



UCC DIGITAL MASTER PLAN

SECURING **OUR FUTURE**

2023-2028

Connecting people through **digital services**

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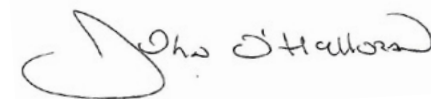
Message from the President

In an increasingly interconnected and data-driven world, the transformative power of digital and technology cannot be underestimated. UCC is committed to harnessing this capability, enabling us to advance knowledge, drive innovation, and make a profound impact on society. I am delighted to present the University College Cork Digital Master Plan 2023-2028. This Digital Master Plan has been developed as a response to the [University Strategic Plan 2023-2028: Securing Our Future](#) and offers us a roadmap to ensure we use technology to enable greater innovation, agility and excellence, transforming how we work and learn.

This Digital Master Plan will help us use the transformative power of technology to connect the entire UCC community to the information and services they need to achieve their ambitions. It will help our graduates thrive in the changing world of work, make learning more accessible and inclusive, foster innovative research and provide the technology for excellence in professional services.

By enriching our campus with digital technology, we will enable more effective collaboration and communication by improving services and enhancing connectivity. Environmental change to our planet is a significant challenge and this plan helps us ensure we use technology to minimise our carbon footprint.

The UCC Digital Master Plan will enable our community to harness the power of digital innovation, revolutionise research, and shape a future defined by breakthrough discoveries and societal impact. Together, let us embrace the limitless possibilities and position UCC to lead this digital age.



PROFESSOR JOHN O'HALLORAN
President, University College Cork

Securing Our Future

Connecting Our Community

UCC's Digital Master Plan is the foundation that ensures our University Strategy can deliver for our community in a digital age. The multi-year plan underpins how we will use technology to enable our strategic goals, and will:

- Digitally enable UCC Futures, using systems and data to achieve our goals.
- Provide an inclusive learning and teaching journey, that is equitable and supported by services which enhance the student experience.
- Use data and technology to amplify our global impact and reach.
- Streamline and transform how we work by using automation, reducing duplication and enhancing efficiency.
- Secure our digital university by ensuring organisational resilience and sustainable growth.

