Our key strategic priorities for 2015-16 include developing and delivering new digital products and services that will make a real difference to UK education and research and maintaining the uninterrupted delivery of quality services that our customers value.

**We will broker more deals**
We broker sector-wide deals for you with IT vendors and commercial suppliers. Explore all of our current sector deals here ([jisc.ac.uk/sector-deals](http://jisc.ac.uk/sector-deals)). In 2016 we will continue to focus investment on:

| Negotiations with publishers | We will negotiate at least 50 agreements including renewals, e.g. Elsevier and new agreements with Pearson, as part of ongoing negotiations with publishers on the cost of e-resources. Our aim is to increase or maintain savings on the costs of subscriptions and open access. |
| New national agreements and frameworks | We will negotiate new national agreements and frameworks (e.g. cloud services, Tableau, Boardpacks and Prevent web filtering) on behalf of our customers enabling them to purchase efficient and effective services with clear due diligence and preferential terms and conditions. |

**We will provide more shared services**
We deliver shared digital infrastructure and services for universities and colleges. Explore all of our current shared digital services here ([jisc.ac.uk/shared-digital-services](http://jisc.ac.uk/shared-digital-services)). In 2016 we will continue to focus investment on:

| A shared data centre in the north | We will establish a shared data centre in the north which will enable customers to save money, improve efficiency, reduce their carbon footprint, increase availability and reliability of services, collaborate more effectively and host services in a secure environment. |
| Our trust and identity services | We will make it easier and cheaper for our customers to adopt the UK federation through a new managed services offering and self-service portal, increasing their opportunities for collaboration. |
| Our portfolio of security services | We will enhance our portfolio of security services to ensure that they continue to meet customer needs, enabling customers to increase their capability to respond to online security concerns and make the cultural changes needed for information security. |
| A cloud hosting platform | We will develop an application and learning resource platform for Jisc and other content enabling practitioners to easily find high quality applications and resources to support their teaching. The platform will lower the cost of production and integration, encouraging innovative developments from application and content creators. |
| A further education and skills online CPD service | We will develop an FE and skills online continued professional development service to enhance the ability of learning providers and practitioners to deliver high quality online and blended learning and to respond effectively to the agenda set by the Further Education Learning Technology Action Group (FELTAG). |
We will develop ‘Jisc in a box’ services so that further education colleges can adopt more efficient and cost effective back office systems. We will collaborate with vendors and customers to develop a cloud hosted software service to provide reliable shared integrated back office systems.

We will deliver a range of transactional, information and support services which will help customers understand the open access policy landscape and reduce the burden on them when making their published research outputs openly available on the web.

We will develop a range of services to help universities meet research data management needs in a cost effective way and as part of a wider UK infrastructure. These include an easy to use solution for local data archive management, shared national services that enable the overall re-use of data and usage monitoring and to support data management planning.

During 2016 and 2017 we will develop a learning analytics service that all universities and colleges can use to identify students at risk of dropping out or under achieving. We are also developing a student app which will allow the student to take greater control over tracking and improving the way that they learn.

In November 2015 Jisc and the Higher Education Statistics Agency (HESA) delivered Heidi-Plus, a new service enabling a wide range of staff to access quality assured information dashboards to help make business decisions. In parallel, Heidi Lab is a new Jisc service that will create dashboards from a wide range of disparate data sources, beyond HESA, for the sector.

We will develop a digital capabilities service to help our customers improve staff digital skills resulting in a positive digital experience for their students and an increased return on investment in digital technology. Individuals and organisations will be able to find resources to help improve their skills and then track their development.

We will provide more advice and practical assistance
In addition to providing digital services we also help universities and colleges use them. We provide trusted advice and practical assistance, a dedicated team of subject specialists and we deliver free training, help desks and face-to-face support. Explore all of our current advice and practical assistance here (jisc.ac.uk/advice-and-practical-assistance). As we develop new products and services we will also provide associated support and advice. In 2016 we will continue to focus investment on:

Post 16 and training institutions area review support
We will provide specialist advice and online self-review tools to help customers understand how technology can drive cost savings and enhance the quality of provision. We will support the sector through any subsequent transformation process, assisting with the adoption of new technologies and delivery models.

Workshop to Raise Awareness of Prevent (WRAP)
We will continue to deliver the HM Government Workshop to Raise Awareness of Prevent (WRAP) as live online facilitated training sessions, helping customers meet mandatory staff training required by the Prevent Duty.

Alongside the development of these new and existing services, we will:

» Continue to improve our engagement with our customers, stakeholders and funders so that you can help shape our strategy and influence the development of our portfolio of products and services.
» Engage in policy and strategy level debate
» Improve the communication of our offer
» Continue to improve our efficiency and effectiveness
» Generate more income
» Develop our business models in light of changing funding strategies