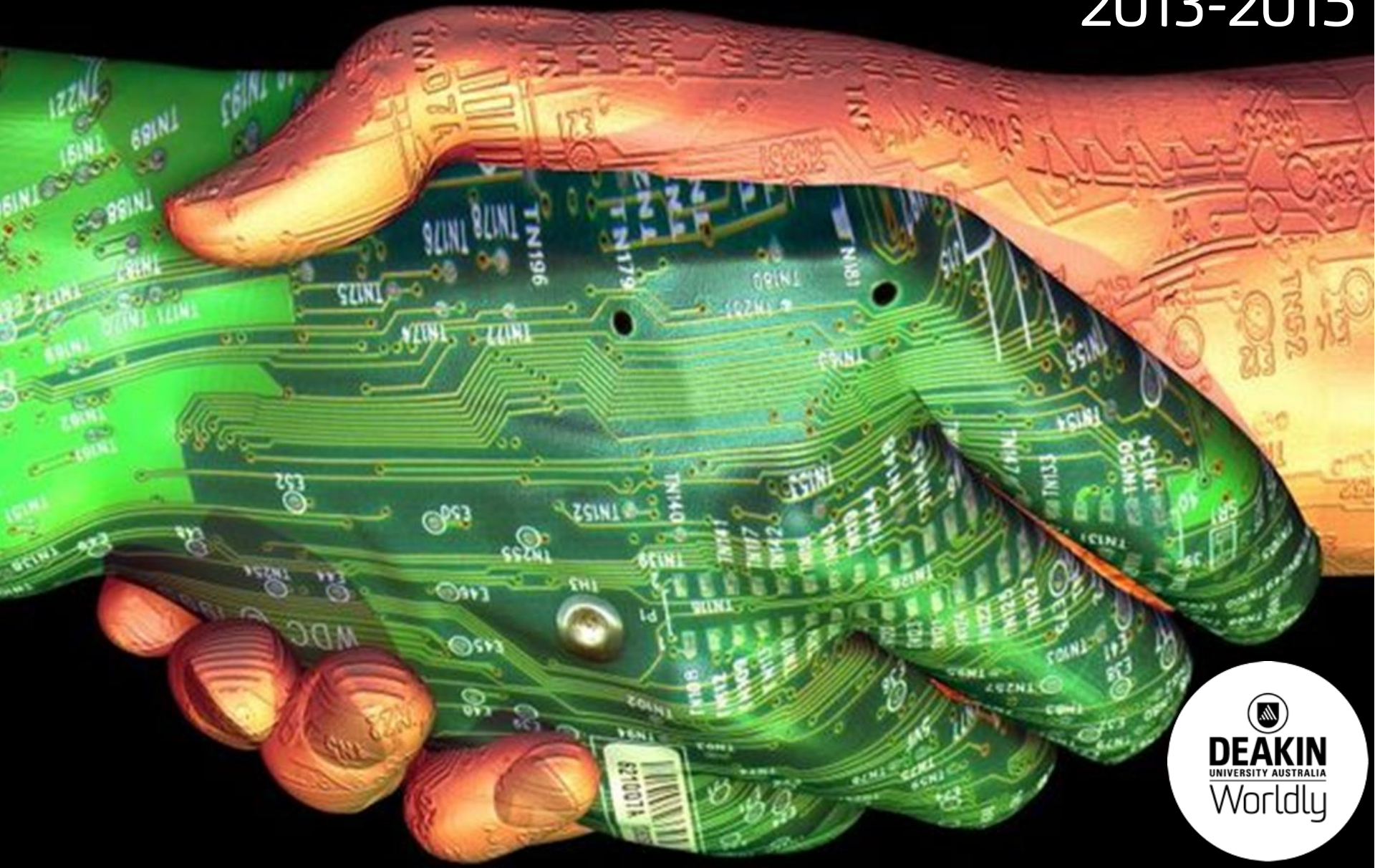
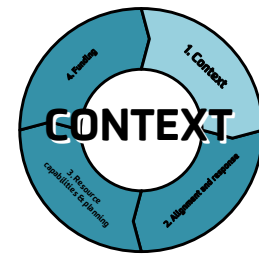


