

Innovation Evolution @ Sydney

Questnet | July 2013

Geoffrey Brown – Director ICT Solution and Engagement Services



THE UNIVERSITY OF
SYDNEY



Innovation Evolution @ Sydney

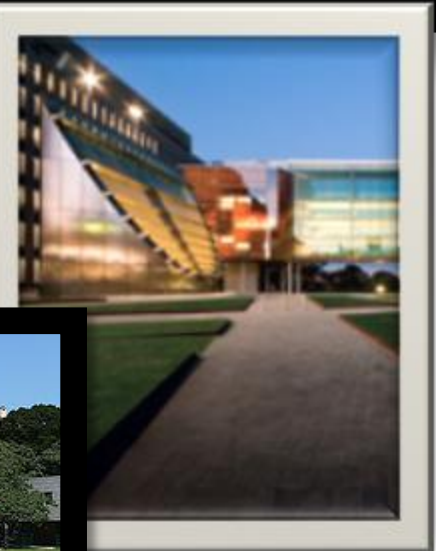
Geoffrey Brown
The University of Sydney
Director – Solutions and Engagement Services

- ✓ **First University in Australia – established in 1850**
- ✓ **Ranked in the top 50-100 Universities globally**
- ✓ **Research and Learning & Teaching business**
- ✓ **51,000 students & 10,000 staff & 270 people in ICT**
- ✓ **\$1.7 billion annual turnover**
- ✓ **IT budget \$80 million**
- ✓ **20,000 computers**
- ✓ **18,000 phones**
- ✓ **2,000 servers**
- ✓ **2 Pb storage**
- ✓ **700,000 emails daily**





600 buildings (old/new...)



ICT Services

- Mainly dysfunctional until a few years ago
- Now being delivered satisfactorily
- Continuous improvement happening

Shared Services

- Commenced 2005 – formally closed end 2010
- 145 email systems -> mostly on 1 central service
- Around 90% under ICT care (95% by end of year)
- Transformation programme

Cultural

- Trusted to supply the usual operational necessities
- Customer Service front of mind (mostly)



Generic or Genetic



Generic

**Absolutely necessary
for lights on operation**

**Utility/commodity
in nature**

(eg email, many HR & Finance
functions, storage....)

