

Ubiquitous Communication

It's only as good as the message

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In the next 25 minutes...



Context



Impact on IT



Business Value



Where next?

3 Predictions

Process won't keep up with change

Agile will kill waterfall

Business value will challenge value for money

3

Australian Children

have \$1,886 of equipment



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American Habit



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IT in the Toilet – 2012, 11mark.com

IT in the Toilet Generational gaps



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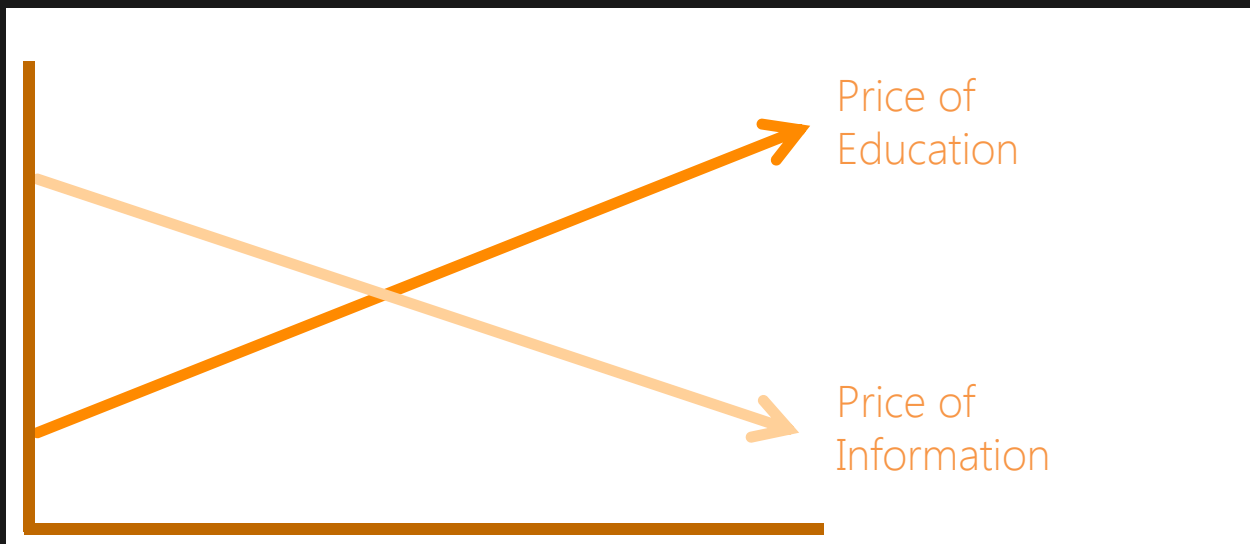
IT in the Toilet – 2012, 11mark.com

Australian Internet % Reach



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comscore, February 2011



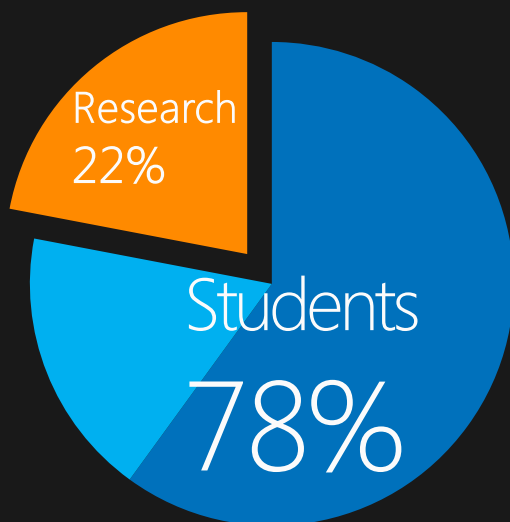
an education challenge

International student flow



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University Income



\$8 out of every \$10 is from students

Research is important to academics
Students cross-subsidise research

23% of fees are international students.

International student arrivals down 23% in 2011/12
Strong Australian dollar hurts universities
International student fees help research and domestic students

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Which business model goes next?

"There is little or no standardization and only minimal attempts to collect evidence that could be used to improve [the business].

New developments are slow and costs go up every year.

New online providers will challenge the model, developing standard [products], high quality delivery and more effective [metrics]. The online mantra – better, faster, cheaper – is coming to [this industry] and no one knows where it will end. One thing is certain, [businesses] had better start preparing now."

Which business model goes next?

"There is little or no standardization and only minimal attempts to collect evidence that could be used to improve **delivery and assessment**.

New developments are slow and costs go up every year.

New online providers will challenge the **craft** model, developing standard **courses**, high quality delivery and more effective **assessment**. The online mantra – better, faster, cheaper – is coming to **academe** and no one knows where it will end. One thing is certain, **universities** had better start preparing now."

13 *Professor Steven Schwartz, VC Macquarie University*

Impact on IT?



