

IMPERIAL

Digital Plan 2023 - 2028

Enabling Roadmap



Our Digital Plan will guide our decisions and position us to grasp new opportunities that harness and evolve our digital technology.

Through the creation of a robust digital culture, we will inspire partnerships and enable our research and education ambitions.

Cross cutting themes include:



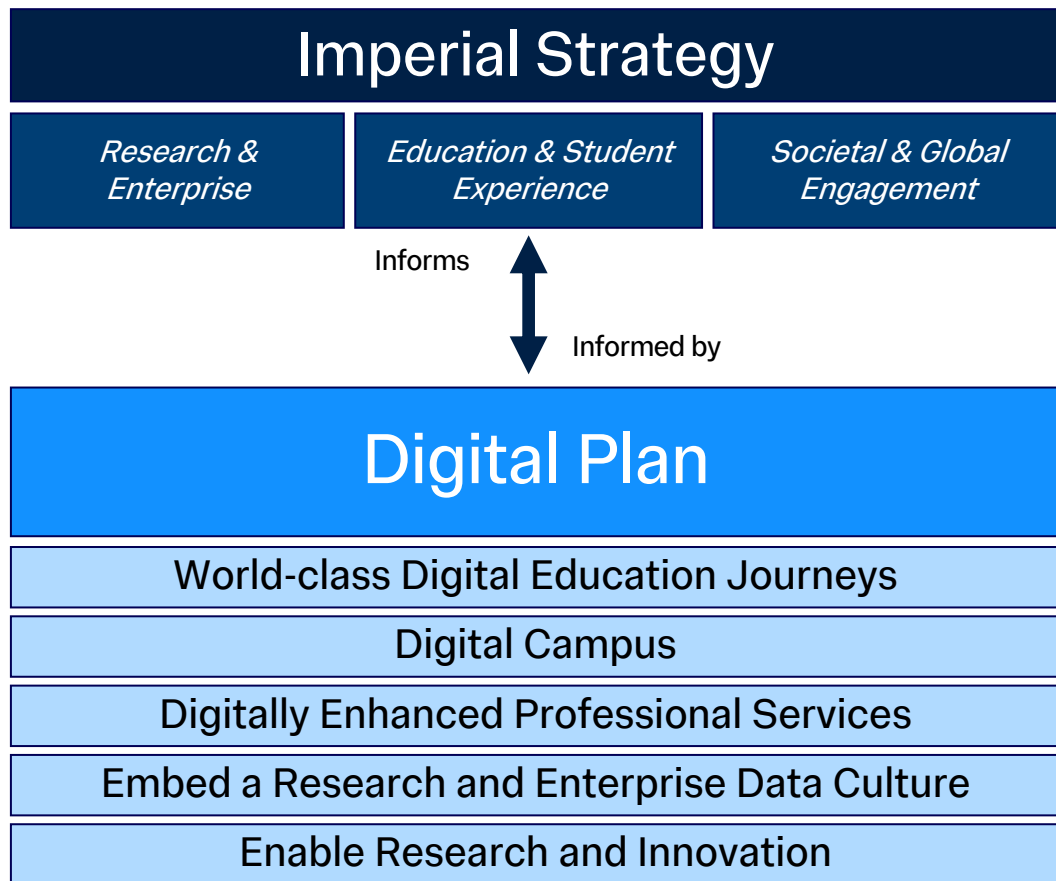
Sustainability



Inclusivity



Cybersecurity



Our Digital Plan has a strong focus on inclusion and diversity, so Imperial will continue to:



Attract and retain top talent



Deliver world-class education and research



Contribute to a more sustainable and inclusive society

Our Goals Bringing the Digital Plan to life



1
Create World-class Digital Education Experience



2
Enable a Digital Campus

3
Digitally Enhanced Professional Services



4
Embed a Research and Enterprise Data Culture

5
Enable Research and Innovation



Goal 1: Create World-Class Digital Education Journeys



We will create a world-class digital education experience for digitally literate students that aligns with their behaviours and values.

Using digital technologies, we will optimise and transform the experience of our students throughout the student lifecycle from applicant to alumni.

Our digital education platforms will enhance our teaching and learning experience, enabling remote, hybrid and mixed reality learning.

