QIP Implementation Summary Report

Unit: Information Technology Division

Head of Unit: Liam O'Reilly

1. Date on which QIP received from QSU: **17th May 2021**
2. Date on which unit met to discuss and ratify the QIP: **24th May 2021**
3. Date on which unit response to recommendations returned to QSU (section 3 in table): **15th June 2021**
4. Date on which unit response was noted by Quality Committee: **17th June 2021**
5. Date on which interim self-assessment of progress on recommendations (sections 5 and 6 in table) was returned to QSU: **11th February 2022**
6. Date on which QIP progress was presented to Quality Committee: **4th May 2022**
7. Date on which implementation review meeting with DQ and PDP/DPCOOR was held: **7th Feb 2024**

Rec no. (level)	Recommendation	Closed	Open	Commentary
1 (1)	Work with senior mangement to strengthen and diversify the IT Governance Group by evolving it into a Digital Governance Group, promoting it to a sub-committee of the Executive Committee. Consider including the voice of the students and other stakeholders.	√		
2 (1)	Work with senior management to consider including ITD on key University research committees.	√		
3 (1)	Work with senior management to complete the digital strategy as a matter of urgency to ensure that Stage 2 of the IT strategy is delivering to the right priorities and underpins the strategic goals of the University.	√		
4 (1)	The expanded Executive Committee, including the ITD Director, was effective in guiding UL through the pandemic business continuity incident. Consider at senior management level whether there is now an opportunity to leverage this broader talent pool to help shape the UL future by involving its members in the strategy workshops.	√		
5 (1)	Work with senior management to secure a digital innovation fund for 'fail fast, learn fast' projects to be developed in partnership with teachers and scientists, which might lead to new competitive advantage for UL.	√		

6(1)	Work with senior management to complete an overall review of the IT-related resources across the whole campus (including subsidiaries) to determine the reporting lines and whether these should be moved to central ITD or maintained locally within the departments, or whether a matrix model might be appropriate.		√	Following Brightspace implementation and outcome of HR's review of Education Technologist Resources (Apr/May 2025), ITD to evaluate & consider if a more centralised model should be pursued
7(1)	Work with senior management to increase the capacity of Business Engagement partnerships and business analysts in ITD.	√		
8(1)	Enhance ITD's service offerings for researchers, engaging with influential researchers and starting in non-technical faculties/institutes where support would be welcomed. The QRG recognises that additional capacity and more expertise within ITD may be required to facilitate this.	√		
9(1)	Leveraging existing communications channels as suggested by students, develop and implement a comprehensive stakeholder engagement and communications strategy to improve dialogue between ITD and UL stakeholders.	√		ITD Communications plan documented (high-level)
10(1)	Working with other key stakeholders, develop and implement a digital skills programme for all staff and students at UL, building on existing resources such as workshops and other information sources.	√		
11(1)	Continue to seek the appointment of research business partner(s) as stipulated in Stage 1 of the IT strategy.	√		
12(1)	Re-evaluate the current structure in ITD to establish if resource allocation is optimised to meet current and future requirements.	√		
1(2)	Consider transferring the post room and reception desk from ITD in order to focus on the delivery of IT and digital.		√	No immediate plan to change structure. Post room volumes tracked in QMS & available for reference. **TO BE MOVED TO INSTITUTIONAL QIP**
2(2)	Work towards mitigating risks in application support caused by single points of failure due to limited staff.		√	Prioritise recruitment in 2024/25
3(2)	Review internal processes within ITD, particularly in relation to IT support via the service desk.	√		
4(2)	Conduct a review on how to automate the production of ITD's comprehensive suite of KPIs.	√		
5 (2)	To continue the shift of focus in ITD from being internally oriented, expand the Quality Management System (QMS) to facilitate a	√		ITD Customer Engagement procedure revised to reflect this change in focus & highlight the level of co-

	more holistic and outward-facing perspective.			operation & integration of the division across the breadth of UL operations

Director of Quality   Date: February 2024