At last year’s forum we discussed concerns and challenges and looked at how we can get even better at what we do. A wealth of intelligence was shared with colleagues across Jisc so they could consider your comments and ideas in relation to their work.

The great news is that much of what you need to make education even better, aligns with our strategic priorities and we’re already making inroads in many of the areas that are important to your success.

This update shares our progress to date with the issues you raised last year. We look forward to discussing this and how we can build on current successes together at this year’s stakeholder forum.
You want more of...

Many comments were made across the breadth of our services and products. All of these have been fed back to relevant service leads. We continually review our portfolio of products and services to ensure they’re delivering what you need, so your comments are invaluable. You were particularly interested in the following:

**Virtual learning environments (VLE)**


- Our VLE review service ([https://ji.sc/vle-review](https://ji.sc/vle-review)) helps you explore the role of your virtual learning environment and what you want to achieve using it, including assessing your current position and identifying next steps.

- We’re working with universities and colleges to understand how teaching and learning is changing in a digital world – so that we can explore and prototype new services and approaches for the next generation of digital learning ([https://ji.sc/next-gen-learning](https://ji.sc/next-gen-learning)).

- As part of our edtech ideas competitions in 2019 ([https://ji.sc/edtech-challenge](https://ji.sc/edtech-challenge)) we’re looking for ideas about what a virtual learning environment of the future could look like without the constraint of a computer, phone or tablet screen.

- We’re piloting supporting organisations as they explore how next generation technologies, and Education 4.0 ([https://ji.sc/potential_of_education4](https://ji.sc/potential_of_education4)) might impact their context.

**Digital skills**

- We’ve successfully launched the Building digital capability service, with a new site for subscribers ([https://digitalcapability.jisc.ac.uk](https://digitalcapability.jisc.ac.uk)).

- We’ve added an updated version of the discovery tool - now with new question sets for arriving and established students, as well as for all staff, FE and HE teaching staff and library and learning resources staff. A version that’s available to individual staff without an organisational subscription can be found here ([https://ji.sc/discovery-tool](https://ji.sc/discovery-tool)). This year we aim to add resources for researchers and research support professionals.

- In conjunction with Microsoft, the University of Leicester and Milton Keynes College, we have developed an interactive tool which maps our digital capability framework ([http://ji.sc/digicap_org_frame](http://ji.sc/digicap_org_frame)) to Microsoft’s free education resources. Find out more ([https://ji.sc/microsoft_teamup](https://ji.sc/microsoft_teamup)).

- We’re also working with Google to undertake a mapping of their digital skills resources to the digital capability framework – and we have an updated mapping of the Lynda.com (from LinkedIn) materials to the framework.

- We’ve worked closely with the Education and Training Foundation to support the development of the digital skills competency framework ([https://ji.sc/competency_framework](https://ji.sc/competency_framework)) which is referencing our digital capability framework.
Cloud services and shared data centres

• We have launched the Jisc Open research hub (jisc.ac.uk/open-research-hub), a cloud-based multi-tenant service providing repository, reporting and preservation functions for all kinds of scientific output including research data.

• Members will know that Jisc and Eduserv merged on 1 January 2019 (https://ji.sc/eduserv_merger). This has greatly enhanced Jisc’s capability to provide a comprehensive cloud portfolio covering all aspects of strategic consultancy, managed services and professional services.

• Over the coming months we will be actively promoting our new Cloud Solutions encompassing the now merged group.

• We are augmenting the service portfolio and strategy to meet the evolving needs of our members and customers in the areas of application specific cloud architectures, and multi-platform integrations.

• We’re helping you to move beyond the hype of cloud; delivering real benefits that align with your organisational strategic objectives - including taking full advantage of hybrid solutions and preferred technologies and applying cloud intelligence.

Cyber security

• We know this is a significant, ongoing concern to most of you – and we will increasingly invest in security services to support and protect you (jisc.ac.uk/network/security).