**Need to be
“good enough”**





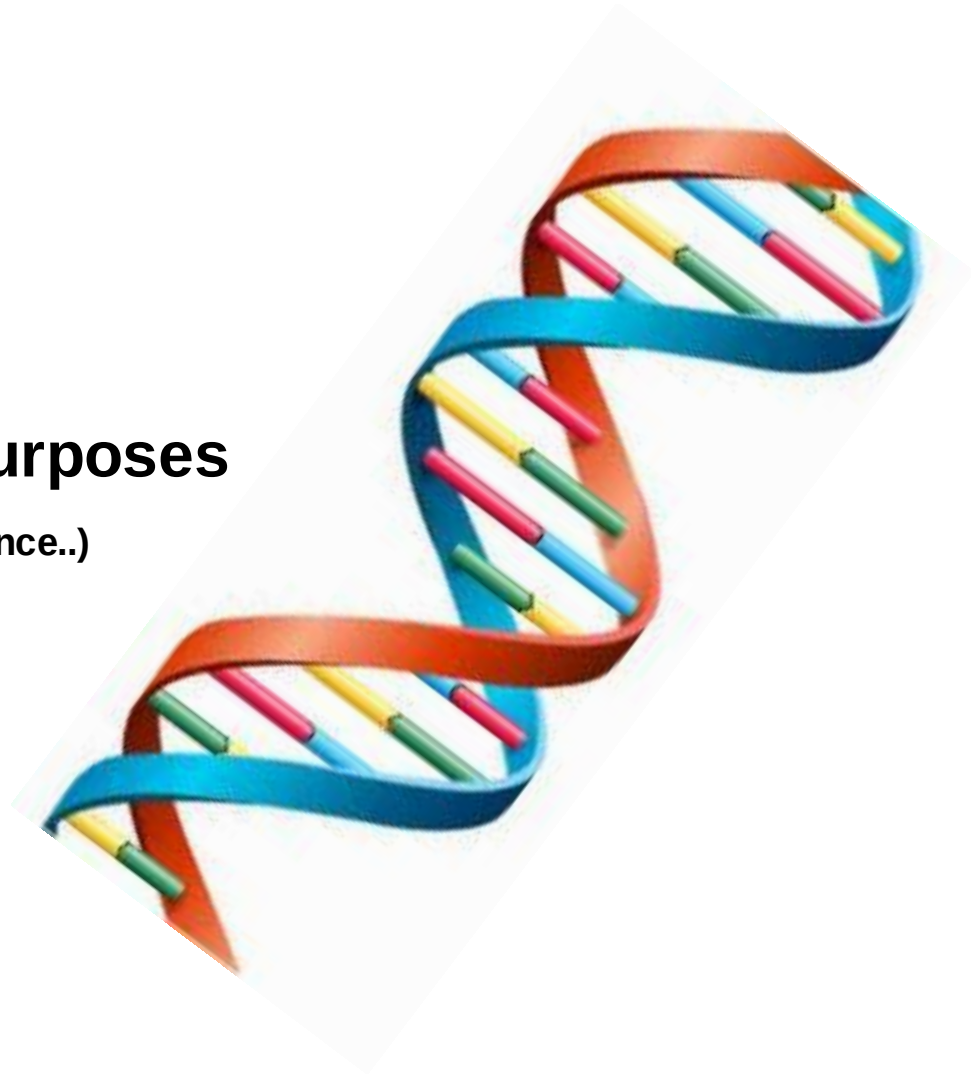
Genetic

Critical for differentiation

Strategic – serves core purposes

(improving L&T, research, student experience..)

Need to be world leading



Less Generic & More Genetic

✓ The Test

- If you do it 100 times better does it make a significant difference
- Generic : No Genetic : Yes!!!

✓ Generic

- Less money, time & headspace
- Source externally if pragmatic/cost effective

✓ Genetic

- Focus more spend and headspace
- Hybrid of sourced, integrated and internally developed





What's Next?

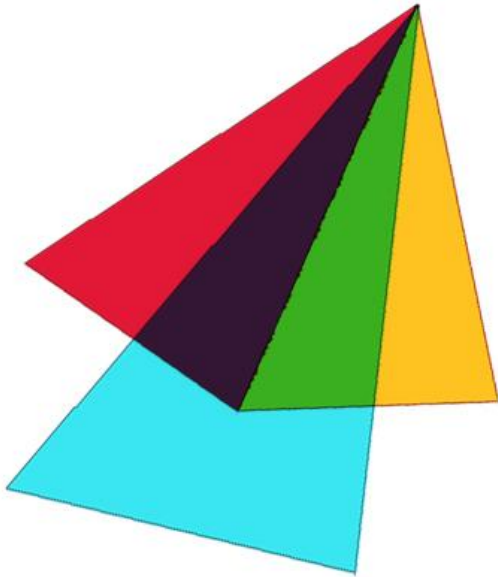


Adding value to the business....

**Generic:
Utility**

**Genetic:
Innovation**





The TechLab



Why?



**Innovation Inspiration
Creation Imagination
Fascination Initiation
Generation Stimulation
Visualisation Sensation
Incubation Ideation
Digitisation
For our nation!**



Its all about Engagement

- ✓ Customers
- ✓ ICT staff
- ✓ Vendors / partners





Physical and Virtual

- ✓ Hardware, software, services, visualisation
- ✓ In the TechLab and anywhere else



InnovatUS (staff democratisation)

- ✓ **Contribute ideas**
- ✓ **Discuss ideas**
- ✓ **Vote on ideas**
- ✓ **Participate**
(search, analyse, mash, test, implement)



Techlab (2) - Dropbox x TechLab Innovation Activi x

https://usyd-roadmap02.squiz.net/newproject

Squiz Roadmap Contribute

TechLab Innovation A...

Ideas 145 Members 96 Votes 396 Comments 342

8 votes in use 2 remaining

Reports Search...

- Open Ideas 122
- Watched Ideas 15
- My Ideas 5
- My Comments 1
- My Votes 8
- My Reports
- You do not have any saved searches
- Project Reports
- Completed activities 16
- Graduated Ideas 4
- Underway Ideas 6

Open Ideas Filtered by Status

Refine Search Save Report Sharing

Ideas (122) Sort By: Score Age Updated Votes Influence

Innovation activity CMDB #70

49

39 125%

30 Jan 25 George Clemens

Develop a CMDB for ICT

CMDB

Innovation activity ★ Goodbye Deskphones #76

19

19 100%

14 Jan 29 Secret Whatchamacallit

Implement a soft phone solution for Staff Additionally, enable soft phone solutions to the helpdesk, Allowing users to use their work number when off campus, via VPN, would reduce roaming costs for the university.

helpdesk Cisco phone Smart Phones

Innovation activity ★ Chargebar #73

Place lockable charging stations in Student spaces

Report Summary

60 50 40 30 20 10

60 50 40 30 20 10

Total ideas found 122

New 112 (92%)

Your vote on this idea has been unlocked Show all downloads...