# Deakin eSolutions

# Deakin eStrategy 2013-2015

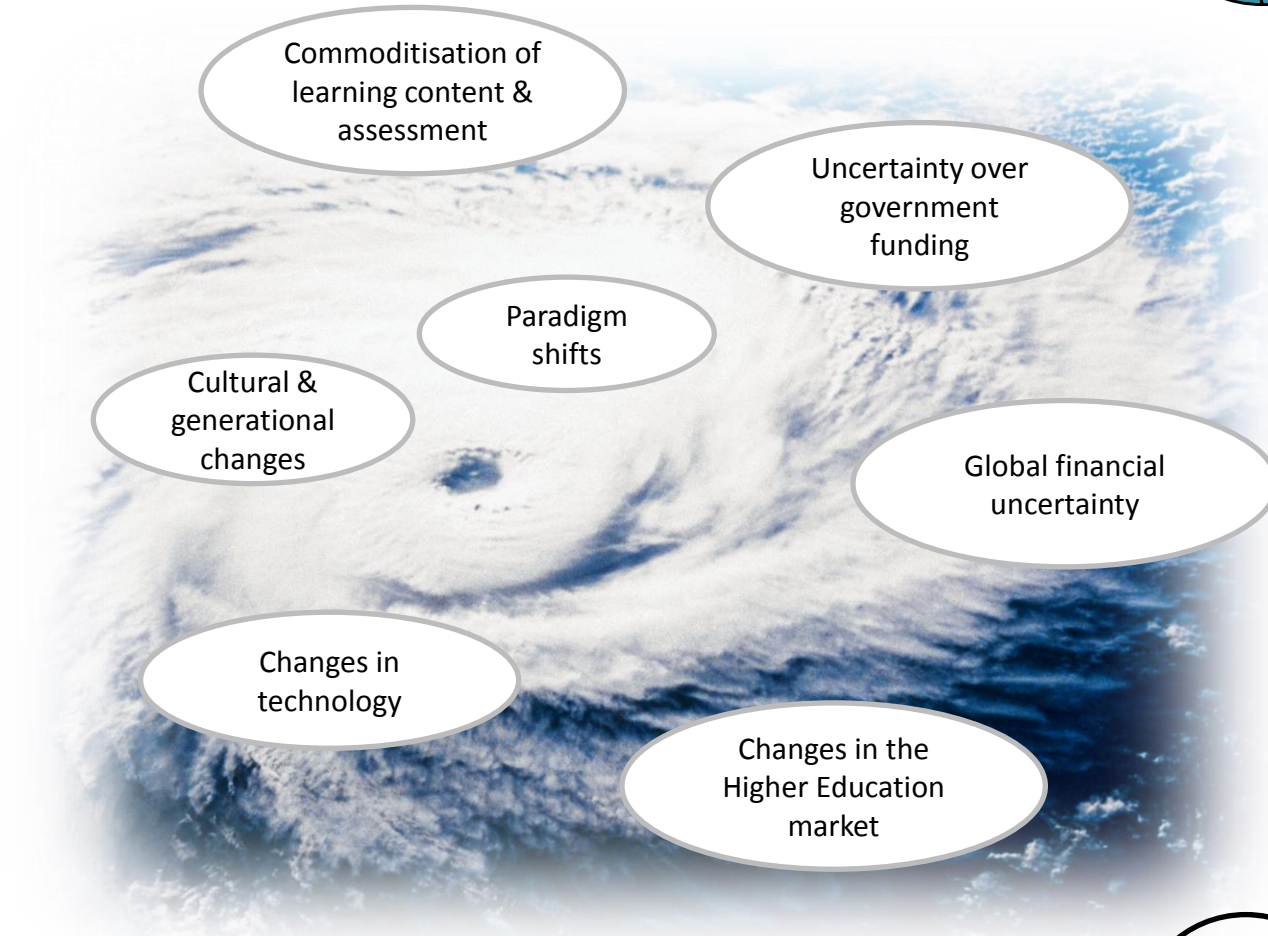


# LIVE Context Influencing Deakin eSolutions



In July 2012, Deakin launched a bold new strategic plan "LIVE the Future – Agenda 2020". Its background paints a picture of the perfect storm we are entering into.