• We added an enhanced DDoS protection service to the range of DDoS mitigation services available (jisc.ac.uk/ddos-mitigation) to help reduce the risk of losing your connection and avoiding inconvenience, reputation loss and financial damage and we continue to develop our professional security services (jisc.ac.uk/penetration-testing) to support our members in making their infrastructure and systems secure.

• Through our penetration and security services we support members in their work to obtain cyber essentials accreditation – including running a cyber essentials drop-in clinic in December 2018.
How we are building on our successes...

We discussed opportunities for improvement and the key areas you highlighted are below, with a quick summary of what we’re doing in response.

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<th>You said you want Jisc to...</th>
<th>and this is what we’re doing...</th>
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<tr>
<td>Engage more effectively and broadly, understand you better and provide clearer and tailored information about our services</td>
<td><strong>•</strong> We’re increasing the range of roles we invite to the stakeholder forum, so your organisation is better represented and more of you have a chance to engage with the Jisc board and leadership team</td>
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<td><strong>•</strong> Our surveys, particularly our HE and FE leaders’ surveys, help us to understand you better. Not only do they give us insight into the challenges that you face but they help us to identify where we need to improve. Do take these opportunities to tell us what you need – we are listening</td>
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<td><strong>•</strong> To help make things clearer for you, we have brought our services together into related product groups, ie cloud, data and analytics, cyber security, libraries and research, connectivity and student experience, as shown on our revamped website (<a href="http://jisc.ac.uk">jisc.ac.uk</a>). Our account managers will continue to listen to you to ensure we’re offering services that meet your needs – and they can tell you more about these product groups. Just get in touch (<a href="https://ji.sc/account_manager">https://ji.sc/account_manager</a>)</td>
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<td><strong>•</strong> Our new approach to co-design (<a href="http://jisc.ac.uk/rd/how-we-innovate/co-design">jisc.ac.uk/rd/how-we-innovate/co-design</a>) is called co-design labs – where we’ll work with you to create and test prototypes of ideas that can be developed by Jisc, the community or another community partner. Co-design labs are a great opportunity for you to influence Jisc’s research and development activity and to work with your peers to develop solutions to a problem that your organisation faces – as well as solutions which can also have an impact on a national scale. Find out more on our website (<a href="https://ji.sc/co-design_labs">https://ji.sc/co-design_labs</a>)</td>
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<td><strong>•</strong> Our fortnightly e-newsletter, which provides all the latest news, guidance and events, is tailored to different roles and sectors. Sign up to receive a copy (<a href="http://jisc.ac.uk/sign-up-for-email-updates">jisc.ac.uk/sign-up-for-email-updates</a>)</td>
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You said you want Jisc to... and this is what we’re doing...

Provide support for digital transformation, horizon reporting and thought leadership

- Our discussions with college staff at the recent FE member forums have given us a deeper understanding of the challenges you face in digital transformation and managing change. Recognising that technology is transforming what we do in significant ways, we have set out a compelling case for Education 4.0 and believe that working in partnership we can harness the power of technology for good in colleges. In some colleges this work is starting to happen, actively supported by initiatives such as our digital strategy review service (https://ji.sc/digistrat_review), apprenticeships digital delivery review (jisc.ac.uk/apprenticeships) and the formation of the Digital 2030 framework in partnership with the Welsh Government.

- The digital experience insights service (jisc.ac.uk/digital-experience-insights), based on a large tracker survey, provides you, and Jisc, with evidence on student attitudes to, and use of, technology – helping you to make smarter investments in digital and influencing your digital transformation. This year we aim to expand the service to cover researchers.

- We have revamped our membership magazine, Inform, to include key articles about what you are doing across many areas, including Education 4.0, and transforming teaching and learning using technology. We’ve also re-shaped our e-newsletter to address issues that you want to hear about (jisc.ac.uk/sign-up-for-email-updates).

- Noting the international policy interest in open access and open science, eg Plan S (coalition-s.org), we have released a series of briefings on our scholarly communications blog (https://ji.sc/schol_comms), and will continue to synthesise information in the area for our members.