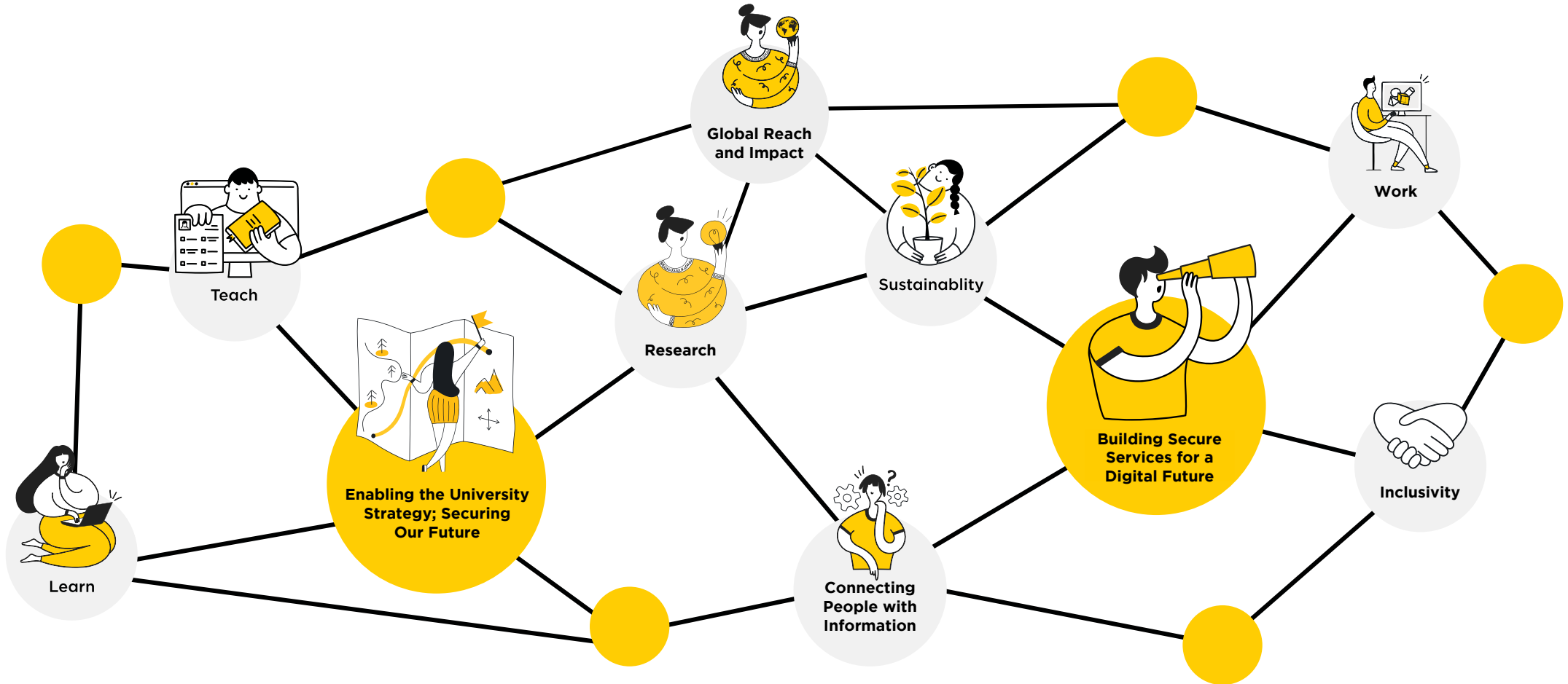
Our plan connects our extended and diverse community with the services, information and technology we all need to achieve our ambitions.





