

The Unitec Information Technology Strategy 2019 - 2022

Vision:

Led by Te Noho Kotahitanga we manaaki the success of our students and communities.

Strategic Priorities:

Renewed focus on core business:

- » Improve the success of all students, achieving parity for Māori, Pacific and Under 25s by 2022, enhancing International student success, and serving the educational needs of the West, Central & North Auckland communities
- » Provide high quality learning, teaching and applied research to develop work-ready lifelong learners and return to Category One
- » Engage and inspire staff so they are proud to work at Unitec and are equipped with the capabilities to support quality learning
- » Build a financially sustainable organisation to invest in the future with an operating surplus by 2022

Principles:

- » Led by Te Noho Kōtahitanga
 - Rangatiratanga (Authority and Respect)*
 - Wakaritenga (Legitimacy)*
 - Kaitiakitanga (Guardianship)*
 - Mahi Kōtahitanga (Co-operation)*
 - Ngākau Mahaki (Respect)*
- » Connect people to our values and embed them in everything we do
- » Create a culture that we can be proud of and an environment that will support and enable student success where all staff are accountable
- » Be responsive to the emerging culture and capability needs of the organisation to support the return to Category One
- » Provide the tools, information and resources to empower staff to make the right decisions
- » Partner to ensure inclusiveness, engagement and quality outcomes
- » Apply reflective practice for continuous improvement
- » Focus on getting the basics right
- » Learn from the lessons of the past
- » Consider what the timing and impact of RoVE will have on technology decisions
- » Approach all things we do with consistency
- » Apply a whole of organisation approach to all decision making

Goals:

Goal 1: Partnering and Collaboration - Build strong partnering relationships across Unitec with a focus on students and empowering staff

Objectives:

1. Build strong partnering relationships across the organisation advising the best use of technology through regular stakeholder catch ups to better understand the needs of schools and support teams
2. Create awareness of Unitec's systems and IT processes, to the schools and support teams, on how they can better leverage technology to gain process efficiencies
3. Partner and provide solutions in the reduction of the campus foot print
4. Establish digital champions in the organisation who will work with IT and our technology partners to understand the abilities of technology and how it will enable teams to be more productive
5. Partner with Priority Groups and vendors to identify ways in which technology will assist with greater success of students
6. Identify opportunities where Unitec students can assist Information Technology in achieving the delivery of initiatives
7. Become trusted advisors of the organisation
8. Leverage our relationships with vendors to provide Unitec staff with greater visibility of future technology and trends and how to support student success
9. Actively input, share and engage with the ITP sector

Goal 2: Develop a best practice mind-set which encompasses cost effectiveness, consistency, compliance and optimised processes and architecture

Objectives:

1. Review vendor contracts and Service Level Agreements and right size the organisation while taking into consideration the impact and timings of ROVE
2. Operate within budget and identify any new IT spend factors in the impacts of ROVE
3. Explore opportunities within the design and implementation of technology off-site to support the delivery of teaching to the Waitakere community and our Priority Groups
4. Grow internal IT governance to ensure a robust operation around the following:
 - i. Increased cyber security controls
 - ii. Incident management and return to operations are reviewed and improved
 - iii. Release management procedures are streamlined with regular agreed outages for maintenance
 - iv. Architecture sign off of new initiatives aligned to strategy and impacts of RoVE

Goal 3: Coach/partner across the organisation and our vendors to lift capability.

Objectives

Objectives:

1. Improve staff knowledge around Cyber Security Awareness through annual campaigns and educate staff on how to mitigate impacts to themselves and the organisation
2. Enhance relationships with vendors so staff will have greater visibility of the functions and technology available to them
3. IT is recognised and appreciated by the wider organisation and the IT team engagement score increases
4. The IT hierarchy of needs will reach a status of “Efficient and Effective” through ongoing self-assessment and applied reflective practice