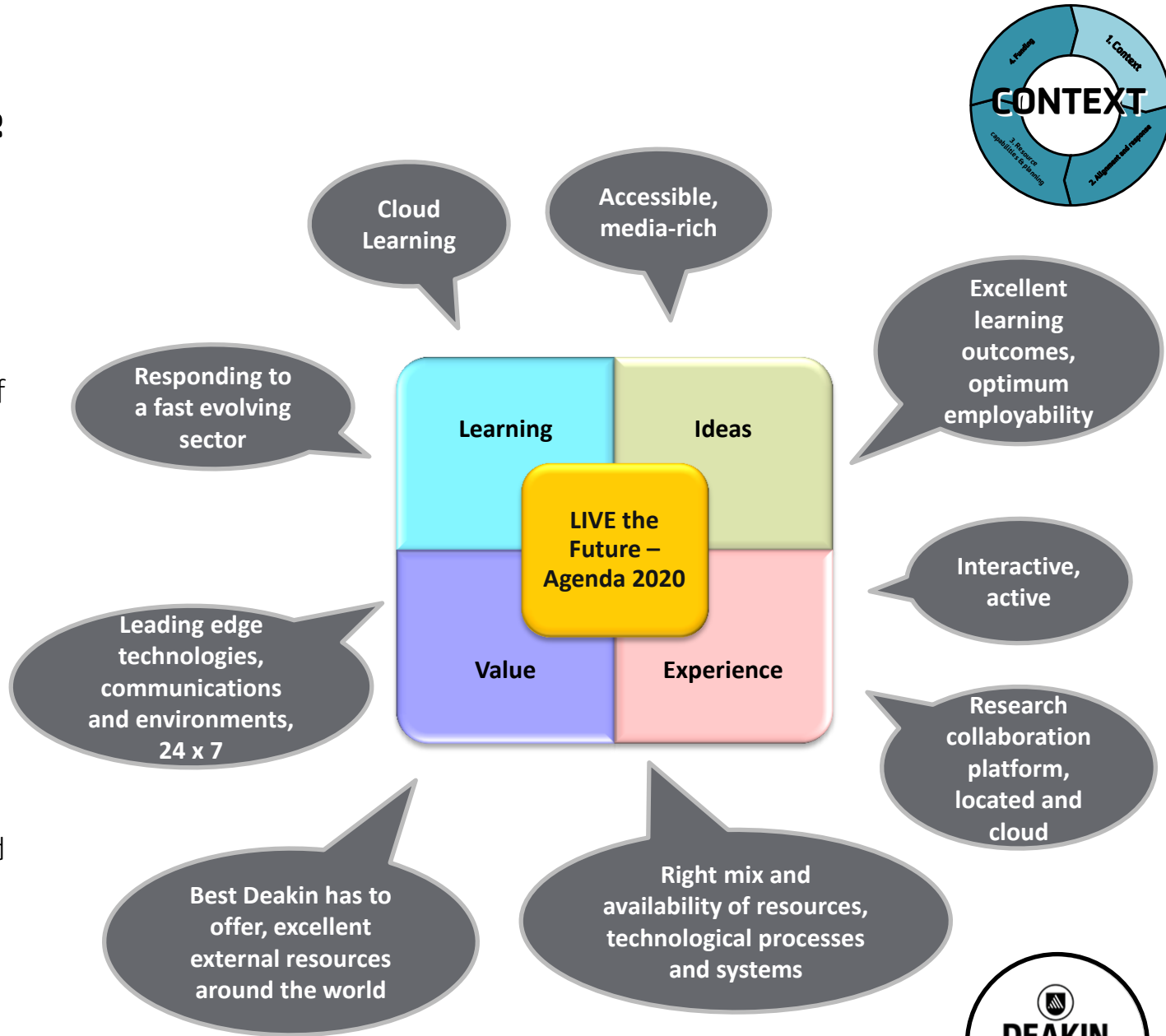
These are the drivers behind this Deakin eSolutions eStrategy.