Securing Our Future

Connecting Our Community



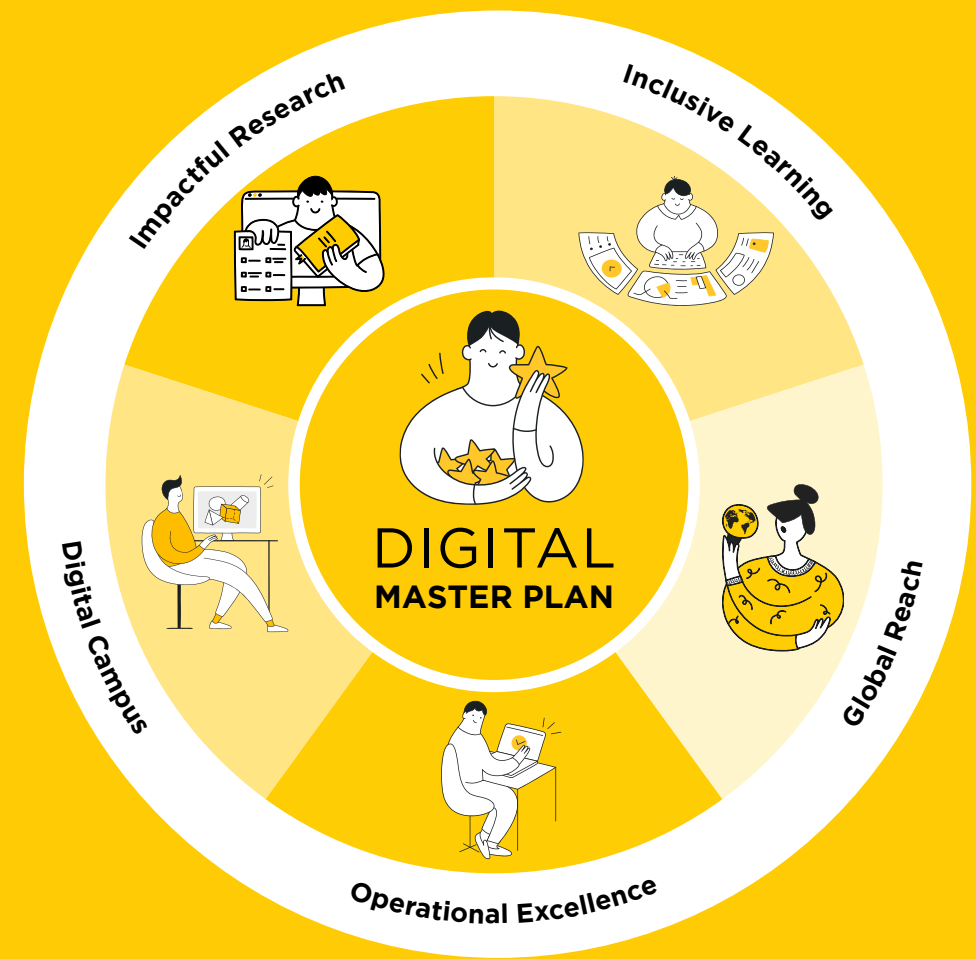
Digital Services

Connecting Communities

This Digital Master Plan will deliver services and enhancements for each member of the University Community and will enable:

- Research and innovation that has global impact.
- An inclusive, modern and work-ready learning journey.
- A connected global community of scholars.
- Excellence in our professional services; streamlined, simplified and enabled by digitisation.
- A digitally integrated campus that provides our communities with secure and flexible access to information and services.

The UCC Digital Master Plan will deliver the projects and initiatives that meet the goals of [Securing Our Future: UCC Strategic Plan 2023-2028](#).





Research & Innovation

Energising the UCC Futures roadmap by providing a step change in digital and data services. This will enable the University's strategic research goals and associated operational plans.



Student Success

Providing a flexible, equitable and digitally enabled learning and teaching experience. Underpinned by the Ask UCC service principles, this will support every student's academic journey.



Global Engagement

Reinforcing and developing UCC's position as a global university using innovative approaches to data and digital services. This will support international recruitment, reach and influence.



Our Staff, Our Culture

Cultivating a robust and capable digital ecosystem of technologies and services that enhance the experience of our staff. An inclusive, flexible and sustainable workplace will allow more time to connect with students and focus on fulfilling and innovative work.



Our Place, Our Footprint

Nurturing our digitally connected campus, underpinned by principles of operational excellence, sustainability and information security. Ensuring robust and resilient services will enable greater innovation, agility and excellence, transforming how we work and learn.

Connecting Our People

By connecting people and information we can make it easier to explore, investigate, work, teach and learn in an inclusive community of scholarly progress. The following personas illustrate and emphasize how information technology can enable the ambitions of our students and our academic, research, and professional services staff.



