Empowering students to meet their goals and achieve excellent learning outcomes.

**Increased uptake & expectations of data and services on mobile (BYO) devices (including MAC)**

**Maintaining Gold TEF and Simplify Kent**

**Challenges around ensuring best practice behavior for secure data storage**

**Activity**

- **P1299 Desktop, Laptop and Mobile Device Services Review**
  - Review PC rollout process
  - Improving desktop service efficiency (PC rollouts, self-service packaging of apps, remote testing & support) (new)
  - Review desktop charging model and services (BAU)

- **P1203 Mobile services gap analysis**

- **P1486 Student personal computing service development – to improve the student experience (e.g. improve login time, UX, integrations)**

- **P1417 Online Room bookings**

**Drivers**

- End User Computing Strategy
- KentVision go live
- Desktops meeting students expectations
- A wider range of BYO devices supported (including mobile devices)

**Outcomes**

- Implement End User Computing strategy (from P1299)
- Investigate AI for self-service provision (chatbots & other automation options) (new)
- Investigate new technologies to improve the student computing experience

**Other Projects to be aware of:**
- Enhance KentPlayer
- IAM Activity
- Student Success project
- P1574 Student attend and engage
- P1506 Extend self-service equipment for new library
- Mac Support investigation
- P1417 Online Room bookings
- Scoping ULMS phase 2
- WIFI improvements
- Investigate Cashless payments

**Information Services**

Owner: Bonnie Ferguson

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