

Information Annual Objectives 2013/14

1. Commence implementation of the University's new Information Strategy, develop the associated subsidiary technology and communicate the new strategy to the University
2. Consolidate and further enhance improvements to the service experience, including through achievement of the national Customer Service Excellence standard
3. Develop further new services and processes for the research community, for open access and publication compliance, and support research computing more effectively
4. Build further on the improvements in engagement with academic departments to understand better their specific requirements, undertake further market surveys and activities, and communicate performance and achievements more effectively
5. Improve and refine internal management, support for and prioritisation of programmes, projects and service developments to deliver increased momentum towards strategic objectives
6. Complete the reorganisation and restructuring, and realise the benefits for staff of achieving the positive culture envisaged in the Directorate's People Strategy

Stephen Town
Director of Information