

**Information Directorate
Annual Objectives 2011-12**

Final V7 for internal lead responsibility

INFORMATION

To deliver specific service enhancements in the areas of:

1. Collections and digital services (Content)
2. Email, calendaring, and collaborative tools (Enterprise)
3. Library opening hours (Services)
4. Library redevelopment completion (DD IS)
5. Printing service rollout (Infrastructure)
6. Services for business partners (Services)
7. Student portal (Content)
8. Timetabling and CPD student administration systems (Enterprise)

To further develop our understanding of user requirements through:

9. New information strategy preparation (Director)
10. Improve relationships, communications, and student engagement (Services)
11. A strategy to meet research needs with solutions (DD IS)
12. User surveys, staff survey: actions and follow up (Director)

To improve or develop specific processes for:

13. Change management (Enterprise)
14. Customer service excellence (DD IS)
15. Digital archiving, preservation and modern media (Borthwick)
16. Leadership, data and internal communication (Director)
17. Maintenance of learning spaces and services (Services)

To improve specific finance, audit, and governance performance through:

18. Audit actions, data security structures and policies (Director)
19. Defining commodity IT and associated structures (Infrastructure)
20. Reassessing financial structures and reporting (Director)
21. A new Information governance structure (Director)

Stephen Town
Director of Information