Outcomes



Personalised experiences wherever you are



Innovation teaching practices



Hybrid digital environments that create joy

We will:



Increase student and staff satisfaction



Make self-service the easy first choice



Increase participation in lifelong learning

Goal 2: Enable a Digital Campus



We will create a campus experience that is world renowned for our innovative use of digital technology.

It will enable students, staff and visitors to access and navigate both digital and physical services seamlessly and inclusively.

Strategic investment will be made in next generation infrastructure and mobile capability and will enable Imperial's Net Zero and growth ambitions in research and education.

Outcomes



Campus user experience enhanced and space Optimised



Seamless transition between physical and digital environments



Accurate sustainability data

We will:



Improve the experience and adoption of mobile apps



Improve decision making to reduce consumption



Increase accuracy of sustainability reporting

Goal 3: Digitally Enhanced Professional Services



We will enhance our digital technologies to optimise and transform Imperial's core operational functions for Finance, HR and Research Administration, to deliver operational efficacy and efficiency.

We will provide inclusivity access across Imperial as a core principle, ensuring that everyone has equal access to digital resources, training, and support.

Outcomes



Effective Finance, HR & Research Administration



Interoperable, integrated support processes



Continuous improvement through better use of technology and data

We will:



Reduce end to end processing time



Increase right first-time processing



Reduce the need for manual interventions

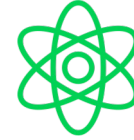
Goal 4: Embed a Research and Enterprise Data Culture



We will evolve a comprehensive data culture that gains maximum impact from data and reduces the time-to-value of data, building a robust resource of readily accessible research and enterprise data.

We will establish data-based evidence as the standard by which we challenge the integrity of our strategic decisions and maintain transparent central data governance, adhering to global best-practice for data security, privacy, and ethics.

Outcomes



Research data readily accessible across Imperial and beyond



Imperial will be a fully data-driven organisation



Enterprise & Research Data as a Service

We will:



Reduce the number of data incidents



Increase the percentage of research data used



Increase trust and usability of Imperial data

Goal 5: Enable Research and Innovation



We will focus on fostering partnerships between our world-leading researchers and external organisations to drive innovation, maturing our digital capabilities ready to embrace future disruptions to existing business models in Higher Education.

This will allow us to move to a more boundaryless organisation, establishing next generation collaborative digital environments, collaborating with start-ups, industry partners, and other universities to co-create digital solutions that address pressing challenges in society.

Outcomes



Professionally managed
Partner ecosystem



Increased participation in
exploring new approaches



Innovation incubation

We will:



