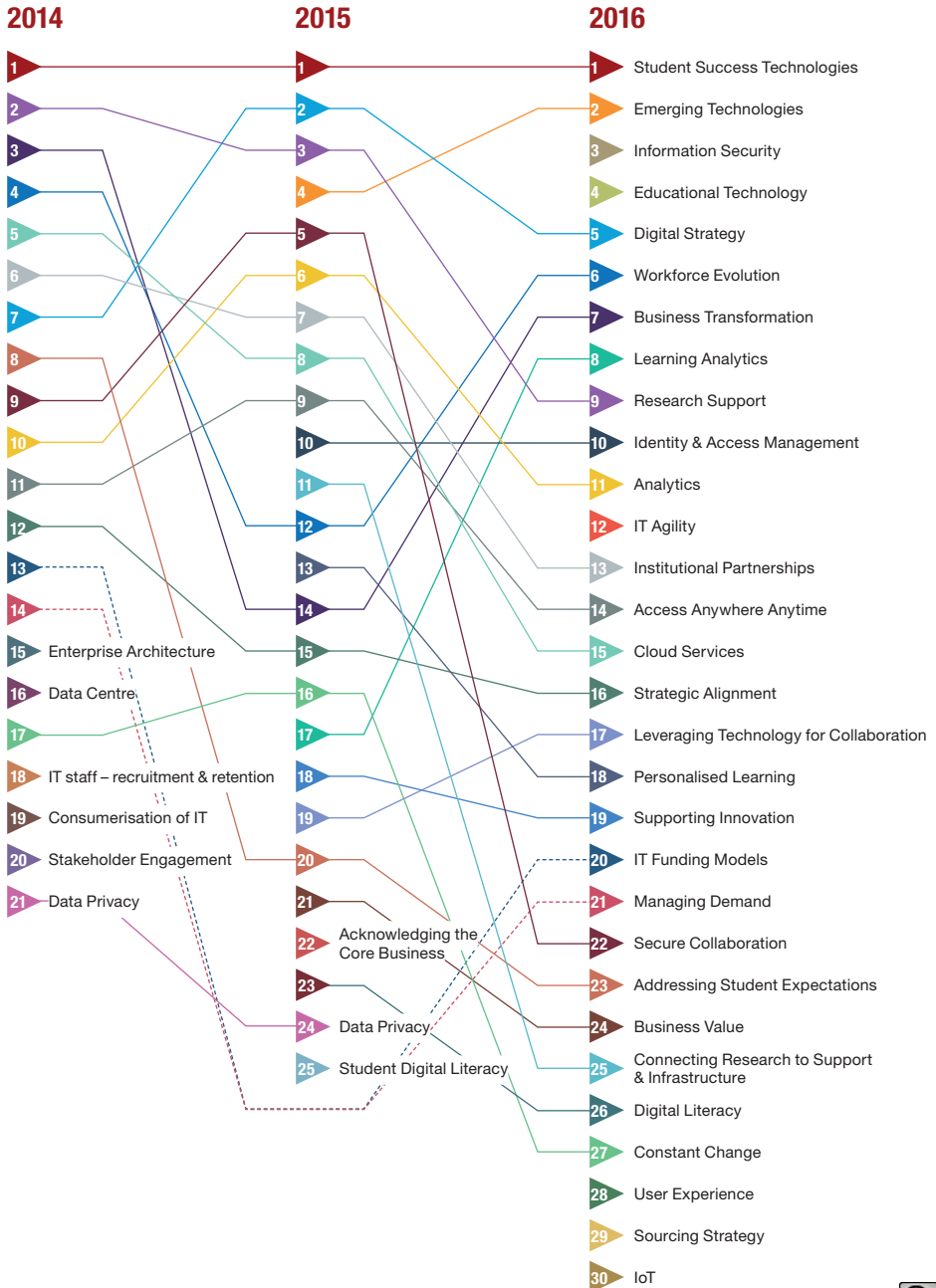


Trends from 2014–16



Expanded explanation of 2016 issues (sorted alphabetically)

▶ Access Anywhere Anytime	Providing access to on-campus learning and research applications off-campus, anywhere, anytime
▶ Addressing Student Expectations	Understanding and addressing the expectations of a new generation of students
▶ Analytics	Applying analytics to support strategic initiatives and change
▶ Business Transformation	Positioning IT as a catalyst to transform the business functions of the institution
▶ Business Value	Demonstrating business value to show how IT can help the institution achieve its goals
▶ Cloud Services	Leveraging cloud services strategically for integrated services to students and staff
▶ Connecting Research to Support & Infrastructure	Connecting the disparate research community to existing support tools and infrastructure by facilitating awareness and access
▶ Constant Change	Managing and leveraging the confluence of megatrends - mobility, personalisation, collaboration, flexibility and big data
▶ Digital Literacy	Increasing the level of digital literacy of staff and students
▶ Digital Strategy	Developing a fit-for-purpose digital strategy for the institution's future
▶ Educational Technology	Supporting the use of innovative technology in teaching and learning
▶ Emerging Technologies	Facilitating and supporting the application of emerging and existing technologies to improve the 'University experience' for students and staff
▶ Identity & Access Management	Effective and efficient Identity and Access Management to provision appropriate e-Services to students and staff
▶ Information Security	Developing a holistic, agile approach to information security to create a secure network, develop security policies, and reduce institutional exposure to information security threats
▶ Institutional Partnerships	Fostering the partnership between IT & institutional leadership to achieve a collective understanding of the capabilities of IT to support teaching, learning, research, engagement and administration
▶ IoT	Update existing enterprise architecture and operating models to enable smart device usage developed through connecting things to capturing insights
▶ IT Agility	Creating structures, roles and development strategies that are flexible enough to support innovation and accommodate ongoing changes in higher education, IT service delivery, technology and analytics
▶ IT Funding Models	Developing IT funding models that sustain core services, support innovation, and facilitate growth
▶ Learning Analytics	Supporting improved student progress through establishing & utilising learning analytics
▶ Leveraging Technology for Collaboration	Leveraging and providing easy access to technology to enable greater use and increased collaboration
▶ Managing Demand	Managing demand to deliver high quality services and projects
▶ Personalised Learning	Paradigm shift to personalised learning with online, blended and hybrid learning, and collaborative models to better engage with students
▶ Research Support	Developing a sustainable research support model servicing the needs of all researchers
▶ Secure Collaboration	Balancing agility, openness and collaboration with security, risk and privacy in a hybrid environment
▶ Sourcing Strategy	Sourcing technologies and services at scale to increase efficiencies (e.g. via cloud)
▶ Strategic Alignment	Instilling effective governance structures for IT aligning with the strategic direction of the institution
▶ Student Success Technologies	Improving student outcomes through an institutional approach that strategically leverages technology
▶ Supporting Innovation	Facilitating and supporting innovation, wherever it may occur
▶ User Experience	Ensuring consistent interface for all technologies used on and off campus
▶ Workforce Evolution	Reshaping the workforce to position IT as an agile enabler and strategic business partner