Tāmaki Digital Action Plan 2025

NGĀKAU MĀHAKI - Respect			
Led by Te Noho Kotahitanga our Te Tiriti partnership - Ensure we meet our commitments to obligations under Te Tiriti o Waitangi			
Unitec/MIT Priorities*	**Unitec/MIT Priorities**	**Team Actions**	**Team Targets**
Learner Success, Quality Teaching & Research **MAHI KOTAHITANGA Co-operation**	**Learner Support** Manaaki at every stage of the learner journey – academic, pastoral	• Ensuring software and hardware for teaching and learning is delivered on time with minimal or no impact to teaching and learning. • Ensure software requests from Schools are received on time so packaging can be complete with no impact to delivery. • Semester software builds packaged & delivery timely prior to semester start with no disruption to teaching & learning. • Ensure all software migrations are approved through the IT Change Advisory Board and produce a single change process. • Review & Update all Unitec & MIT Risk Registers and produce one combine single register view.	• Lab & Classroom HW & AV refresh delivered on time with minimal disruption to teaching & learning. • Clear communications to the Schools around software requests setting and achieving the due dates. • Software builds packaged & delivered as per agreed dates. • Software migration process followed and approved by NZAudit Annual review. • Single Digital Risk Register view across Tāmaki Digital by Dec 2026. • Single Change process in place across Tāmaki by Dec 2026.
	Learner Outcome Optimise learners success rates and employability		
	Excellence in Learning and Teaching We are responsive to the educational needs of learners (including ākonga Māori, Pacific and Disabled priority learner groups)		
	Quality Assurance Be a Category 1 organisation		
	Research Meet current research plan KPIs		

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Sustainability & Performance
 	
**KAITIAKITANGA
Guardianship**
	Financial Performance
	Deliver on the financial improvement plan (FIP)
	
	Marketing and Engagement
	Improved brand health and increased enrolments for priority learner groups
	
	Infrastructure: Property, Systems and Projects
	Provide effective infrastructure and systems to support learners and staff
		• Manage costs of the Tāmaki Digital Opex & Capex budgets.
		• Develop Tāmaki Strategy
		  • Development of the Tāmaki Digital Strategy to support the wider business strategy.
		• Develop Tāmaki Integration Plan
		  • Development of the Tāmaki Integration Plan
		  • Delivery of a team structure and implementation of the Tāmaki integration Plan.
		  • Lab & Classroom HW & AV refresh delivered on time with minimal disruption to teaching & learning.
		  • Implement a Digital Catalogue.
		  • Review and consolidation of software and servicers across Tāmaki.
			• Meet Tāmaki Digital budget savings targets of $750K
			• Tāmaki Digital Strategy publish and communicated across Tāmaki Digital & SLT by Dec 2026.
			• Tāmaki Integration Plan publish and communicated across Tāmaki Digital & SLT by Dec 2026.
			• Review & documented plan to leveraging agreed existing tools across Digital in cost effective way
			• New Tāmaki Digital Team structure implemented by Dec 2026.
			• Tāmaki Digital Catalogue delivered and promoted by end Jan 2026.
			• Enhance user collaboration and accessibility across Tāmaki within Microsoft 365, as well as improve printing, scanning, and network connectivity.

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Strategic Leadership & Culture
 	
RANGATIRATANGA
Authority and Responsibility
	Partnerships & Stakeholders
	Ensure effective engagement with all stakeholders, ensuring Iwi, Hapu and Hapori engagement are aligned with our commitment to obligations under Te Tiriti o Waitangi
	
	Strategy & Delivery
	Drive successful implementation of strategic initiatives and projects
	
	Leadership & Culture
	Foster a consistent, positive institutional culture with effective leadership
		• Collaborate closely with the Digital Steering Committee to support strategic direction.
		• At least Monthly Relationship meetings with Key Stakeholders across Tāmaki.
		• Track and provide visibility to all Tāmaki Digital staff of Projects, Enhancements, Initiatives, and Operational BAU.
		• Governance, Resource Management & Key Stakeholder visibility of PGG (Project Governance Group & Tāmaki Programme Office).
		• Deliver Outcomes of Your Whakaaro Action Plan for 2025.
		• Improve Kaimahi engagement by 5 points.
		• Improve perception of Professional Development within the team.
			• Deliver reports and action items from the Digital Steering Committee on a fortnightly basis.
			• Key Stakeholder Relationship meeting held with outcomes and actions documented.
			• Kanban stand-up for Project delivery, enhancements, initiatives, operation BAU and provide statistics .
			• Complete PGG Reporting and monthly meetings.
			• Manage & run Tāmaki fortnightly resource meetings
			• All actions "Your Whakaaro Action Plan" delivered in 2025.
			• Achieve >83% retention rate.
			• Establish baseline and targets for all other measures.
			• Professional Development
			  • Negotiate Vendor training (MS, Fortinet, IaaS).
			  • Send 5-10 people to ICT Tertiary Conference.
			  • Encourage use of PD for self-study, conferences and badging.
			• Achieve engagement scores
			  • MIT – 21.6
			  • Unitec – 29.4

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People, Wellbeing & Safety **WAKARITENGA Legitimacy**	**People** Staff feel valued, engaged & supported to deliver high performance across the organisation. Improve the recruitment and retention of Māori, Pacific and disabled staff. **Wellbeing and Safety** Demonstrate commitment to promoting and strengthening wellbeing and safety through the organisation including digital literacy.	• Improve people survey. • Simplify "ways of working" by standardising Tāmaki Digital policies and procedures. • Focus on Wellbeing & Safety. • Strengthen support for digital literacy and cyber awareness.	• Maintain Staff Engagement – take your opportunity to have your say 2025, by completing the Staff Engagement survey – target 100% completed. • 100% completion of Performance Partnering requirements for direct reports. • Standard Tāmaki Digital policies and procedures • Prompt follow up & management of all forms of leave and injury/illness for team members. • Regularly lead or participate in Wellbeing & Safety activities. • Frequent check-ins with each direct report to discuss wellbeing, workload, and that of their teams. • Frequent engagements and observations of workplace areas. • Address critical H&S issues, escalate to relevant parties in a timely manner & communicate outcomes. • Deliver a phishing campaign and provide access to cyber awareness training for new staff.

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