IS Roadmap – Empowerment: 3.08 Empowering Staff with IT 2018

Providing innovative, empowering, accessible, flexible and cost effective IT Services to staff

<table>
<thead>
<tr>
<th>Activity</th>
<th>Drivers</th>
<th>Outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td>P1299 Desktop, Laptop and Mobile Device Services Review (3.07)</td>
<td>REF &amp; TEF Requirements, Simplifying Kent, Savings targets</td>
<td>Increased demand for technologies to enable everyday cross campus collaborative working (move from stationary video suites)</td>
</tr>
<tr>
<td>P1555 Windows 10 staff desktop</td>
<td>Expectations on IS to support a wider range off technologies</td>
<td>GDPR requirements – need to empower staff to adhere to best practice through guided decision making</td>
</tr>
<tr>
<td>Improve desktop service efficiency (PC rollouts, self-service packaging of apps, remote testing &amp; support)</td>
<td>Big data sets and increase in recordings adding to pressure on data storage – Need to move to a model which incentivises best practice</td>
<td></td>
</tr>
</tbody>
</table>

**2017**
- Q3: Jul Aug Sep
- Q4: Oct Nov Dec

**2018**
- Q1: Jan Feb Mar
- Q2: Apr May Jun
- Q3: Jul Aug Sep
- Q4: Oct Nov Dec

**2019**
- Q1: Jan Feb Mar
- Q2: Apr May Jun
- Q3: Jul Aug Sep
- Q4: Oct Nov Dec

**2020**
- Q1: Jan Feb Mar
- Q2: Apr May Jun

**Activity**
- P1299 Desktop, Laptop and Mobile Device Services Review (3.07)
- P1555 Windows 10 staff desktop
- P1586 Networked data storage (4.12)
- P1582 Collaborative Storage
- P1547 Develop support services for Mac (Stage 1)
- P1520 SharePoint upgrade
- P1566 SharePoint for sensitive personal data
- P1537 SharePoint site collection
- P1507 Wireless presentation system
- P1550 Implement video conferencing review recommendations
- P1577 KMTV IT and network assistance
- P1583 KentVision go-live prep
- P1583 KentVision go-live prep

**Drivers**
- REF & TEF Requirements, Simplifying Kent, Savings targets
- Increased demand for technologies to enable everyday cross campus collaborative working (move from stationary video suites)
- Expectations on IS to support a wider range of technologies
- GDPR requirements – need to empower staff to adhere to best practice through guided decision making
- Big data sets and increase in recordings adding to pressure on data storage – Need to move to a model which incentivises best practice

**Outcomes**
- End User Computing Strategy
- KentVision
- Improved video conferencing suites, projection and Webex systems
- New charging model that incentivises best practice behaviour for storing data
- More efficient support for MACs and laptops

**Other Projects to be aware of:**
- P1233 KentVision and SDS archive
- P1583 KentVision go-live prep
- Review desktop charging model and services (new)
- P1302 KentWeb
- P1574 Student attend and engage
- P1575 ITSM Tool Replacement
- Investigate Training Support Technologies (WebEx)

**Owner:** Bonnie Ferguson

30/11/2017

Information Services