

IT Strategies

Institutional Capacity

MITS has identified nine (9) strategic goals within its remit that will contribute to building institutional capacity. These are:

1. Increasing the awareness of Senior Management, Deans, Department Heads, Lecturers and administrators of power of ICT and its possible impact on the Institution with regard to teaching, learning and research.
2. Strengthening and preservation of institutional memory.
3. The provision of an environment for constant learning in the use of ICT by the lecturers for teaching, learning and research, and also by students and administrators.
4. The provision of a secure and continuously available ICT infrastructure that is responsive to the institutions needs.
5. Strengthening the capacities within each faculty and department to manage the use of the technologies in their care. To work with the heads of departments and lecturers to effectively use ICT for teaching, learning and research.
6. Continuously improve the technical competencies and capacities of MITS to effectively manage the ICT infrastructure and all associated systems and applications and the provision of effective support and maintenance to the Campus community.
7. Responsiveness to students with regards to the provision of timely information and enables such students with the capacities to access information to enhance their learning experience and manage their affairs.
8. Updated plans and budgets to keep the IT infrastructure up to date and in line with the growing demands for ubiquitous access to global information.
9. Support linkages of the Mona Campus with the wider community including primary and tertiary institutions, the public and private sector and civic society.

Action Items For Achieving Goals

Our strategies for achieving these goals will be driven explicitly by involvement and engagement of the key stakeholders including faculties and departments. We will strive to empower end users of the technologies so that they are able to take responsibility for the outputs and the benefits being sought from utilizing ICT. Specifically we take the following actions as a means of achieving the strategic goals outlined above.

Increasing the awareness of Senior Management, Deans, Department Heads, Lecturers and administrators of power of ICT and its possible impact on the Institution with regard to teaching, learning and research

1. We will continue to engage the faculties through meetings and workshops to keep abreast of their needs and seek to make formal presentations and demonstrations to the faculties academic board on how technology is being used by certain key departments on Campus for teaching, learning and research and other possibilities for the use of technology in academic institutions.
2. We will convene retreats for the senior management and academic staff facilitated by individuals from academic institutions who are further up the curve in exploiting ICT for teaching, learning and research.
3. We will accelerate the training program for all academics in the use of multimedia technologies and the development of content for teaching and learning.

Strengthening and preservation of institutional memory

1. We will work the archivists to develop a holistic plan for document/ records management. This will include the digitization and scanning of all documents with historical data and information used by the administration and faculties.
2. We will develop an administrative database for hosting static data generated from transactions of the key administrative systems (HR, Students, Finance, Asset Management etc.).
3. We will provide the necessary support to enable the Library to create a data warehouse of publications, articles and profiles of lecturers and their area of research at the Mona Campus and the facility for access to the Campus' digital resources and databases both on and off Campus.
4. We will sponsor the creation of a Knowledge Management group with the department of Library and Information Studies to develop the discipline and provide the technical capacity in developing Knowledge Management for the benefit of the Campus.
5. We will create an environment to store in digital form all key business processes for administration including Finance, HR and Students.
6. We will develop policies for data and information gathering, storing, rules for information access and management.
7. We will develop change control policies and guidelines for all aspect of the ICT infrastructure and all mission critical systems on Campus.

8. We will conduct an external audit of the Campus ICT infrastructure once per year and provide detail documentation of such infrastructure to be held in the Principal's office.

The provision of an environment for constant learning in the use of ICT by the lecturers for teaching, learning and research, students and administrators

1. We will work with the relevant interest group to develop and implement a holistic IT training for all constituencies on the Campus including students, administrators and academics.
2. We will build an Educational Technology Centre, suitably equipped with the necessary technology tools and competent resources to facilitate students and lecturers to continuously update their skills in the use of new technologies as and when they become available.
3. We will create an environment to facilitate all administrative staff to acquire the skills and competencies in the relevant technology tools and systems that are integral to their work.
4. We will ensure that computer labs are equipped with the appropriate technologies to facilitate teaching, learning and research for both students and lecturers.

The provision of a secure and continuously available ICT infrastructure that is responsive to the institution's needs

1. We will complete connectivity of all departments, units etc to the Campus backbone and provide universal access.
2. We will develop and implement a data and information security policy and take the necessary steps to implement same.
3. We will develop and implement plans to ensure an acceptable level of resilience of the ICT infrastructure and systems, including VSAT.
4. We will develop and implement policies and procedures for the backup of the Campus' critical dataset and business processes and ensure that copies of critical data are held offsite at all times.
5. We will develop and implement business resumption plans in the event of business discontinuity.
6. We will continuously review the bandwidth requirement to ensure ubiquitous access to information.

7. We will develop a plan to scale the Campus' ICT infrastructure to act as an educational hub to facilitate schools, tertiary institutions and the wider community to access national educational institutions for teaching and learning materials.

Strengthening the capacities within each faculty and department to manage the use of the technologies in their care and work with the heads of departments and lecturers to effectively use ICT for teaching, learning and research

1. We will critically review the requirements of each faculty for in house technical competencies and capacities to effectively operationalise and manage the ICT infrastructure in their care and seek to provide the appropriate resources.
2. We will identify departments that are engaged in the use of ICT for teaching, learning, research and work with them in developing capacities such as use of the multimedia lecture theatres, content development, on-line delivery of lectures across lecture rooms and class rooms.
3. We will develop processes for evaluation and benchmarking of the effectiveness of the use of ICT for teaching, learning and research.
4. We will provide the resources to conduct evaluations on the use of ICT in each faculty to determine its effectiveness in contributing to the overall mission of teaching learning and research.
5. We will provide the training environment and provide new training modalities for heads of departments and lecturers to continuously update their skills in the use of new and emerging technologies for teaching, learning and research.
6. We will provide the software tools and development capacities to assist the lecturers in creating suitable applications and the development of content to enhance teaching, learning and research.

Continuously improve the technical competencies and capacities of MITS to effectively manage the ICT infrastructure and all associated systems and applications and the provision of effective support and maintenance to the Campus community

1. We will continuously review and strengthen the Help Desk with regard to resourcing and process to effectively respond to our customer's needs.
2. We will build internal capacity to provide a maintenance and support service for the multimedia lecture theatres, computer labs and all desktop systems across Campus.
3. We will provide the technical resources within MITS to be responsive to the support and maintenance of the network and systems infrastructure and the mission critical applications and construct suitable agreements with the suppliers to minimize the risk of

sustained systems discontinuity.

4. We will conduct a skills audit of the technical capacities within MITS and provide the necessary training to bridge identified skills gap

Responsiveness to students with regards to the provision of timely information and enable such students with the capacities to access information to enhance their learning experience and manage their affairs

1. We will strive to provide a 10: 1 ratio of students to computers.

2. Our information systems infrastructure will facilitate students to access scholarly and other institutional information from any place and at any time.

3. We will provide an environment where students can effectively communicate with departments and lecturers from anyplace.

4. We will facilitate the training of students in the use of ICT during their tenure on Campus.

Updated plans and budgets to keep the IT infrastructure up to date and in line with the growing demands for ubiquitous access to global information

1. We will develop a five ICT plan and budget to enable the administration to plan and solicit funding for the necessary capital and operational expenditure over this period.

Support linkages of the Mona Campus with the wider community including primary and tertiary institutions, the public and private sector and civic society

1. We will develop a plan to scale the Campus' ICT infrastructure to act as an education hub that will facilitate interconnection to the community through other universities, colleges and schools.