

Management of ICT – Roles and Responsibilities

Responsible Officer:	Chief Information Officer
Last Updated:	November 2018
Date of Review:	November 2021
Audience/Application:	Staff, Students and External Users
Related Documents	– Acceptable Use of Information Technology (C-22)

1. PURPOSE

This policy outlines the roles and responsibilities associated with the Information Management (IM) and Communication Technology (ICT).

2. SCOPE

There are three major areas responsible for the management of information technology across the University, these are:

- The Senior Management Group (SMG)
- Information Strategy & Technology Services (ISTS)
- Divisions, Schools, Institutes and Units

3. SENIOR MANAGEMENT GROUP (SMG)

3.1 Responsibilities

The responsibilities of the SMG are:

- to approve annual plans and investment priorities for IM/ICT which support the attainment of the University's goals as outlined in the University's strategic plan;
- to ensure that ICT capital planning is well integrated with the University's other capital planning processes (e.g. for Facilities and Research Infrastructure); and
- to review and approve information and communication technology policies as required over time.

3.2 Guiding Principles

The following overarching principles are used to help guide the ongoing development and enhancement of the University's information services.

- Service focused and proactive
- Anytime, anywhere and any device
- Value for money
- Supporting continuous innovation
- Scalable, reliable and agile

- Frictionless systems
- Data wise
- Professional

4. INFORMATION STRATEGY & TECHNOLOGY SERVICES (ISTS)

Responsibilities of the ISTS unit are:

- co-ordination of University wide IT support through an IT Help Desk which assists students and staff to make best use of the University's ICT environment;
- management of University wide hardware and software purchasing arrangements;
- technical support, development and management of communication services such as fixed and wireless data networks, telephone systems, voicemail, and high speed access to the internet;
- technical, support, development and management of collaboration facilities such as email, calendaring, instant messaging and document sharing;
- technical support, development and management of campus computing access points for students in the form of general purpose computer pools, barns and walk ups;
- technical support, development and management of teaching technology in teaching spaces;
- technical support, development and management¹ of all direct end user (and related) information technology hardware, software and networking facilities associated with staff (academic and professional) and post graduate research students associated with the Division, School, Institute and Unit;
- technical support, development and management¹ of all information technology hardware, software and networking facilities required to satisfy local administrative, teaching and learning and research requirements in Divisions, Schools, Institutes and Units;
- technical support for students associated with the Division, School, Institute and Unit using hardware and software provided and managed by the Division, School, Institute and Unit;
- ensuring staff and students associated with the Division, School, Institute and Unit use ICT services in a manner consistent with the University's Acceptable Use of IT Facilities policy and related guidelines.
- technical support, development and management of the systems which comprise the University's online teaching and learning environment including learnonline;
- technical support, development and management of the systems which support the University's research management and research education processes;
- technical support, development and management of the systems which facilitate the University's core administrative processes, including the student information system, the human resource management system and the finance system;
- technical support, development and management of the University's data integration hub, data warehouse and business intelligence environment;
- technical support, development and management of the staff and student portal and the corporate web;



- technical support, development and management of the central infrastructure (servers and data storage) which underpins University wide ICT systems and services;
- identification and management of ICT based risks and disaster recovery planning for ISTS provided services;
- development and management of University data centres;
- technical project management services for major, University wide ICT projects;
- and
- development, maintenance and communication of policies, procedures and guidelines for the use of information technology within the university.
- involving cost centre staff in appropriate consultation regarding information technology decisions which will have a significant impact on cost centres

5. DIVISIONS, SCHOOLS, INSTITUTES AND UNITS

General responsibilities of Divisions, Schools, Institutes and Units are:

- the cost of all direct end user (and related) information technology hardware and software associated with staff (academic and professional) and post graduate research students associated with the Division, School, Institute and Unit;
- the cost of all information technology hardware and software required to satisfy local administrative, teaching and learning and research requirements in Divisions, Schools, Institutes and Units;
- the payment of recurrent charges incurred by staff and post graduate research students associated with the Division, School, Institute and Unit for the use of external voice, data networks and associated services;
- ensuring staff and students associated with the Division, School, Institute and Unit use ICT services in a manner consistent with the University's Acceptable Use of IT Facilities policy and related guidelines.
- ensure that the IT Services unit is informed of any plans or proposals by the cost centre which may have an impact on the University's information technology infrastructure.