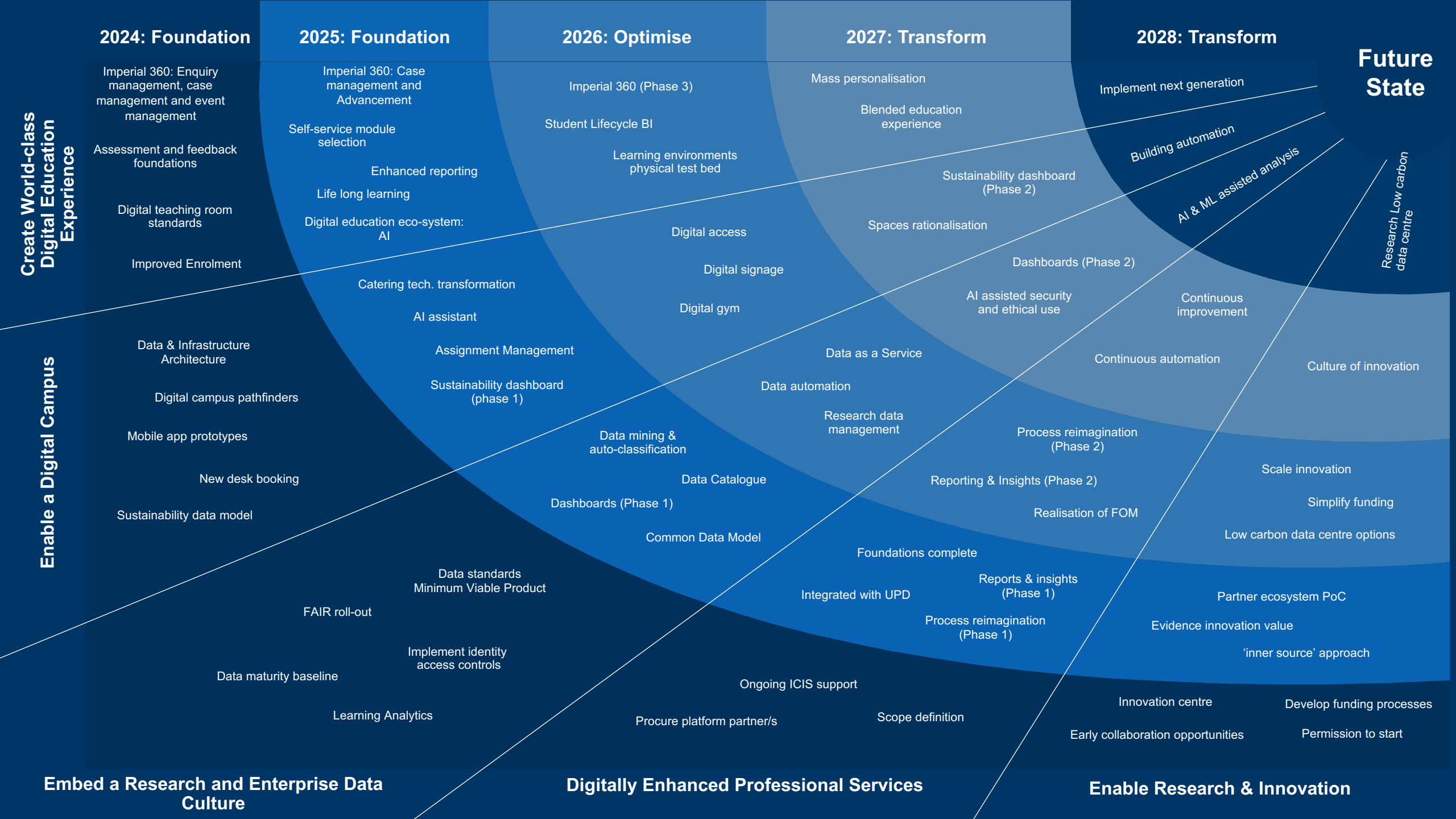
Increase the number of innovation initiatives



Reduce spending on 'shadow' IT



Increase active engagement with events



2024: Foundation

2025: Foundation

2026: Optimise

2027: Transform

2028: Transform

Future State

Create World-class Digital Education Experience

Imperial 360: Enquiry management, case management and event management
 Assessment and feedback foundations
 Digital teaching room standards
 Improved Enrolment

Imperial 360: Case management and Advancement
 Self-service module selection
 Enhanced reporting
 Life long learning
 Digital education eco-system: AI
 Catering tech. transformation
 AI assistant

Imperial 360 (Phase 3)
 Student Lifecycle BI
 Learning environments physical test bed
 Digital access
 Digital signage
 Digital gym

Mass personalisation
 Blended education experience
 Sustainability dashboard (Phase 2)
 Spaces rationalisation
 Dashboards (Phase 2)
 AI assisted security and ethical use

Implement next generation
 Building automation
 AI & ML assisted analysis
 Continuous improvement

Research Low carbon data centre

Enable a Digital Campus

Data & Infrastructure Architecture
 Digital campus pathfinders
 Mobile app prototypes
 New desk booking
 Sustainability data model

Assignment Management
 Sustainability dashboard (phase 1)

Data mining & auto-classification
 Data Catalogue
 Dashboards (Phase 1)
 Common Data Model

Data as a Service
 Data automation
 Research data management

Process reimagination (Phase 2)
 Reporting & Insights (Phase 2)
 Realisation of FOM

Continuous automation

Culture of innovation

Scale innovation

Simplify funding

Low carbon data centre options

Data standards Minimum Viable Product

Foundations complete

Reports & insights (Phase 1)

Partner ecosystem PoC

FAIR roll-out

Integrated with UPD

Process reimagination (Phase 1)

Evidence innovation value

Data maturity baseline

Ongoing ICIS support

'inner source' approach

Learning Analytics

Procure platform partner/s

Scope definition

Innovation centre

Develop funding processes

Early collaboration opportunities

Permission to start

Embed a Research and Enterprise Data Culture

Digitally Enhanced Professional Services

Enable Research & Innovation

IMPERIAL

Further information & updates:



imperial.ac.uk/admin-services/ict/about-ict/strategy/digital-plan