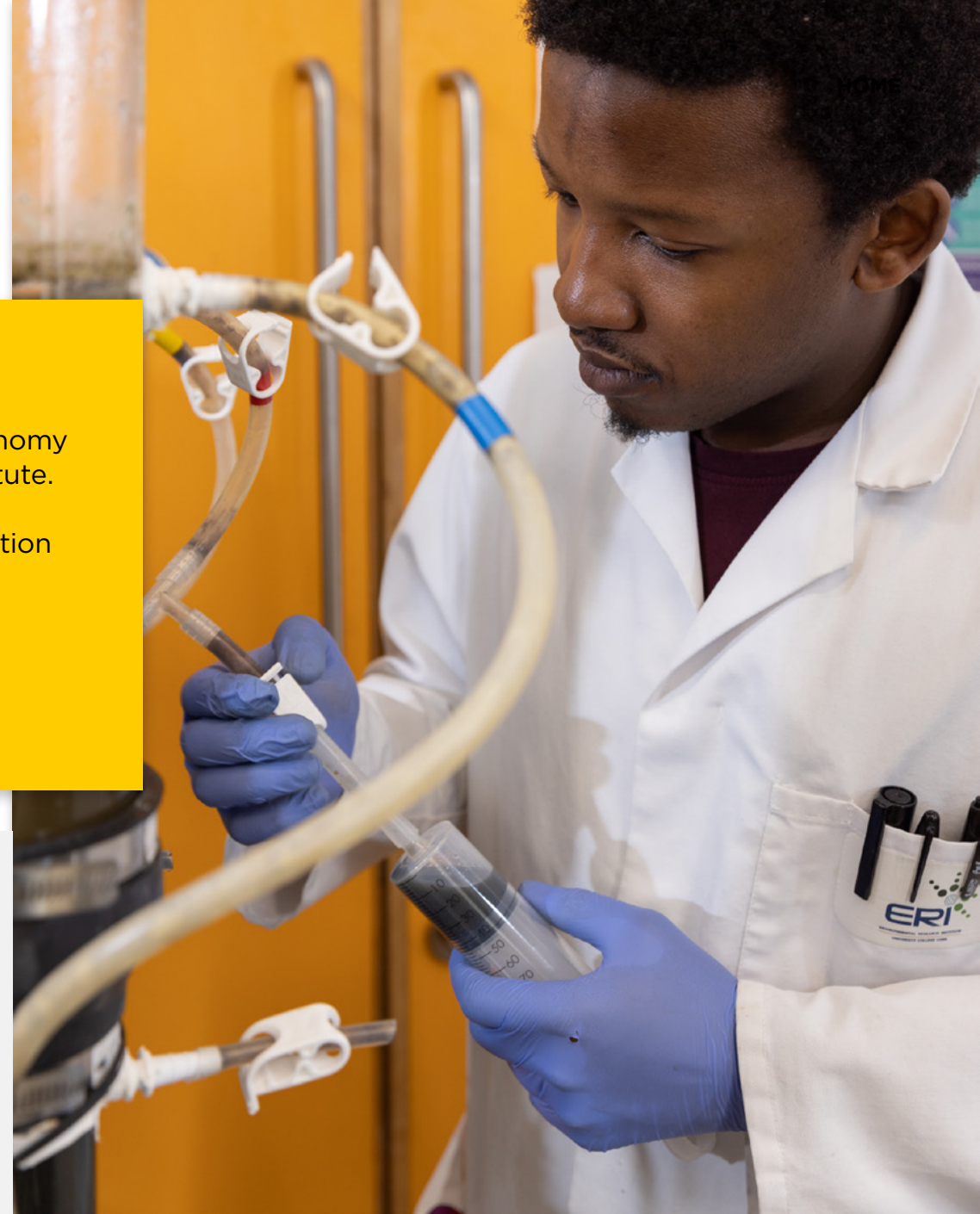
Connecting Researchers

Anga

My name is Anga Hackula, and I am part of the Circular Economy Energy Research Group in the Environmental Research Institute.

My research group requires online collaboration and connection with internal and external stakeholders. Accessing research outputs through cloud services makes working from home or abroad seamless. Infrastructure that allows the curation, sharing and processing of research data securely has been critical to my research.

“Technology aids research in providing critical solutions to some of the most pressing needs of our society.”



Key Supports for Anga

Simplify Research Administration

UCC Futures is delivering world class innovation and discovery. UCC Futures is underpinned with a comprehensive suite of technologies to support research administration, management and optimisation. Working with UCC Research and using technology to simplify activities such as profile management, grant management and ethics approval allows me to concentrate on my research. Digital platforms also ensure my research outputs are optimally disseminated to key stakeholders helping deliver maximum impact.

Research IT Support Services


University College Cork is witnessing a step change in research through the UCC Futures strategy. A dedicated IT support unit for research allows my team and I to access the technology, expertise and services we need to develop and scale the digital resource base for our projects.