The TechLab Edit 1....mp4 51.9/397 MB, 21 mins left

Techlab Video (web....mp4)

Techlab (2) - Dropbox x Internal Innovation/TechL x

https://usyd-roadmap02.squiz.net/techlab

Squiz Roadmap [Contribute](#) [Dashboard](#) [Administration](#)    [Save](#)

 Internal Innovation/Te...

Ideas	Members	Votes	Comments
57	4	13	141

[8](#) [8 votes in use 2 remaining](#) 

Reports

- [Open Ideas](#) **34**
- [Watched Ideas](#) **8**
- [My Votes](#) **8**
- [My Reports](#)

You do not have any saved searches

Open Ideas [Filtered by Status](#) [+ Refine Search](#) [Save Report](#) [Sharing](#)

Ideas (34) Sort By: [Score](#) [Age](#) [Updated](#) [Votes](#) [Influence](#)

Discussing **3**

 2  150%

 6  Mar 27  Nick Gilbert

TechLab Launch #171

Invite: ICT Exec SES Managers & TLs Rob Ellis Ali Abbas Richard Coutts Guy Kabos George Clemens Andre Berehovy Max Ben Drysdale VC? Anne Brewer? Deans? Microsoft Reps Dell Reps Do: Food & Drinks Play a...

Underway Activity **2**

 1  200%

 1  May 10  Jim Cook

Tech plan #210

oh god

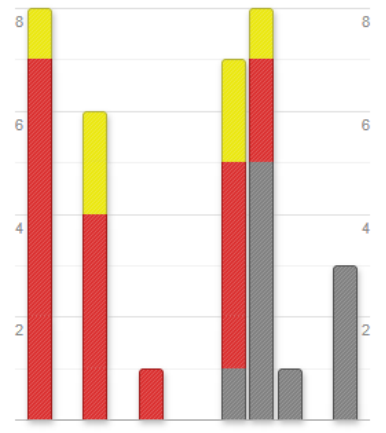
Underway Activity **2**

 1  May 3  Nick Gilbert

Tech Lab Presentation #198

30 minute preso that is modular/scalable

Report Summary



Total ideas found **34**

 Waiting for People **14 (41%)**

 [Show all downloads...](#) 

The TechLab Edit 1....mp4 82.8/397 MB, 19 mins left  Techlab Video (web....mp4)



Slivers of Time

- ✓ **Encourage involvement**
- ✓ **Contains costs**
- ✓ **Delivers!**



Governance structures

- ✓ Charter
- ✓ KPIs – monthly targets ideas, progression, fails..
- ✓ Innovation Technology Council
- ✓ Workflows mapped

Tracking

- ✓ Visitors
- ✓ Assets
- ✓ Ideas -> Delivery

3D technologies

- 3D object manipulation
(heart, valves)
- 3D printer (50 different prints)
- 3D image capture

Big Data

- Geo-Authentication
- BioBody, near earth mining, small
arms trading
- Grid computing

Social

- InnovatUS

Unified Comms

- Cisco (Jabber/Webex)
- MS (Lync/Skype)
- Adobe (Connect Pro)

Internet of Things

- Hue lights, Intelligent room, AV controls
- Litro, Event Timer, Pavegen

Devices/Mobility

- Reference lab, waterproof
tablet, phone projection

Virtual Reality

- Oculus

Inspired Delivery !

Expose new ideas

Explore opportunities

Our people can be

- ✓ **pioneers, fossickers, mash masters,**
- ✓ **process pilots, digital scaffolders/riggers,**
- ✓ **negotiators, evangelists, engineers,**
- ✓ **originators, multipliers, connectors,**
- ✓ **innovators, visualisers, settlers,**
- ✓ **data dudes, digital champions...**



“Thanks to the whole ICT team! We look forward to working closely with the team and lots more constructive technomischief as the projects roll out!!”



Thank you

