further identify opportunities to assist with priority groups through workshops with UPC and Student Success. To be completed by June 2019</li> </ul> | <p><b>Simplifying processes and systems</b></p> <ul style="list-style-type: none"> <li>Service level agreements will be in place with stakeholders and vendors – August 2019</li> <li>We will provide best practice Technology leadership to Unitec's business by ensuring all Technology initiatives have proper IT governance over the architecture, implementation and support. Ongoing through 2019</li> </ul> | <p><b>Lifting capability and engaging staff.</b></p> <ul style="list-style-type: none"> <li>Coaching IT staff and partnering with SME's across the organisation and our vendors to improve the IT teams skillsets and capability through identifying Proff development opportunities. Ongoing through 2019</li> <li>Improve our team culture and lift our staff survey results by 5 points through embracing our brand values (Kaupapa), improving our communication and team activities. To be completed by Dec 2019.</li> </ul> | <p><b>Financially Sustainable</b></p> <ul style="list-style-type: none"> <li>Manage costs of the IT operations to achieve the operation under budget and ensuring all PO's are approved against the budgeted line items for 2019 and exceptions are explained. Ongoing through 2019.</li> <li>Ensure all migrations are approved through the IT Change Advisory Board and where required approved by the business so as not to impact enrolments or business activities. Ongoing through 2019.</li> </ul> |



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| Actions required to achieve | <p><b>Partnering and Collaboration</b></p> <ul style="list-style-type: none"> <li>Identify and collaborate with digital champions in Unitec on innovative solutions with our key vendors. August 2019</li> <li>Re Branding IMS to IT. To be completed by June 2019.</li> <li>Work with the Dept of Computing to identify opportunities for Students to assist the IT team with the delivery. To be completed by May 2019</li> </ul> | <p><b>Simplifying processes and systems</b></p> <ul style="list-style-type: none"> <li>Right size our technology footprint and create a roadmap based on the timings of the ITP sector reform. Ongoing through 2019 .</li> </ul> | <p><b>Lifting capability and engaging staff.</b></p> <ul style="list-style-type: none"> <li>Empower IT staff through coaching individuals and facilitating sessions with key vendors to identify new technology which may be able to be used in conjunction with existing tools to improve architecture and system issues. Ongoing through the year.</li> <li>Drive cyber security awareness campaign across the organisation to raise staff awareness. By October 2019.</li> <li>Though partnering with our key stakeholders create awareness of the online training and IT support available and the digital SME's throughout the business in order to lift the IT capabilities of all Unitec staff. Ongoing through the year.</li> </ul> | <p><b>Financially Sustainable</b></p> <ul style="list-style-type: none"> <li>All technology initiatives have an IT architecture sign off ensuring current investment in technology is leveraged prior to new investments. Ongoing through 2019</li> <li>Ensure all vendor contracts are reviewed right sized in terms of licencing metrics and support and maintenance structures. Ongoing through 2019.</li> </ul> |