Dedicated Research Infrastructure

As part of my research group's agenda, I need access to extensive digital storage and computing and I'm confident that these services are secure and supported. The digital offerings across Research and Innovation, the Library and IT Services take a UCC wide approach to meeting research requirements. As new opportunities emerge, my team can easily and safely access the technical infrastructure we need to support our research.

Digitally Supported Data Services

By using the university's digital platforms and support services, I can ensure all my work is well managed and FAIR (Findable, Accessible, Interoperable and Reusable), which allows me to collaborate with peers both globally and across UCC. I work closely with the team in the Library whom provide expert advice and training to help with scholarly publishing, bibliometrics and research data curation.



“In the realm of research and innovation, technology serves as the bridge between imagination and realisation, turning the abstract into the tangible, and the impossible into the possible.”

Shabila Perveen, Environmental Research Institute.

Connecting Students

Adina

My name is Adina Zagoneanu, I'm a medical student from Cork. Having a good understanding of IT along with having access to the digital tools and supports available, has been very helpful with my studies and assignments.

Learning these skills allowed me to pursue other extracurricular projects as well as a job with Student IT support, where I now get to help other students.

“Being able to access the technologies and materials on any device at any time, and having access to support services is really important to the way I learn.”



Key Supports for Adina

Digital Tools to Enable Connections and Growth

UCC's learning and collaboration platforms make it seamless to study and learn in a digital landscape. The university's infrastructure allows me to connect with my fellow students and lecturers, both in-person and online. Units such as the Library, the Skills Centre and the Graduate Attributes Programme, deliver supports and initiatives to help develop my digital skills which supports my academic success and career focus.

Personalised Services and Supports

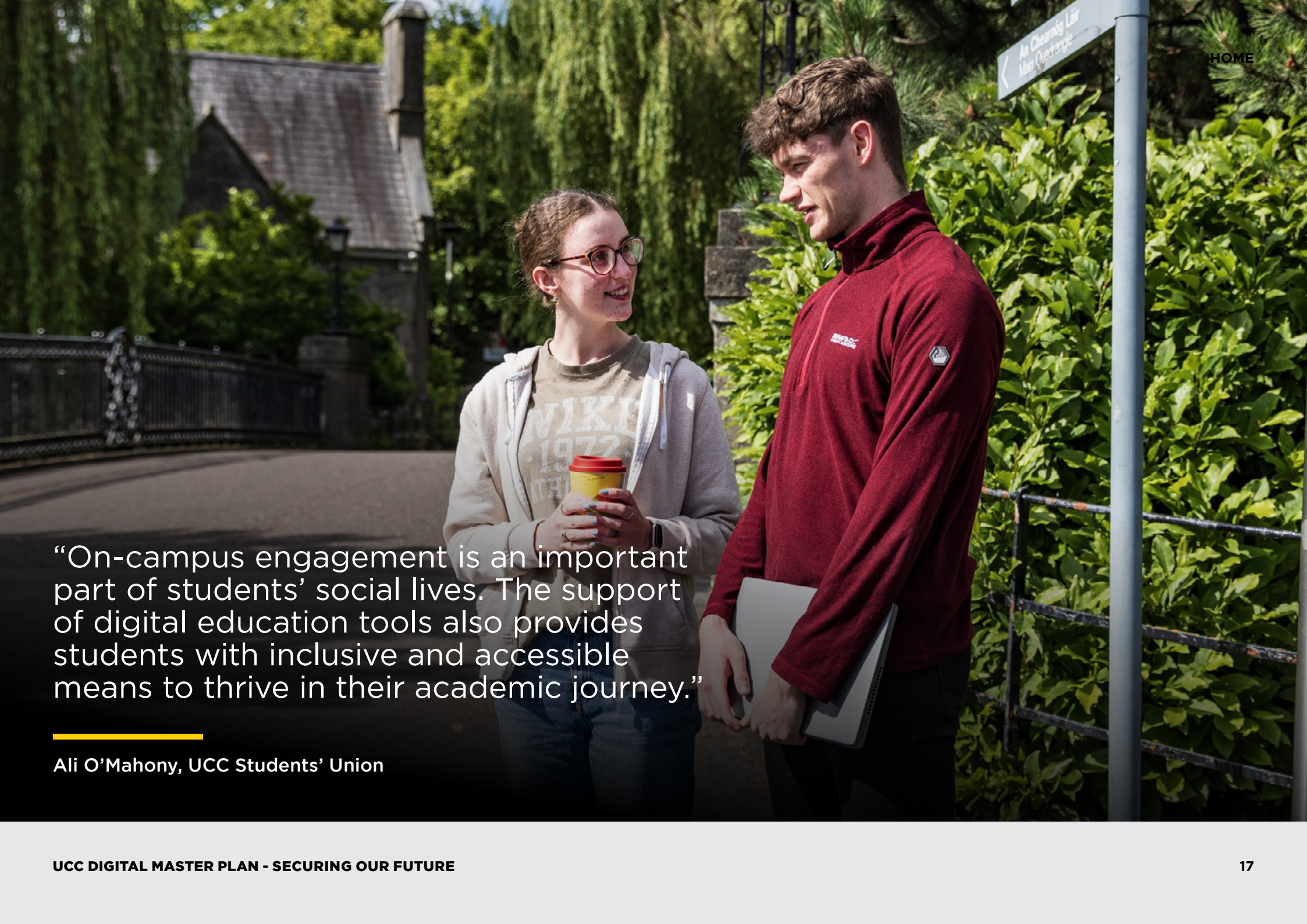
UCC provides exceptional digital services right across multiple departments and units. Many digital services are available online 24/7, so if I have a problem accessing course materials or submitting an assignment, I can get help when I need it. Learning about the relevant supports for students during my orientation and having access to relevant information and services through Ask UCC, has made a significant impact in my academic journey in UCC.

