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Institutions should consider exactly how digital infrastructure can be best leveraged to support their different activities in new and creative ways. Providing a fit-for-purpose digital infrastructure for the institution entails more than procuring the newest technologies. The implementation of digital infrastructure should be based on a holistic, well-designed and integrated approach positioning technology as a key enabler that addresses specific requirements for the institution, its staff, students and wider environment.

It is important to ensure that the institution's digital infrastructure is consciously planned and maintained in line with the overall strategy and the missions of the higher education institution. The digital infrastructure should integrate the institution's learning technologies and platforms, research and administrative systems, and supporting ICT services. It should also support the innovative and creative efforts of staff and students.

An operational plan should be in place for the optimisation and maintenance of ICT systems and services. The operational plan should include clear objectives and performance metrics set against short, medium- and long-term timescales and feature programmed periods of review. This builds on regular consultation with staff and students.

Along with technical considerations, it is important to review the institution's policies. This includes due consideration for alignment with international guidelines and standards which concern privacy and confidentiality. Designated personnel for functions such as ethics or data oversight are essential.

All staff and students should have access to relevant training to equip them with the skills to effectively use the digital infrastructure to its maximum potential. Promotion of online safety considerations, particularly for students, should be included.

Source URL: <https://heinnovate.eu/en/resource/digital-infrastructure-planned-managed-and-continuously-improved-align-vision-mission-and>