

Digital and Information Services

Digital and Information Services (DIS) provides the University's integrated IT, digital learning, library, information, digital skills and data services through a revised organisational structure designed to strengthen collaboration and service delivery.

The new structure has been designed to strengthen collaboration across service areas, simplify access to support, improve the experience of staff and students, and ensure the University is well positioned to respond to future opportunities and challenges in an increasingly digital environment.

A key feature of the new structure is the introduction of a new integrated frontline support model across all campuses. By bringing together library and IT support services, students and staff will benefit from a more seamless and consistent support experience, while specialist teams are able to focus on delivering expertise and value in their respective areas.

Digital and Information Services is organised into three core service areas:

1) Digital Service Delivery

Digital Service Delivery provides the University's frontline digital, library and technical support services, ensuring students and staff can access the systems, services and resources they need to support learning, teaching, research and professional activities.

The service leads the new integrated support model across all campuses, bringing together library and IT support expertise within a single customer-focused service. This creates a more consistent and joined-up experience for users, regardless of whether their enquiry relates to technology, digital services, learning resources or library provision.

Alongside frontline support, the service is responsible for the operational delivery and continual improvement of technical support services, endpoint technologies, digital support systems and enterprise service management platforms, helping to ensure services remain reliable, responsive and user focused.

Key areas of responsibility include:

- Integrated frontline IT and library support services
- Customer service and user engagement
- IT and AV technical support services
- Enterprise Service Management (ServiceNow)
- Endpoint and device management
- Digital workplace and print services
- Service performance and continuous improvement
- Knowledge management, automation and self-service

2) Digital Learning and Library Services

Digital Learning and Library Services supports learning, teaching, research and student success through the delivery of specialist digital learning, library, information and digital skills services.

The service works in partnership with academic colleagues, students and professional services to enhance the University's learning environment, support innovation in teaching and learning, develop digital capability and provide access to high-quality information resources and scholarly content.

Bringing together expertise in digital learning, information and digital skills, creative technologies, library collections and resource discovery, the team supports the University's ambitions for academic excellence, student engagement and digital transformation.

Key areas of responsibility include:

- Digital learning and learning technology services
- Virtual Learning Environment (VLE) support and development
- Information and digital skills provision
- Academic integrity and digital capability development
- Learning design and digital pedagogy
- Digital creativity, media and immersive technologies
- Web and digital experience services
- Library collections and learning resources
- Resource discovery and access services
- Archives, records management and scholarly communications
- Research support and open access services

3) IT Systems and Infrastructure

IT Systems and Infrastructure provides the technology platforms, enterprise systems, data services and infrastructure that underpin the University's operations.

The service is responsible for the design, delivery, security and ongoing management of the University's core technology environment, ensuring systems remain secure, resilient and fit for purpose while supporting digital transformation, operational efficiency and service improvement.

Alongside responsibility for infrastructure, networks and cybersecurity, the service leads the management and development of the University's enterprise applications, data platforms and reporting capabilities. This includes supporting institutional decision-making through the provision of business intelligence, data analytics and statutory reporting, while ensuring compliance with regulatory and funding body requirements.

Working closely with colleagues across the institution, the team delivers the technology, systems and data services that support learning, teaching, research and professional services activities across all campuses.

Key areas of responsibility include:

- IT infrastructure and networks
- Cyber security and information security
- Cloud platforms and hosting services
- Enterprise applications and business systems
- Systems integration and technical architecture
- Data warehousing and data platforms
- Business intelligence and reporting services
- Statutory and regulatory data returns
- Data governance and information management
- Technical operations and specialist infrastructure services

Working Together

While each service area has distinct responsibilities, the new structure has been designed to encourage closer collaboration across teams. By combining integrated frontline support with specialist expertise in digital learning, library services and enterprise technology, Digital and Information Services will provide a more joined-up experience for staff and students while supporting the University's strategic ambitions in education, research and organisational effectiveness.

The new operating model ensures that users can access support more easily through a unified frontline service, while continuing to benefit from dedicated professional expertise across digital learning, information skills, library services, infrastructure and technology.