Sustainable Educational Experience

The university is a champion for sustainability and is a world-class leader in our approach and commitment. Like many of my fellow students, I am conscious about my environmental impact. Using smart technologies such as automation, personalisation, and artificial intelligence, UCC is driving down emissions and waste, at the same time, enhancing the overall campus experience.

An Inclusive Learning Environment

Digital Services help me access the information and education I need to succeed. By designing university services with accessibility in mind, UCC ensures a better service and experience for all students. Universal design for learning ensures an equitable and inclusive approach to how every student learns and develops. My lecturers are making good use of the range of technologies available to ensure that my peers and I can succeed in our studies and beyond.



“On-campus engagement is an important part of students’ social lives. The support of digital education tools also provides students with inclusive and accessible means to thrive in their academic journey.”

Ali O’Mahony, UCC Students’ Union

Connecting Academic Staff

Mike

My name is Mike Murphy and I'm a lecturer in Cork University Business School.

I teach both undergraduate and postgraduate modules, and I am keen to take advantage of UCC's digital capabilities to ensure a good experience for my students, and myself, so I can focus on effective teaching, learning and assessment.

“I am interested in the ways that technology can enhance the learning experience, while good pedagogy remains my primary focus.”



Key Supports for Mike

Streamlined Approach to Assessment

Ensuring a high quality educational experience needs a robust approach to assessment and academic integrity. The process of assessment is underpinned by digital technologies across the entire examination lifecycle that support design, delivery, marking and returning of assessment outcomes to my students.

Engaged Experience for my Students

The classroom experience is a critical part of a student's engagement with learning. My teaching benefits from technologies that can support different type of pedagogies, be that teaching hybrid lectures to a large group, or supporting a flipped classroom model, or using interactive systems to learn. Digital technologies support both my students and myself.

Data Informed Learning and Teaching

I teach some very large groups of students and thanks to integrated systems and data, I can be confident that my content is reaching my students on a week to week basis. Targeting and tailoring relevant materials to deepen the learning process, or understanding when students might be struggling, can ensure that all students have an equitable experience when undertaking my modules.

