

A University's Digital Migration – e-Leading Adventures

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Abstract:

QUT's approach to IT leadership and governance (e-leadership) propels e-research, e-learning, and e-admin process reforms. The IT leadership team builds and maintains partnerships driving value from IT across university activities. The IT leadership team extends their portfolio of capabilities and relationships into and beyond the university rather than restricting around one charismatic CIO. IT services shift from technical centrality to people and process orientation integrating services with partner service providers targeting client groups like new students or research professors. Social collateral and formal IT governance supports combine to scaffold trusted networks which sustain the strategic interactivity of IT with the wider university, thus enabling process reform and reducing transaction cost of tactical execution. Practical examples are discussed.