

## **Quality Improvement Plan (April 2023) - Department of IT & eLearning Quality Review, December 2022**

### ***Summary of Quality Improvement Plan from Director of IT & eLearning.***

MIE (the Institute) and the IT department welcome the detailed and constructive feedback provided by the Peer Review Group (PRG) and are very appreciative of the positive comments noted throughout. The Institute welcomes the PRG time, effort, attention to detail and practical advice in the final report received in December 2022.

This summary document provides a high-level response to the report received. It complements a full quality improvement plan that is written with the wider Institutional Strategy and associated Digital Strategy in mind. The quality improvement plan will respond to all recommendations of the PRG, ensuring that, where feasible, they will be met in a timely manner, over the course of the next three to five years.

### ***Commendations***

The Institute welcome the PRG's commendations as outlined throughout the report. The Institute is pleased that the PRG acknowledged the presence of good governance and successful audits, notwithstanding the size of the IT Team. The Institute is happy that the PRG noted the alignment of operations to strategy, as this is the key driver of every new project we undertake in the wider IT & eLearning department. The Institute welcomes the commendation on the use of external service providers to supplement the services we deliver to staff and students. We are especially pleased to note the PRG's comments on the high work ethic and customer service focus of the team. As noted in the report:

considerable confidence can be derived from the team's strong customer-centric ethos and track record of delivering a high-quality service.

We are also delighted to see the PRG note that we have "cultivated a working environment that is dynamic, innovative and agile in all aspects of higher education and organisational technology". The Institute is delighted to see that our commitment to education of staff was recognised where

"communication initiatives such as TELMiE, Monday Moodle Moments and Tuesday Teams Tips which are excellent and well received by users".

The ongoing development of the technological self-efficacy of all staff & students is featured in our digital strategy and is fully supported by the wider MIE strategic implementation plan.

### ***Recommendations***

The PRG made several helpful and timely recommendations, responses to which are planned and scheduled over the course of the next three to five years in the Institute, where possible. The Institute can assure the PRG that it is committed to addressing all recommendations made, in line with the requirements of our accrediting University. Equally, we may commence some strategic projects on an accelerated timeline, as a result of the PRG's pragmatic advice.

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The PRG noted an immediate requirement to review the spending thresholds in place in the Institute, while acknowledging that HEI procurement procedures must be adhered to. Furthermore, projects such as multi-factor authentication will be accelerated, on the advice of the PRG, to ensure a wider adherence to IT security protocols for the Institute. We also appreciate the advice about ensuring all queries, including those from students, are routed through the Service Desk to demonstrate the variety and level of support provided by the IT Team, across the Institute.

We can assure the PRG that the Institute is committed to working through the review report to ensure its recommendations are developed into an implementation plan, that links into our Digital & Institutional strategies. The Quality Review was a timely and positive intervention that will accelerate digital development in MIE over the next five years

Sincerely,

Alison Egan, PhD, Director IT & eLearning Department

Seán Delaney, PhD, Registrar & VP of Academic Affairs