

Newcastle University (NUI) Digital IT Transformation Case Study

Responsible for IT leadership, transforming the IT function and spearheading TechOps's change agenda:

Held a IT leadership position accountable for the University's IT Systems and infrastructure through the life-cycle phases of plan, analyse, select, design, develop, implement, support, maintain, evolve and retire with the following responsibilities:

- Lead a Directorate team of 170 FTEs with 5 direct reports covering Infrastructure, Corporate / Engineering Systems, AV/EUC, Academic IT and Service Desk & Quality
- Set the mission and vision of the Technology Operations organisation by fostering a business-oriented culture and mindset driven by continual service improvement techniques
- Governance and delivery of the key following projects: Software for Teaching AY23, Network Refresh (£25m business case), Cybersecurity Essentials, Cluster/AV Refresh Programme roll out, SAP SSO, CRM for Admissions, Telephony pilot and management of all IT BAU activities
- Development of the IT Transformation roadmap for NUI change including the completion of Evolution which was the transition of IT support from school/faculties

Key achievements and business outcomes include:

- Maintained BAU IT activities and stabilised the department without any major incidents
- Supported the recruitment of IT staff to fill outstanding vacancies
- Supported the transition of IT staff into new roles from the 3-core school/faculties (Science & Engineering, Medical Sciences & Humanities and Social Sciences) as part of an organisational re-structure of IT filling any redundant activities and uptake of tasks
- Governance and delivery of the key following projects in particular the 5 month Software for Teaching AY23 project addressing key issues, risks, resource challenges and stakeholder concerns from schools
- Led the development a multi-year Digital Transformation strategy & roadmap covering the enhancing of the operating model using a the Business Technology Standard, Technology strategy, Cyber Essentials