Supportive Digital Environment

My teaching has a dependency on digital technologies, and I have access to the advice, support, training and expertise I need to ensure that I am empowered to use it effectively. I feel confident using the appropriate systems and technologies, which allows me to focus on my students, my discipline and my academic mission.



Connecting Professional Services Staff

Fiona

My name is Fiona Thomson and I work in the Finance Office in UCC.

Having access to reliable and integrated systems is vital for me to get my work done. As part of my role as Procurement Officer, I need to review critical data and processes. Having robust technology to support this is vital.

“Advances in digital technologies in UCC has allowed us greater flexibility and efficiency in the way we work now.”



Key Supports for Fiona

Digitally Enabling the Future of Work

Cloud-based applications, together with secure access to information, ensures that I can work seamlessly whether I'm in the office or working from home. Automation and digital workflows have streamlined many of my team's processes and I can focus on the outputs of my work, rather than being burdened by the logistics of repetition and duplication.

Digital Skills

The university has a capable ecosystem of technologies but also has a comprehensive suite of supports and services, so that I have the confidence and competence to use them effectively. By engaging in professional development, I can develop the digital skills to innovate, solve my problems and, ultimately, be more effective in my role.

Scalable Technology Solutions

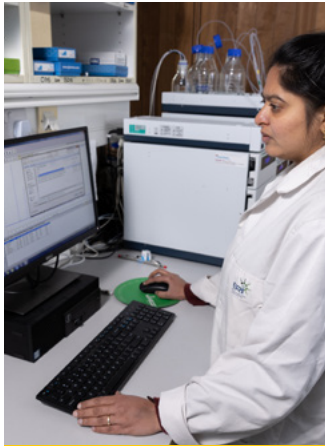
The systems I use are resilient and reliable, making it easy to analyse and process the information I need. Having a standardised way of using our technology and data ensures that every part of UCC is working well together, allowing for economies of scope and scale as we take advantage of digital technologies.

Streamlined Service Management

As a large organisation, UCC has a variety of service units that make up our staff experience. I can use modern, integrated platforms to address queries, seek advice and ensure compliance with university policies. I can resolve an issue or request a service without knowing the hierarchies, intricacies or complexities across every unit. With timely and accurate resolution, I can deliver excellent service to my own stakeholders.



