The six programmes of the 2013–2018 University Information Strategy are outlined below.

**Programme A  
Student Experience**

- A1 Satisfying student needs in a way which fits patterns of life and study
- A2 Simplifying e-processes and making them engaging
- A3 Service which is excellent, empathic and tailored
- A4 A variety of space for learning and research

**Programme B  
Research Excellence**

- B1 Support for a coherent research life cycle
- B2 A partnership for research publication
- B3 Research Data Management and exploitation
- B4 A high performance computing service

**Programme C  
Information Flow**

- C1 Inclusive and simple access to services
- C2 Delivery of digital content to the point of relevance
- C3 Competitive discovery and web site services
- C4 Raising service awareness and usage
- C5 Removing barriers to service development and improvement
- C6 Increasing integration and interoperability
- C7 Consistent and equitable services for all

**Programme D  
Infrastructure, Content and Knowledge Assets**

- D1 Increasing exploitation of knowledge assets
- D2 Special and unique collections
- D3 Commitment towards a Digital York
- D4 Commoditisation of core IT services
- D5 A unified network with sufficient capacity
- D6 Technology architecture fit for the whole enterprise
- D7 A sustainable physical infrastructure

**Programme E  
Engagement, Understanding and Performance**

- E1 User engagement for understanding and service design
- E2 Effective education, training and communication
- E3 Improving service through performance measurement

**Programme F  
Staff Capability and Culture**

- F1 A planning and governance framework focused on strategy delivery
- F2 Motivated and flexible staff for excellent service
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