- As part of co-design (jisc.ac.uk/rd/how-we-innovate/co-design) we held the first meeting of our horizon group in December 2018. The group, which brings members and Jisc staff together twice a year to ‘deep dive’ a topic or problem, discussed general strategic and technology trends and explored the mental health challenge facing education. Their report will be available on our website soon.

- The horizon group is also the steering group for the co-design labs - mentioned above – and identified topics for the labs that will start in February / March with a view to producing prototypes within two months.

- We’ve also started running quarterly ‘learnings’ webinars to update you on our research and development work. The recordings of the webinars and the reports that accompany them can be found here (https://codesign.jiscinvolve.org/wp). You can find the dates for our future webinars here (jisc.ac.uk/events?page=1).
You said you want Jisc to… and this is what we’re doing…

**Demonstrate value for money and provide more information about our service usage**

- Take a look at the case studies which highlight the value we have brought to two of our HE members and how this compares to other providers ([jisc.ac.uk/membership/value](https://jisc.ac.uk/membership/value))

- We also commissioned independent work to understand the significance of Jisc services to the FE sector. The findings make very clear the value of the services we provide to colleges - read the views of some of the staff at Strode College, [one of the colleges involved](https://jisc.ac.uk/case_study_strode)

- Check out our website to find out how we're providing value by saving the sector [time and money](https://jisc.ac.uk/about/savings). You can also access your own value, savings and efficiencies report in [My Jisc](https://my.jisc.ac.uk). We're planning to develop this report into an interactive value calculator which will enable you to retrieve more tailored value, savings and efficiencies information and see how Jisc services are saving you money. We'll be bringing a prototype of this to Stakeholder forum for your feedback

- We're working hard to increase the amount of service usage data available through My Jisc. Soon, you'll be able to see data about most of the services you are using, together with detailed usage data across some of our product groups. This work will be ongoing as we seek to increase the number of services showing detailed usage information in My Jisc

**Run more regional events, work as collaboratively as possible and make better use of strategic partnerships**

- We know our FE members want more regional events and we’ve now completed a round of ten member-forums, across nine English regions, covering Jisc’s vision for FE, the latest on subscription for FE members in England and our engagement approach. Watch out for a blog on some of the key issues we talked about. We plan to run a similar exercise early in 2019

- Our account managers also provide you with key information on Jisc’s progress and opportunities. Where relevant we will also provide topic specific online updates for you and have already delivered a number of online webinars on topics such as learning from our research and development teams, apprenticeships, and transnational education

- We’ve also delivered 36 events, including communities of practice around learning analytics, open access and digital capabilities and had a significant presence at some of our key partner conferences across the UK

- We continue to work closely with key professional associations – we know this is the most effective way to avoid duplication and meet your needs. We are working closely with the Association of Colleges (AoC) in introducing the subscription to FE colleges in England
You said you want Jisc to... and this is what we’re doing...

**Be more agile and responsive**

• We continue to actively work to foster a “fail fast” culture of rapid innovation

• We recently launched an internal 'New Ideas initiative' to provide more opportunities for all our staff to explore and generate ideas for new products. A selection of these have been further developed, with some seed funding and practical support, and we’ve now prioritised which ideas to progress. Work is now underway to develop prototypes to be tested swiftly with members

• We have started agile work to adapt the Open research hub ([jisc.ac.uk/open-research-hub](http://jisc.ac.uk/open-research-hub)) (mentioned above) to meet UK Research and Innovation (UKRI) open access policy and organisational requirements as these emerge and evolve rapidly during 2019
Thank you again for your ideas and suggestions. They are key to making sure we deliver our shared goals and continue to make education the best it can be.

We hope to see you at the next Stakeholder forum on 12 March 2019 to discuss your current challenges and how we can work together to identify solutions. We’ll also be discussing how Education 4.0 can take teaching, learning and research to the next level – and make your organisations vibrant, people-centred, productive and sustainable for the future.

February 2019