Digital Roadmap Project Themes



Research & Innovation

Research Information System

Data Management

Research Infrastructure

Library Digital Roadmap



Student Success

Universal Design for Learning

Ask UCC

Student Administration Lifecycle

Student Wellbeing



Global Engagement

UCC Data Hub

Digital Content and Platforms

Digitally Supported Brand and Impact



Our Staff, Our Culture

HR Digitisation

Future of Work

Digital Skills

Communication Platforms

Streamlined Support Services



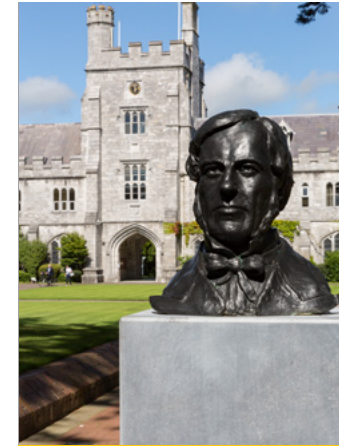
Our Place, Our Footprint

Cyber Security

Capital Projects and Lifecycle

Digital Campus

Integrated and Modern Systems



Strategic Enablers

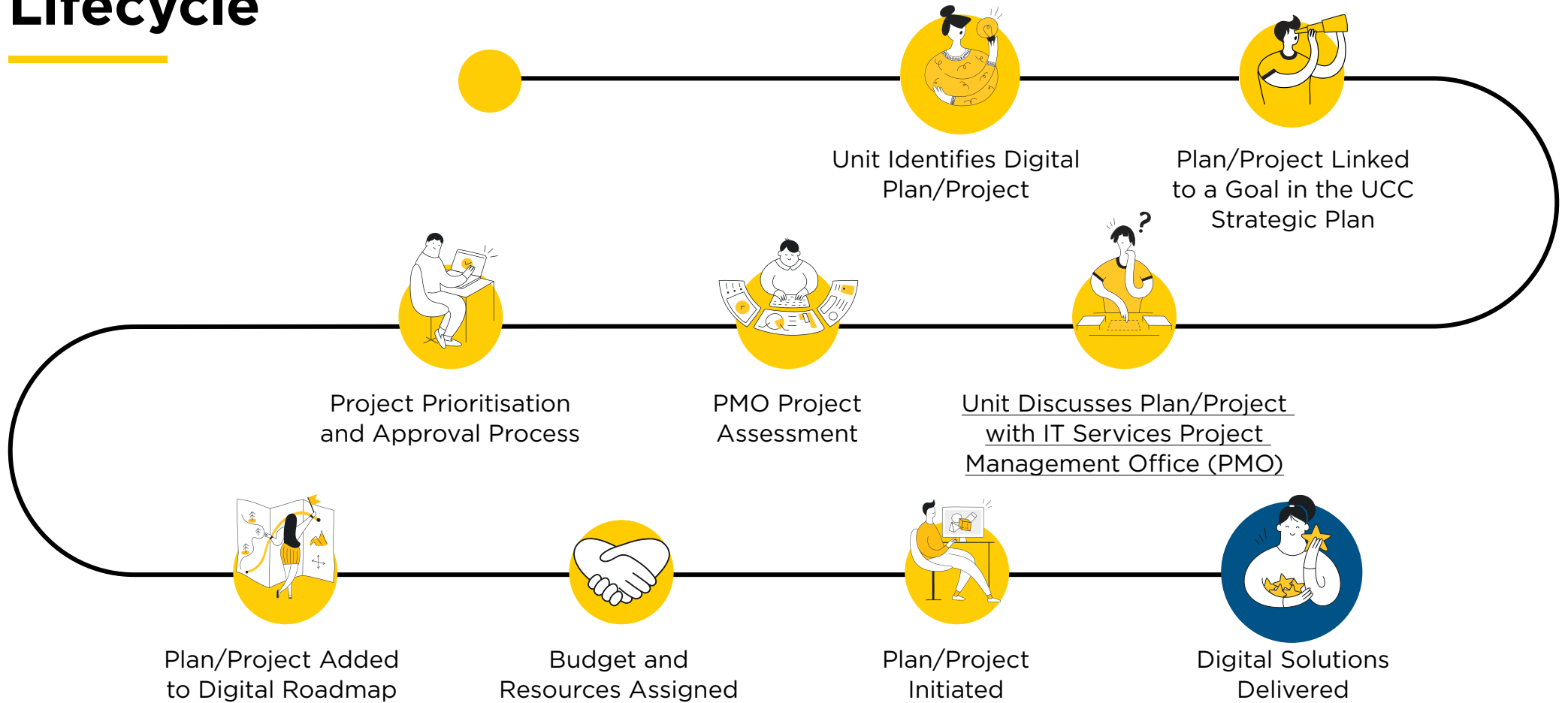
Resilient Digital Services

Digital Compliance

Operational Excellence

Trusted Partnerships

Digital Project Lifecycle



Securing Our Future

UCC Digital Master Plan





Acknowledgements

Sincere thanks and appreciation to the staff and students of UCC that contributed, gave their time and advice. With a special thanks to the following;

Deirdre Keane and Tim O'Donovan, Editors in Chief.

Tomás Tyner, University Photographer, for the incredible imagery of our UCC community and campus.

Dr. Gerard Culley
Director, IT Services,
University College Cork

September 2023
Visit: it.ucc.ie