

## Definitions and descriptions of good practice – Sustainable ICT

ICT-related energy and environmental issues are increasingly important in higher ed. Consumption of electricity in data centres, computers and peripherals continues to grow, whilst e-waste associated with the high turnover of hardware is quickly becoming one of the greatest waste issues of the century. The costs associated with these issues are rising as are the social implications of disposing of no longer wanted, and often toxic, computer equipment to developing countries. Increased ICT use coupled with rising energy costs has undoubtedly further increased annual expenditure. The significant levels of investment into ICT reflects the increasingly important role it has in enhancing the student experience and maximising wider social benefits impacts. The increasingly prominent role of ICT in learning, teaching and research as well as wider business activities also demonstrates the positive impact an efficient ICT estate will have on delivering against a uni's social responsibility and sustainability objectives.

	Policy and Strategy	Action Planning	Stakeholder Engagement	Measurement
Activity Area Description	The university's ICT Strategy incorporates a clear focus on sustainability. It is aligned with other university strategies such as the Sustainability Strategy and/or Carbon Management Plan. Activity is reviewed on a regular basis. There are clear reporting lines into formal university management structures.	Action Plans, which incorporate objectives and associated targets, drive the cycles of activity across the university in relation to sustainable ICT.	Key stakeholders (including staff, students and contractors) actively inform the review of the ICT Strategy and shape its development.	The impacts and benefits of the ICT Strategy are routinely monitored and evaluated as part of existing university practice. There is evidence of continual improvement and feedback loops.
What does good practice look like?	<ul style="list-style-type: none"> <li>The ICT Strategy will clearly articulate the university's planned direction, demonstrating an understanding of ICT use in relation to carbon management, energy, procurement and waste. It contains relevant targets, which will be effectively communicated to staff, students and stakeholders. Whilst there is a clear emphasis on environmental impacts, there will also be a focus on the positive, social enhancements that ICT has within the university and its communities.</li> <li>The Strategy is regularly reviewed to ensure it remains up-to-date and useful as a working document.</li> </ul>	<ul style="list-style-type: none"> <li>The strategy includes a clear cycle of activity that is linked to wider targets to deliver progress on this agenda. Activity spans all appropriate parts of the university and widespread engagement is evident.</li> <li>There are clear links between sustainable ICT and wider business planning processes. Actions and targets are evident and the university can trace these through the relevant planning systems.</li> <li>Targets for sustainable ICT are explicitly linked to wider environmental management and health and wellbeing strategies.</li> </ul>	<ul style="list-style-type: none"> <li>The individual and/or groups with responsibility for the ICT Strategy seek stakeholder involvement to scrutinise performance as part of the review process.</li> <li>The university leads local or regional groups or activity and contributes to the national or international sustainable ICT agendas.</li> <li>The links between sustainable ICT and social responsibility are clearly understood and demonstrated in the Strategy.</li> </ul>	<ul style="list-style-type: none"> <li>The ICT Strategy and its associated initiatives are visible on campus and there are obvious signs of activity to minimise environmental impacts whilst promoting the social benefits of ICT through active engagement.</li> <li>The university is able to produce evidence of improvements against baseline measurements, and towards achieving set targets and objectives.</li> <li>This information is publicly available and regularly reported and shared with the community.</li> </ul>
	Communications	Training and Support	Implementation	Links to curriculum
Activity Area Description	The ICT Strategy is in the public domain and is aligned to wider student, community and business engagement strategies. There is a planned approach to communicating to relevant stakeholders the Strategy, its associated activities and their implications. The Strategy has clear, high-level support within the university.	Commitments and/or targets are linked to named individuals or teams within the university. Staff have either appropriate sustainable ICT skills and knowledge, or opportunities to develop them through access to specialist support.	There is evidence of staff and student-led sustainable ICT initiatives across the university and beyond via the Student Union, student societies, staff groups, trade unions or individual sustainability champions	Sustainable ICT use and/or management links to and where appropriate is embedded into formal and informal curriculum activity.
What does good practice look like?	<ul style="list-style-type: none"> <li>The ICT Strategy and associated plans are in the public domain.</li> <li>A co-ordinated approach to communicating the Strategy to appropriate audiences is evident.</li> <li>The university stewards relationships with service providers in order to deliver sustainable ICT.</li> <li>At a minimum, progress will be communicated on an annual basis to ensure delivery against agreed targets and to also ensure the Strategy reflects best practice.</li> </ul>	<ul style="list-style-type: none"> <li>Responsibility for delivering the ICT Strategy is clearly defined within the role specification of at least one individual on campus.</li> <li>Those with responsibility for delivery of the Strategy (or associated element) have this clearly defined within their performance objectives and review processes.</li> <li>Appropriate support mechanisms can be easily identified, as can training registers of any relevant training provided or undertaken by staff and/or contractors.</li> </ul>	<ul style="list-style-type: none"> <li>The university has externally recognised sustainable ICT activities or has won relevant awards. Investment of time, finance and personnel reflects the university's commitment to completing all sustainable ICT activities.</li> <li>Sustainable ICT use/management are considered appropriate topics for induction training for all stakeholders on an annual basis. The university works closely with suppliers of products and services to develop new practices and products using the university's experience, knowledge and research capabilities. Regular feedback is sought from all stakeholders, which is fed into all review processes and considered for future planning.</li> </ul>	<ul style="list-style-type: none"> <li>Teaching refers to the ICT Strategy, infrastructure and technologies where appropriate.</li> <li>Development of research projects around sustainable ICT are supported and pursued.</li> <li>Innovation and enterprise relationships are developed with local suppliers and wider businesses.</li> <li>Funding is sought to further develop sustainable ICT best practice and process.</li> </ul>