Trends from 2015–2017

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22 Acknowledging the Core Business
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24 Data Privacy
25 Student Digital Literacy

2016

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15 Cloud Services
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17 Leveraging Technology for Collaboration
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21 Managing Demand
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23 Addressing Student Expectations
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25 Connecting Research to Support & Infrastructure
26 Digital Literacy
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28 User Experience
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30 IoT

2017

1 Student Success Technologies
2 Digital Strategy
3 Information Security
4 Delivering Services
5 Secure Collaboration
6 Business Transformation
7 Educational Technology
8 Workforce Evolution
9 Sustainability
10 Identity & Access Management
11 Analytics
12 Research Support
13 Institutional Partnerships
14 Learning Analytics
15 Cultural Change
16 Strategic Alignment
17 Personalised Learning
18 Supporting Innovation
19 Enterprise Architecture
20 Organisation Efficiency
21 Business Value
22 Data Governance
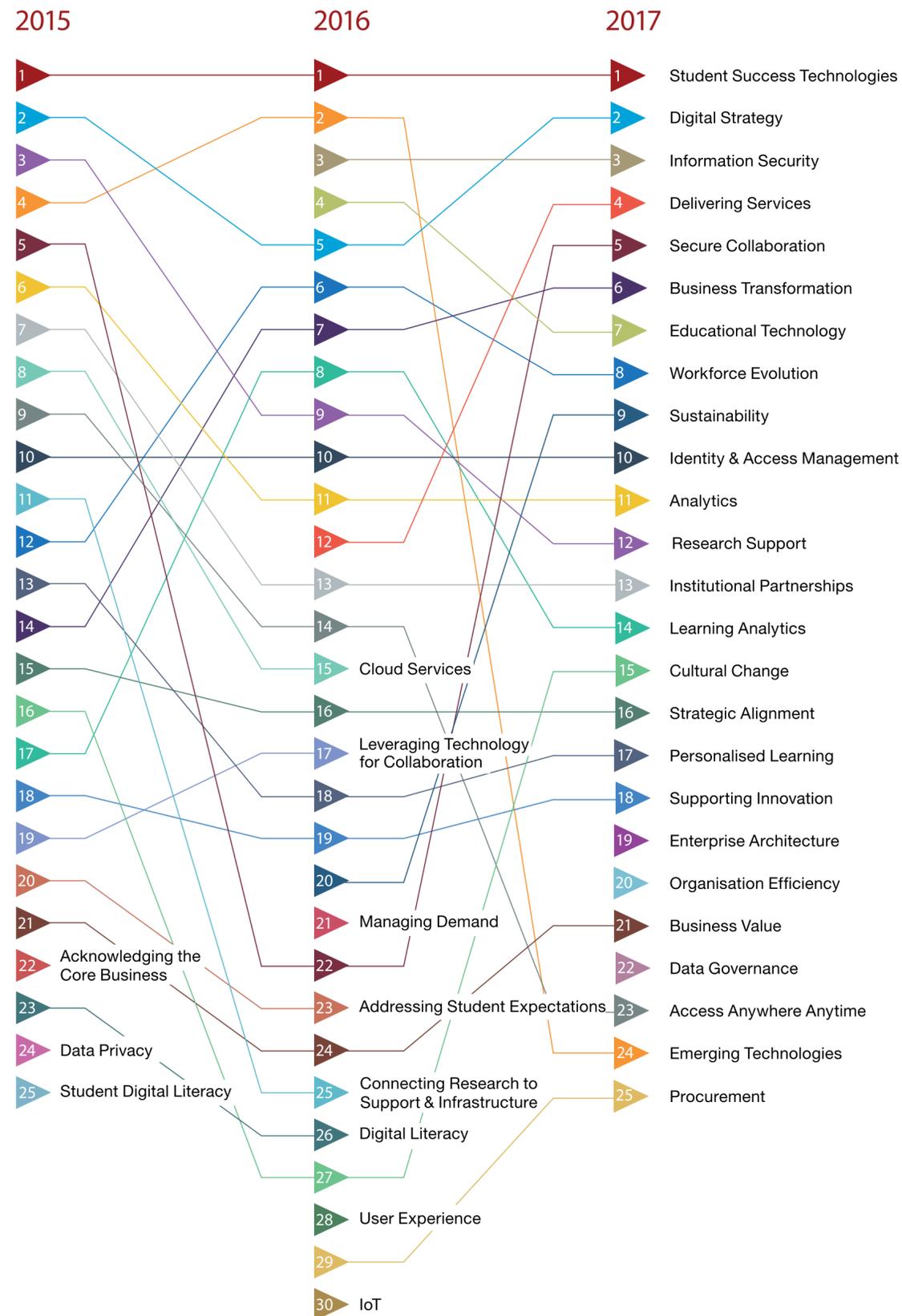23 Access Anywhere Anytime
24 Emerging Technologies
25 Procurement

Expanded explanation of topics (sorted alphabetically)

Access Anywhere Anytime — Providing access to on-campus learning and research applications off-campus, anywhere, anytime

Acknowledging the Core Business — ICT workforce developing an improved understanding of teaching and research as the core business of the institution

Addressing Student Expectations — Understanding and addressing the expectations of a new generation of students

Analytics — Applying easily accessible analytics to support strategic initiatives and decision making

Business Transformation — Positioning ICT as a catalyst to transform the business functions of the institution

Business Value — Establish information management capability for analysis, cost effective data handling and ensure security of sensitive information

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

Cultural Change — Agility to change operating model to align with other organisational changes and objectives

Data Governance — Improving the management of institutional data through data standards, integration, protection, and governance

Data Privacy — Managing the impact of new data privacy legislation

Delivering Services — Developing and implementing enterprise ICT applications, architectures, and sourcing strategies to achieve agility, scalability, cost effectiveness and effective analytics

Digital Literacy — Increasing the level of digital literacy of staff and students

Digital Strategy — Supporting the institution's digital strategy

Educational Technology — Supporting innovative approaches to teaching and learning through appropriate applications of technology

Emerging Technologies — Ongoing demand to facilitate and support the application of emerging technologies (in a variety of scenarios)

Enterprise Architecture — Understanding and leveraging an enterprise architecture to maximise future value, integration and minimise duplication

Identity & Access Management — Effective and efficient Identity and Access Management to provision appropriate e-Services to students and staff

Information Security — Developing a holistic, enabling approach to information security that reduces the risks associated with cybersecurity

Institutional Partnerships — Assisting faculty and academic leaders' understanding of technological innovations and changes to optimise the use of these technologies in teaching and learning

IoT — Update existing enterprise architecture and operating models to enable smart device usage developed through connecting things to capturing insights

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

Organisation Efficiency — Achieving organisational efficiencies through centralisation of ICT governance and resources

Personalised Learning — Developing and supporting personalised learning delivered through pedagogical changes

Procurement — Sourcing technologies and services at scale to reduce costs

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

Strategic Alignment — Ensuring effective governance structures to align information technology with the strategic direction of the institution

Student Digital Literacy — Increasing the level of digital literacy of students

Student Success Technologies — Improving student outcomes through an institutional approach that strategically leverages technology

Supporting Innovation — Facilitating and supporting innovation, wherever it may occur

Sustainability — Developing a sustainable approach to the organisation's technology capability to meet changing needs

User Experience — Ensuring consistent interface for all technologies used on and off campus

Workforce Evolution — Continually reshaping the ICT workforce to ensure it provides agile technology capability that supports the institution's evolving needs