A quick guide to the services of the
Information & Communications Technology Directorate
Division of Services & Resources

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Information and Communication Technology is the University's strategic technology partner and has responsibility for all aspects of University ICT for staff and students across all campuses and sites. ICT enables excellence in blended learning and teaching and research, and is an enabler of an effective and efficient organisation through automation of business processes and provision of relevant business information.

Service Areas	Application Services	Enterprise Architecture, Strategy & Risk	IT Services & Support	ICT Projects	ICT Infrastructure Services	Videoconferencing & Audiovisual Services
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Services	• Technical application support for business applications such as finance, student management and HR. • Application development and integration for business applications and enterprise solutions. • Managing identity, provisioning and authentication services for students and staff.	• ICT strategy development, including the JCU ICT Strategic Asset Management Plan and related strategies. • Business solution consulting to support identifying, selecting and implementing information systems. • Enterprise Architecture development and management services. • Solution Architecture services for all ICT projects. • ICT Risk Management services for all aspects of risks to technology assets and infrastructure. • Information Security services including awareness, compliance and project support.	• ICT Helpdesk Services. • Solutions for personal computing environments including PC's, Mac's and mobile devices. • Computing laboratories for students. • Printing, copying and scanning services and support. • Management of agreements for university wide software licenses.	• Deliver ICT projects that design, build and implement business and system solutions to meet University objectives. • Manage the process of the University staff and students adopting new business solutions.	• Management of University ICT infrastructure platforms and solutions including datacentres, networks, telephony, enterprise servers, data storage and backup across all JCU locations. • Services for research computing including High Performance Computing and Research Data Storage Infrastructure.	• Solutions for videoconferencing across all JCU locations. • Solutions for Audio Visual technology across all common use JCU locations.
Key Resources	• Asset Management Plan • ICT Operational Plan • ICT Strategic Asset Management Plan • ICT Projects Charter					