A customer centred transformation

THE UNIVERSITY OF AUCKLAND
Te Whare Wānanga o Tāmaki Makaurau
NEW ZEALAND

How do we develop a University IT strategy that sustainably delivers to a diverse, changing environment?

Balancing our core dual requirements

Digital transformation

Unlocking the value of our information and harnessing technology to better serve the university community

This means a focus on:

- Supporting our **researchers** to utilise technology to conduct research on a larger scale, and to partner for greater outcomes nationally and internationally

- Enhancing teaching and learning practices to meet **staff and student needs,** enabling the University to deliver a more interactive, personalised and rich learning environment

- Understanding and improving the **student experience** in order to enhance attraction, retention and achievement

- Improving **organisational performance** by optimising business processes across the University

- Enhancing the quality and accessibility of **key information for decision makers** across the University

Quality IT services

A strong, resilient foundation that supports and allows strategic flexibility choice, with a focus on continued service quality and effectiveness

- Ensuring **staff and students** know how to engage with IT and can access the services they need quickly and easily

- **Standardising and simplifying** service deliveries and technologies including elimination of duplicated services

- Improving **service resilience**, reporting, monitoring and service management practices

- Effectively utilising **skills and talents** across IT

- Increasing **automation** of service provisioning

- Improving service **agility and flexibility** to provide more consistent level of service

A CUSTOMER CENTRED TRANSFORMATION

A TRUSTED DIGITAL EXPERIENCE

collaborative · automated · self service · personalised · informed · secure · open · accessible

Ensuring the University community is at **the centre of our strategic decisions**

I have **unimpeded access** to University technology and information from anywhere

I'm able to use my digital devices to **share knowledge, manage information and contribute content** to University communities

University **processes and administrative functions** are simple to access and use from anywhere

I can **access information and perform routine tasks** easily supported by online resources

A valued **service experience** for the University community in a digital world

University **systems and processes**, know who I am, and the technology is able to shape and present information in a way that works best for me

University information is collaboratively developed and **easily shared**

I know that my **information is protected**

I know where to find what I need and that connected to content and data that is **current and relevant**

EFFICIENCY · **EFFECTIVENESS**

Enabling the University to realise its aspirations

Supporting the University's STRATEGIC PLAN 2013-2020

- Accomplished and well supported staff
- Able students, successful graduates and alumni
- High quality research that benefits society
- Treaty of Waitangi /Te Tiriti o Waitangi partnerships for mutual benefit
- Strong partnerships with key organisations and communities
- Our core values: a sustainable, autonomous university
- A public university of global standing

OUR UNIVERSITY COMMUNITY

Staff, honorary staff, students, contractors, subcontractors, consultants, alumni, associates, business partners or official visitors or guests of members of the University or UniServices

Recognising the forces of change

Disruption and change will continue to shape our university technology environment

Expectations of anywhere, anytime access to data and applications

RESOURCE competition (internal / External)

The Internet of **ME**

Expected **SECURITY** everywhere, anywhere

New **CONSUMPTION** models
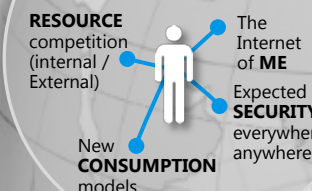
Global 'megatrends' accelerate disruption

CLOUD	MOBILITY
SOCIAL	BIG DATA

With four interrelated foundations:

A world beyond PCs	Consumerisation of I.T.
	Mass consumption
	A wealth of data
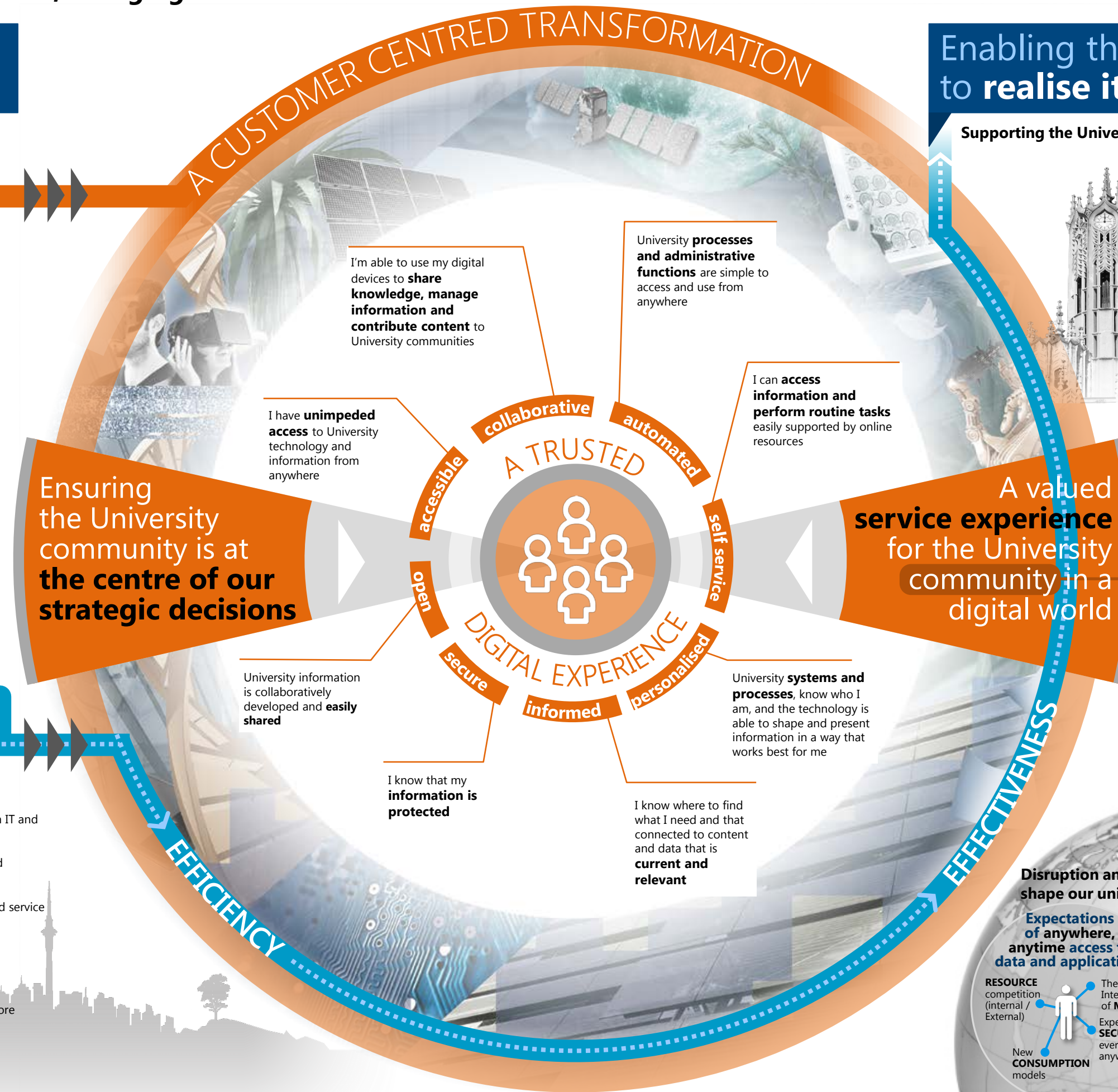
Determining our strategic opportunities to deliver value

