



UK COLLEGE
OF BUSINESS AND COMPUTING

Information Technology and Digital Resources Policy

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Author:	Head of IT
Policy Owner	Head of IT
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Responsible Committee:	College Management Team (CMT)
Approved by & date:	College Management Team (CMT) – 23 October 2026
External reference points:	UK General Data Protection Regulation (UK GDPR); Data Protection Act 2018; Freedom of Information Act 2000; Office for Students (OfS) regulatory requirements; Quality Assurance Agency for Higher Education (QAA) Quality Code; National Cyber Security Centre (NCSC) guidance
Linked policies:	DIG 2.6 Information Security and Acceptable Use Policy; ASQ 1.10 Digital Learning Policy
Audience:	Staff and Students

1. Purpose

The purpose of this policy is to define how UKCBC manages, governs, and utilises its information technology systems and digital resources to support teaching, learning, research, and administrative operations.

This policy aims to:

- Ensure effective and secure provision of IT services across the College
- Support the delivery of high-quality digital learning and administrative systems
- Define governance arrangements for IT infrastructure and digital resources
- Ensure alignment with regulatory, academic, and operational requirements
- Promote efficient and sustainable use of IT resources

2. Scope

This policy applies to:

- All UKCBC IT infrastructure and systems
- All digital platforms used for teaching, learning, and administration
- All users of UKCBC IT services

It covers:

- network infrastructure and connectivity
- servers and hosting environments
- cloud services and platforms
- teaching and learning systems
- administrative and business systems
- digital communication tools
- IT support services

3. Definitions

For the purposes of this policy:

IT infrastructure: the hardware, networks, wireless services, servers and cloud services that support the College's IT systems.

Digital resources: the software, platforms, online services and digital content the College provides for teaching, learning and administration.

IT Services: the College team that manages IT infrastructure and systems and provides IT support.

Authorised user: a member of staff, student or other person whom the College has given access to its IT systems.

Student Information System (SITS): the College's system for student records.

Virtual Learning Environment (VLE): the College's online learning platform (Moodle).

4. External Reference Points

This policy aligns with recognised sector guidance and regulatory expectations, including:

4.1 Legislative and Regulatory Framework

- UK General Data Protection Regulation (UK GDPR)
- Data Protection Act 2018
- Freedom of Information Act 2000

4.2 Sector Guidance

- Office for Students (OfS) regulatory requirements
- Quality Assurance Agency for Higher Education (QAA) Quality Code
- National Cyber Security Centre (NCSC) guidance

4.3 Sector Alignment

UKCBC aligns its IT governance practices with recognised standards within the UK higher education sector and considers relevant frameworks adopted by partner universities.

5. Policy Statement

UKCBC is committed to providing reliable, secure, and effective information technology services that support its academic and operational objectives.

The College will ensure that its IT infrastructure and digital resources are:

- fit for purpose
- appropriately managed and maintained
- aligned with institutional priorities
- accessible to authorised users
- resilient and sustainable

6. Institutional IT and Digital Resources

UKCBC operates a range of IT systems and digital platforms to support its activities. These include:

- Student Information System (SITS)
- Virtual Learning Environment (Moodle)
- Office 365 collaboration platform
- network infrastructure and Wi-Fi services
- administrative and finance systems
- communication and collaboration tools

These systems are managed by IT Services and are subject to institutional governance arrangements.

7. IT Governance Principles

UKCBC manages IT systems and digital resources in accordance with the following principles:

- IT services must support the **strategic objectives** of the College
- Systems must be **reliable, available, and appropriately supported**
- Digital resources must be **accessible and usable** by authorised users
- IT investments must be **planned and justified**
- Systems must be **regularly reviewed and maintained**
- Risks associated with IT systems must be **identified and managed**

8. Management of IT Infrastructure

UKCBC will ensure that its IT infrastructure:

- is maintained to support operational requirements
- provides appropriate performance and availability
- is monitored and reviewed regularly
- is updated and improved where necessary
- supports both on-site and remote access

Detailed technical configurations are defined in supporting procedures and standards.

9. Digital Learning and Academic Systems

UKCBC will provide and maintain digital platforms that support teaching and learning.

These systems must:

- support effective delivery of academic programmes
- be accessible to students and staff
- enable communication and collaboration
- support assessment and learning activities

Academic systems are managed in collaboration with academic and professional services teams.

10. Procurement and Use of Digital Resources

All IT systems and digital services must be:

- approved through appropriate governance processes
- aligned with institutional needs
- compliant with legal and regulatory requirements
- compatible with existing systems where possible

Unauthorised systems or services must not be introduced without approval.

11. IT Service Provision and Support

UKCBC will provide IT support services to ensure the effective use of its systems.

This includes:

- user support and assistance
- system maintenance
- service monitoring
- issue resolution

Users are expected to follow guidance provided by IT Services when using digital resources.

12. Business Continuity and Resilience

UKCBC will take appropriate measures to ensure that IT services:

- remain available during disruptions where possible
- can be restored in a timely manner
- support continuity of teaching and administrative operations

Detailed arrangements are defined in business continuity and disaster recovery plans.

13. Procedures

Detailed procedures supporting this policy are set out in the technical procedures and standards maintained by IT Services, DIG 2.6 Information Security and Acceptable Use Policy (security, acceptable use and incident reporting) and the College's business continuity and disaster recovery plans (see section 12).

14. Monitoring and Review

IT systems and services will be:

- monitored to ensure performance and reliability
- reviewed periodically to ensure they meet institutional needs
- assessed for risks and improvement opportunities

15. Roles and Responsibilities

15.1 IT Services

Responsible for:

- managing IT infrastructure and systems
- supporting delivery of IT services
- maintaining system performance and availability

15.2 Staff and Students

Responsible for:

- using IT systems appropriately
- following institutional guidance
- reporting issues or concerns

15.3 Senior Management

Responsible for:

- overseeing IT governance
- ensuring alignment with institutional strategy

16. Policy Boundaries

This policy defines the governance and management of IT systems and digital resources.

It does not:

- define information security requirements (covered by DIG 2.6)

- define acceptable use expectations (covered by DIG 2.6)
- define data protection obligations (covered by DIG 2.1)

17. Policy Review

This policy will normally be reviewed every two years, or earlier where required, to ensure alignment with:

- institutional priorities
- regulatory requirements
- technological developments
- sector best practice

1. Version History

Version	Date	Author	Summary of changes	Approved by
1.2	23 October 2026	Head of IT	Role titles updated following organisational restructure; front sheet, footer and cross references updated for approval. Section 15 review cycle aligned with the front sheet (two years). Definitions and Procedures sections added, roles subheadings numbered and external reference points completed, in line with GA 3.1 (25 October 2026).	College Management Team (CMT)