Consumerisation of IT

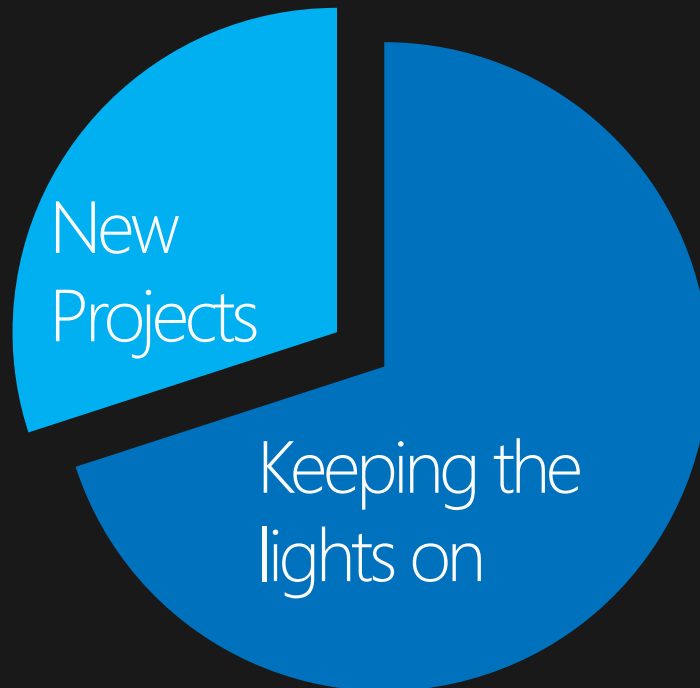


Higher demand, lower budget



Fragmentation

Higher demand, lower budget



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Fragmentation



Delivering Business Value

The Paperless University

What would happen if you reduced the amount of paper used in your university?



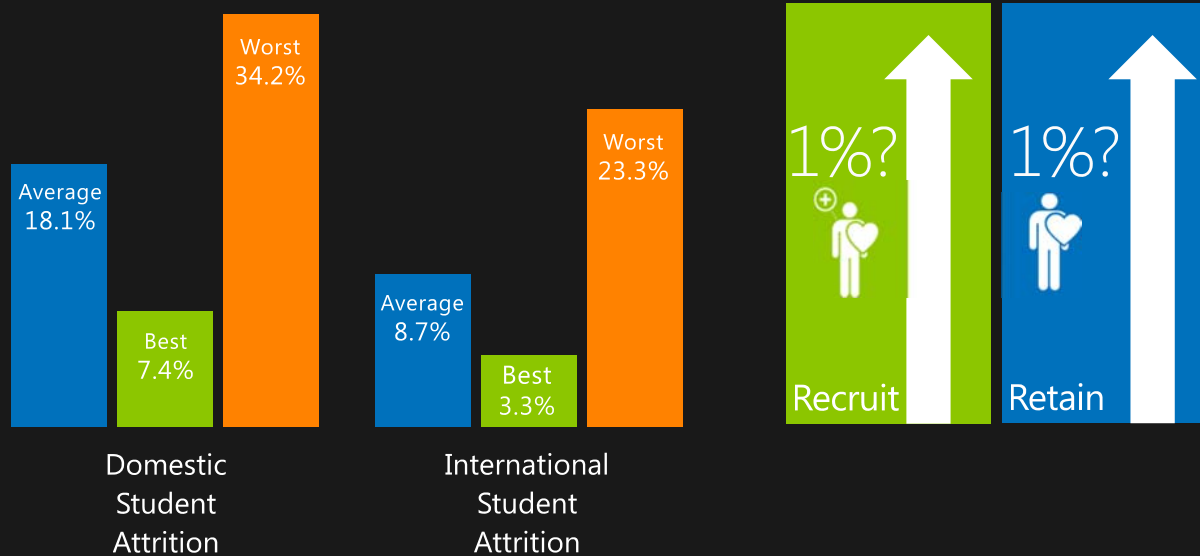
ICT Budget



Paper Budgets



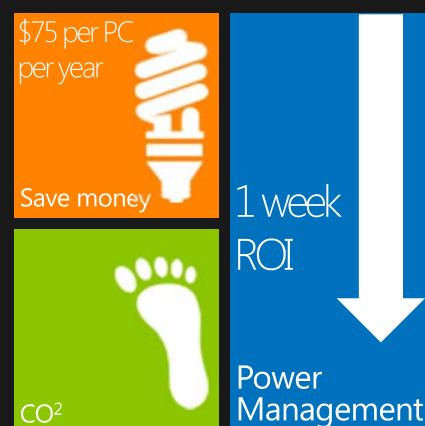
Improving student recruitment and retention



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Saving money with IT

- Deploy a new operating system
- Power management
- Replace old computers



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What's your current project?

- What's the business purpose?
- What should you be repeating over and over?
- How are you demonstrating business value?

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3 Predictions

Process won't keep up with change

Step change falls behind, as imagination takes over
Framework for data and decisions becomes key

Agile will kill waterfall

Takes longer to write a specification than to build the solution
User specifications change faster than the project can keep up
Agile institutions will challenge the rest

Business value will challenge value for money

Compelling ROI becomes a critical factor
Cross-boundary projects will become critical

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