

# Digital Services Programme

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Summer Update

June 2022

<http://digital-services.tudl.tudelft.nl/>



# Service Design Projects

01

## Service Definition Project

What services do we actually run?

c. 120, according to a internal survey we organised

Project Complete

02

## Building Service Standards

12 standards for our services now published

Project Complete

03

## Nominated Services

Take 10 services and test the standards

Project Ongoing

# Usability & Comms Projects

01

## User Insights Project

How do users  
group our  
services?

Interviews  
undertaken by  
Jaap and Comms  
team

Project almost  
Complete

02

## New Library Website project

Start: July 2022

Project Manager:  
Ardi Nonhebel

Project to Start

# Digital Infra- structure Projects

01

## Next Generation TU Delft Repository Project

Project plan  
written;  
requirements  
being gathered

Project Ongoing

02

## Working with ICT

Ongoing discussions over

- Project Portfolio (projects where ICT helps existing or new library services )
- ICT Architectural Principles embedded in Library

Project Ongoing

Innovation  
Funnel

and

Staff  
Develop-  
ment

01

Innovation  
Funnel

Jaap van de Geer  
and Chen Hao  
(new Service  
Design Manager)  
from July 2022

02

Staff  
Develop-  
ment

Will start in  
Autumn 2022

# Digital Service Programme

## - Staff

**Ardi Nonhebel** – Project Manager  
(New Library website and Next  
Generation repository)

**Andjela Tomic** – Developer (Mostly  
working on Next Generation repository)

**Chen Hao** – Service Design Manager

**Rosie Paulissen** – User Experience Officer

Library Management Team provides  
programme oversight

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# Credits

Flowers at TU Delft - <https://flickr.com/photos/alastair-dunning/52140316645/>  
"A shelf of books above a Dutch polder. Light rain." - Created by Alastair Dunning  
via Artificial Intelligence tool DALL-E. <https://labs.openai.com/>