

PERFORMING AT THE EDGE: HOW GRIFFITH UNIVERSITY IT IS REDESIGNING ITSELF AS IT
MOVES FROM THE EDGE OF THE WORLD AS WE KNOW IT TO THE EDGE OF THE NEW WORLD
THAT IS UPON US

This presentation explores how the ICTS Portfolio within Griffith University is rebuilding itself from first principles in order to meet the challenges of the future. There are many external and internal challenges and trends impacting both the Higher Education and the IT industries that are driving an accelerated rate of change in many elements of the Griffith business model. These changes have meant significant adjustments and pressures for the business model of IT Services within Griffith, driving change through the services, people and governance. An internal IT organisation needs to ensure that it is operating on or close to the edge if it is to survive in the current environment.

The presentation will outline a number of these challenges and trends that are driving us outwards towards the edge of the world that we need to operate on. It will then examine the multi-pronged approach aimed at keeping the Griffith IT Services competitive and in line with supporting the delivery of the University vision and strategies.

1. Looking at the services we deliver more strategically in a customer centred way and working back into our technology from that point
2. Critically assessing / redesigning our processes.
3. Deliberately focussing on the leadership skills of our front line and 'middle' management
4. Building governance structures that strike a balance between oversight on the one hand and strategic agility on the other.

We will look in some depth at the leadership challenge that we as IT professionals face in managing a future that is about constant change, and the cultural shift that needs to be made within the broader IT culture.

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