UNIVERSITY OF WESTERN AUSTRALIA
Information Services
Strategic Plan

Mission and Vision

*Partners in Discovery, Knowledge and Excellence*

Information Services will play a leading role in achieving UWA’s vision of international recognition and excellence by providing information resources, services, systems and infrastructure to support, stimulate and innovate teaching, learning and research. Information Services will:

- Develop and deliver services that will be a strategic enabler for the University in meeting its goals.
- Enable and promote the creation, storage, transfer and seamless access to information to support and manage the University community’s intellectual capital.
- Collaborate closely with the University community to deliver innovative solutions for their research, teaching and learning needs.

Values
*Defining characteristics that underpin all our activities*

**Client focused**
Providing user-centric services and systems services that are aligned to business and client needs for the delivery of quality and professional results.

**Flexibility**
Fostering an organisational culture that facilitates realignment and reprioritisation to meet changing business needs.

**Innovation**
Investing in the time and tools to enable openness and creative processes to support initiative, solutions and ideas.

**People**
Fostering communicative, well-led teams, continuously engaged in personal and professional development.

**Consideration**
Treating everyone in a fair and courteous manner in an environment that is safe, supportive and welcoming.
**Excellence**  
Continually striving to improve services for the enablement of excellence in teaching, learning and research.

**Trust**  
Providing secure access to accurate, authoritative services and sources of data.

**Collaboration**  
Working with others within the university and wider professional arena.

**Consultative**  
Formulating policy and developing priorities openly and consultatively.

**Efficiency**  
Managing information as a strategic asset; reducing or eliminating duplication.

**Strategic Directions**

1. **Education**  
   To provide teachers, students and support staff with access to information resources and services that will support them in their teaching and learning and deliver a consistent experience

   1.1 Collaborate with the University community in the provision and use of innovative technologies to enable flexible and reliable delivery of educational services.
   1.2 Provide easily accessible services and resources to meet the specific needs, learning styles and preferences of teachers and students as individuals, groups and communities, using contemporary technologies and media.
   1.3 Provide spaces that enable teaching, study, support and collaboration.
   1.4 Support teaching staff in the use of technology and content management by participating in the development of technology-enhanced approaches to teaching and learning.

2. **Research and Research Training**  
   To provide researchers and support staff with access to information infrastructure, resources, services, training and advice that will support them in their individual research activity and contribute to the realisation of the University’s research and research training objectives

   2.1 Educate and train researchers in the research journey and in the use of supporting infrastructure.
   2.2 Foster communication and collaboration to better enable delivery and support of research.
   2.3 Develop and effectively market value-added IS services that support and enhance research.
   2.4 Increase the availability of high-quality research information to the UWA community.
   2.5 Provide infrastructure, services and resources to increase the profile and availability of the University’s research and its research expertise.
   2.6 Take a leading role in collecting, organising, preserving and exploiting the University’s unique research assets.
3. **Community Relations**

To build relationships with local and international communities in support of the University’s mission to be a creative resource to these communities and to strengthen our strategic position

3.1 Create and foster collaborative and reciprocal relationships with other institutions, universities, industry and the wider community.
3.2 Provide services to the University’s alumni, to encourage a life-long relationship with the University.
3.3 Promote, market and continually engage the University community to encourage access to our services.
3.4 Participate in strategic partnerships with professional groups, vendors and industry to develop collaborative activities and strategic alliances.

4. **People and Resources**

To use resources efficiently and effectively and to support a working environment that is efficient, cost-effective and conducive to innovation and collaboration, both within IS and the wider University

4.1 Foster a culture where human capital is the most valuable resource, and is reinforced by high-quality recruitment, recognition, rewards and retention processes.
4.2 Provide training and resources for developing and up-skilling staff to enable career path support and meet evolving business requirements.
4.3 Encourage effective communication and collaboration within teams, management, and the University.
4.4 Align Information Services’ organisational structures, planning and processes UWA’s strategic goals.
4.5 Create a collaborative environment and a culture of flexibility and agility where staff are supportive of each other and are encouraged to contribute to planning and empowered to make decisions at the appropriate level.
4.6 Collaborate with other University services in providing coordinated information-related support services.
4.7 Extend the range of cost-efficient, centrally-provided IT services that support efficient and effective business processes.
4.8 Build efficient, sustainable and effective IT foundations for the University’s activities.
4.9 Manage risk, security and business continuity effectively.