How do we enable a technology experience that sets the University apart?

We focus on **a foundation of quality capabilities**, to deliver new value

An evolving emphasis: from IT enablement through digital transformation to innovation

WE NEED TO OPTIMISE IT RESOURCES, TO CREATE VALUE AT EVERY LEVEL

TRANSFORM and innovate

GENERATING VALUE ACROSS OUR FOCUS AREAS

OUR IT STRATEGIES

SIX strategic focus areas

STRATEGY
Value in new ways
... as we continue to adapt to disruptive change

Enabling innovation

Driving university outcomes

Enhancing university agility

EFFECTIVENESS

Delivering new university capability

OPERATIONS
Value in our core business
Improving essential capabilities for the University community

Running the business

EFFICIENCY

ENABLE quality IT services

RESEARCH

- Enable RESEARCH through the use of IT
- Optimise RESEARCH MANAGEMENT processes and practices

Expanded research IT services	**Research IT advisory**	**Research data management and storage**	**Usability, digitisation and business automation**	**Supporting research instruments through high-speed connectivity, appropriate data services and capability to share resources**

LEARNING & TEACHING

- Enable and enhance LEARNING AND TEACHING PRACTICES
- Enrich the LEARNING ENVIRONMENT

Standards for minimum presence to meet student and academic expectations	**Optimisation and digitisation of learning and teaching administrative processes**	**Improved support of both operational and experimentation and resource needs of teachers and students**	**Sustain and modernise learning and teaching spaces, infrastructure and services**

STUDENT EXPERIENCE

- Create a CONTEMPORARY STUDENT EXPERIENCE
- Optimise the STUDENT JOURNEY

IT infrastructure that is open to all students	**A seamless digital experience tailored for student needs**	**Analytics to improve our capability to understand the circumstances of students we are supporting, thereby improving retention**	**Optimise processes for students including recruitment, enrolment and on-campus experience**

ORGANISATIONAL PERFORMANCE

- Provide INFORMATION AND ANALYTICS for decision makers
- Deliver effective, automated PROCESSES online

Optimise business processes and work practices through the use of IT	**Governance that includes all stakeholders and nurtures local innovation**	**Sustain and keep modern core University of Auckland applications and platforms**	**Optimise IT solution delivery processes and practices through partnership and right sourcing**	**Enterprise-wide information management strategy to manage business data and records**

PEOPLE, CULTURE AND CAPABILITY

- Improve IT CUSTOMER SERVICE
- A culture of COLLABORATION and consultation through integrated IT
- Improve AGILITY AND SPEED of IT delivery

An engaging and knowledge sharing culture	**A communication strategy that reaches all staff across the University**	**Integrated IT approach that facilitates the planning, recruitment, assessment, capability enhancement and career development of staff**	**Effective and flexible technologies and services that anticipate and support the needs of staff**	**Focus on customer service and effectiveness**

SERVICE QUALITY AND PERFORMING AND RESILIENT SYSTEMS

- Sustain the university through SECURE AND RESILIENT IT SERVICES
- STANDARDISE AND CONSOLIDATE IT to reduce complexity and cost

Analytics to predict demand and inform decision making	**Efficient capital and resource usage through reduced duplication, consolidation and partnered service delivery**	**Effective relationships and shared accountability across IT delivery functions**	**High quality IT infrastructure that performs to requirements, and is stable, secure and resilient to failure**	**Open architectures, open data and services**