Thank you to everyone who took part in Jisc’s stakeholder forum last year. You told us what you wanted, and we took this on board …

“Respond rapidly to the pace of change in universities and colleges; deliver what we need and focus on what makes Jisc unique and world-leading”

We have:

» Successfully upgraded the Janet network backbone (jisc.ac.uk/janet) (doubling the capacity of the core) to ensure we meet your ever increasing and complex needs

» Increased our ability to detect and respond to cyber attacks (jisc.ac.uk/network/security) - our Cyber security incident response team (jisc.ac.uk/csirt) is available to you at all times

» Finalised major negotiations (jisc.ac.uk/jisc-collections) with Elsevier and delivered a further 47 renewed affordable publisher agreements

» Continued to develop and improve our library support services (jisc.ac.uk/content/library), including an integrated set of open access services (jisc.ac.uk/content/open-access), to save you time and money


» Consulted with around 600 people from 300 organisations to find out what big sector challenges we should explore next. They are - next-generation learning environments; the intelligent campus; digital apprenticeships; next-generation research environments and research skills

“Engage more effectively: talk to more of our people so that it isn’t only leaders and senior managers who know what you do”

To make sure that an understanding of Jisc is embedded throughout organisations:

» We are revitalising our account management team so they are equipped to engage across finance, IT, library, teaching, research and other functions to help each organisation extract maximum value from membership

» We have a range of experts across the spectrum of our services and activities who will ensure you’re aware of what we do and who can help you maximise the use of our services

» We offer a whole range of events (jisc.ac.uk/events) and training opportunities (jisc.ac.uk/advice/training) across the UK and online for you and your colleagues to hear about Jisc and to help you make the most of our products and services

“Be more ambitious with the visions for future development”

We have worked with members and experts to:

» Refresh our co-design visions (jisc.ac.uk/rd/how-we-innovate/visions) in consultation with core stakeholders, making them more aspirational and focusing on where we can add most value

» Communicate these visions, including presenting them at our UK wide Connect more events (jisc.ac.uk/connect-more), and we’ve used them to tailor our projects (jisc.ac.uk/rd)
“Our priorities must be your priorities”

You stressed that we need to be driven by your needs. So we have:

» Continued to work with you in developing the sector visions (jisc.ac.uk/rd/how-we-innovate/visions) so that we prioritise developing products and services you want

» Strengthened the account management function so that we understand your needs and provide solutions you want

“Keep the funding model simple”

We used this clear message as the starting point to explore potential funding models:

» During early 2017 we’re consulting with universities on our new subscription model. After Easter, we’ll talk to universities about the model and costs for 2017/18 membership

» Research and development (jisc.ac.uk/rd) remains a priority to ensure we keep our services relevant and we’re exploring ways to fund it that don’t rely on member subscriptions. At the same time, we recognise that some member organisations may want to support emerging projects so that they can realise early benefits

“Promote the business case for Jisc and provide clear information on cost, usage and the value of services”

You asked for help in making the case for Jisc so we:

» Have improved how we can make evident to you the value, savings and efficiencies (VSE) (jisc.ac.uk/about/savings) of the Jisc services that you use

» Are equipping account managers with VSE data and information about how you use our products and services to ensure you get more value from membership

» Gave the Jisc homepage (jisc.ac.uk) a makeover so it’s easier to find what you need and we are finalising plans for ‘MyJisc’ which will give you live current service information

“We have introduced more consistent product and portfolio management methods to help us develop current products in line with customers’ needs

» Aligned our individual account managers with particular suites of services so they can gather your views to inform product development

» We’ve started the latest co-design (http://bit.ly/jisc-codesign) process to identify fertile grounds for future projects. It’s not too late to get involved (jisc.ac.uk/rd/get-involved)

» Created a new insight team and continued with our leadership survey and membership satisfaction work so that we can understand and respond to members and stakeholders in a timely way

“Understand the sectors and deliver what they want”

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”Understand the sectors and deliver what they want”

We have:

Visit our website (jisc.ac.uk) to find out more about Jisc and our products and services, or contact your account manager.