

Change and Digital Committee Minutes – 11 April 2024

2. Minutes of the last meeting, any matters arising and outstanding actions (11-01)

2.1. CDC approved the minutes of the meeting held on

- b. Ian Galloway, Director (Commercial and Procurement), noted that there was a case for innovation hubs to be considered 'business as usual' (BAU) and queried at what point CDI would cease to be in CDC's remit and start being BAU.
 - c. Professor Paola Lettieri, Vice-President (Strategy), stressed the need for strategic consistency in creating centres for innovation across the institution.
 - d. CDC noted the important of CDI forming part of the wider innovation strategy under development in the Office of the Vice-Provost (Research, Innovation & Global Engagement).
- 6.3. CDC approved the £347k investment requested for 2024-25 commencing in August 2024, and further conditionally approved the funding for the three-year renewal, subject to successful award of both the Amazon Web Service (AWS) contribution, a funding contribution from UCL innovation and enterprise, and

~~(U)2 (e) Subject to discussion and agreement of the Board of CDC (020466) 6.09/1010 (0)~~

- b. Professor Paola Lettieri, Vice-President (Strategy), asked if the cashable benefits were aligned with expectations. The Executive Director of Research and Innovation Services advised that the programme had been delayed and would provide Professor Paola Lettieri with more information on the cashable benefits offline.

Action – Claire Glen

- 9.3. CDC approved the next tranche of investment requested of £488k, until October 2024.
- 10. LBC 2060 Learner Engagement (LBC 2060)
 - 10.1. Dr Kathryn Woods, Pro-Vice-Provost Education (Student Academic Engagement) and Portfolio Owner for Education, presented an update on Learner Engagement.
 - 10.2. The following points were raised in discussion:
 - a. CDC noted that the spend was covered by an existing funds release.
 - b. It was suggested that a programme may need to be developed around the evolution of student administration overall, working across teams involved in the student lifecycle.
 - c. The Chair requested testing to ensure minimal viable project (MVP) acceptance by user groups.
 - 10.3. CDC approved continuation and agreed to review three new business cases in October 2024 which would supersede this business case.
- 11. LBC 2061 Media Environment s (LBC 2061)
 - 11.1. Dr Kathryn Woods, Pro-Vice-Provost Education (Student Academic Engagement) and Portfolio Owner for Education, presented an update on Media Environments.
 - 11.2. The following points were raised in discussion:
 - a. CDC noted that training had been considered in the cost with the recruitment of a Change Manager role.
 - b. CDC noted that the product was the sector leader in Higher Education.
 - c. The Chair requested that consideration be given to opportunities to maximise and communicate success.
 - 11.3. CDC approved the next tranche of investment requested of £65k until August 2024.
- 12. LBC 1931 My Campus (LBC 1931)

- 12.1. Lloyd Naylor, Director of Customer Operations, presented an update on My Campus.
- 12.2. The following points were raised in discussion:
 - a. CDC noted that this was a multi-year project and requested a roadmap be added to the business case to show the delivery of modules and expected benefits.
 - b. The Chair noted that it would be important to consider customer satisfaction and how that might be improved and measured over time.
- 12.3. CDC approved the next tranche investment requested of £489k until July 2024.
13. Strategic Plan Report Submission
 - 13.1. Sophie Harrison, Director of Agile Product Delivery, asked members to ensure they had reviewed the entries for their initiatives. It was planned to bring regular updates on the Strategic Plan to CDC.
 - 13.2. The Chair noted the importance of strategically spending the allocated budget and ensuring that smaller expenditures were not draining resources.
14. External Income Opportunities
 - 14.1. CDC discussed current external income opportunities and noted that this would be a standing agenda item going forward.

Part III: Other Business for Approval or Information

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