



ICT in the Management of Academic Process

June 2019

Director ICT Centre



Guiding



Vision

- ICT a key driver of world-class excellence

Mission of ICT

- ICT is to provide innovative, quality and sustainable ICT solutions and services that meet the aspiration of the University in learning, teaching, research and management

From SP 2018 -2023

- Strategy 4.2.4: Implement a secure, robust and integrated ICT infrastructure



E-Services and Technology



E-Services

- e-learning
- e-library resources
- e-applications
- e-presence (website, social media, user experience, adaptability to multiple devices)
- unified communications
- innovative ways of delivering services

Technologies

- flipped lectures
- e-books and flexi books
- virtual classrooms
- MOOCS
- social media
- smart portfolio assessment
- big data analytics



SMIS Modules



Applications

Admissions

Registration

Biometrics

Examinations

Fees

Foreign
Students

Self-
Sponsored

CRM at CEC

Audits

Student
Reports

Management
Reports



Others Systems



- Graduate Student Tracking System
- E-Repository
- CEIC
- System of Websites
- Integrated dashboard for decision support



Networks



- Data Centre located in Chiromo with backup site in Main Campus
- Bandwidth stands at 2.5Gbps
- LAN/WAN with most of the campuses connected to the backbone
- Over 8,500 PCs in the University
- Hotspots installed in campuses to improve coverage
- All members of staff have access to email
- Over 800 VoIP phones



ICT Support



- Campus Support
- CEC
- Senate/Deans
- Helpdesk



Future Systems/Projects



- SMIS 2.0 (Re-engineered)
- Documents and records management (New)
- Faculty performance management system (New)
- BYOD for staff and students (New)
- Upgrade existing teaching and learning facilities to be ICT ready (Ongoing)
- CRM (Ongoing)

❖ **All the above responsibility of DVC AA**



How are things done



- ICT Policy
- ICT Process UON/RM/ICT
- UON/OP/45 – Procedure for installation, configuration and commissioning of ICT infrastructure
- UON/OP/46 – Procedure for ICT application and acquisition/development of applications
- UON/OP/47 – Procedure for ICT support services
- Needs assessment
- User requirement specifications

To determine requirements and improve acceptance and usage

❖ Key: Engagement of Process Owners