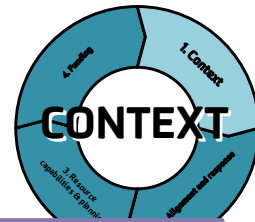
# Our Charter – LIVE the Future

The Deakin strategic plan – LIVE the Future promises to drive the digital frontier by harnessing the power, opportunity and reach of the digital world in all that it does.

The message to Deakin eSolutions is clear. However, this will necessitate our transformation from being a service provider to that of a facilitator – being an “e” broker, integrator, innovator and leader.




# The Five Mega-trends Explained



## PLACE Mobility

**External Trends**

- Mobile centric applications
- BYOD mobile device
- Device independence
- Cloud services
- Public cloud storage
- Remote assessment methods
- Cloud based office productivity tools



**Predictions**  
Gartner predicts that by 2013 mobile phones will overtake PCs as the most common Web access device worldwide <sup>1</sup>


Nearly half of all application and web hosting capacity will be on cloud-based architectures by 2015<sup>2</sup>

Digital innovations offer opportunities to improve staff retention by providing more flexible working arrangements and allowing teams to use their own devices, such as smartphones, tablets and home computers. Companies can in turn reduce office space and travel needs, tap into new models – such as using shared office facilities in locations where they have small teams – and explore ways to give staff more autonomy. <sup>4</sup>

## PACE Flexibility

**External Trends**


- MOOCs
- Free online education
- eLearning
- Digital technologies in campus based learning
- Industry based content delivery and certification
- Changes to the University teaching model



**Predictions**  
Digital technologies will transform the way education is delivered and supported, for example through applications that enable real-time student feedback, and the way education is accessed in remote and regional areas<sup>3</sup>

Universities will need to rethink the role of digital channels and third party partnerships in recruiting students and delivering teaching and research programs.<sup>3</sup>

## FACE Personalisation



**External Trends**

- Changing student profile & expectations
- Context-aware computing
- e-Identity of staff and students

**Predictions**  
Universities will need to have a clear strategy and execution around target student segments and their specific needs and preferences.<sup>3</sup>

leading organisations are allowing consumers to connect, design and configure products to their unique personal preferences. <sup>4</sup>

## SPACE Collaboration




**External Trends**

- Increased collaboration across universities
- Industry-based research partnerships & commercialisation
- Teaching-research nexus
- Relationships with important international institutions

**Predictions**  
Digital collaboration brings together informal and formal ways for people to learn about each other's capabilities and backgrounds. <sup>4</sup>

Australia will need to deepen and broaden our relationships across the community as competition for influence and access to markets increase in coming decades. <sup>5</sup>

## TRACE Information



**External Trends**

- Significant growth in research data commensurate with growth in computing power
- Increasing Expectations of research data transparency
- Self administration of student information

**Predictions**  
Big Data is moving from a focus on individual projects to an influence on enterprises' strategic information architecture<sup>1</sup>

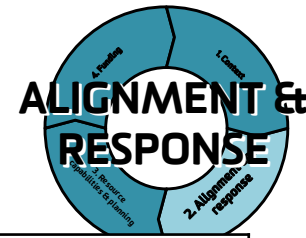
Another capability inviting investment is data analytics, due to the increasingly greater potential to capture and gain value from information about customers, operations and other factors. <sup>4</sup>

As digital solutions result in ever-more-available data, and analytics discovers the meaningful patterns within those data, approaches to business intelligence are maturing to change the way that management responds to information <sup>4</sup>

References

- 1: **Gartner Identifies the Top 10 Strategic Technology Trends for 2013**, Gartner 2012: <http://www.gartner.com/it/page.jsp?id=2209615>
- 2: **What's on the Emerging Technology Roadmap for 2013?**, Mark Tonsetic IEC 2012: <http://tech.exbdblogs.com/2012/09/18/whats-on-the-emerging-technology-roadmap-for-2013/>
- 3: **University of the future**, Ernst & Young 2012
4. **Digital Disruption Short fuse, big bang**, Deloitte 2012
5. **Australia in the Asian Century**, Commonwealth of Australia, 2012: <http://asiancentury.dpmc.gov.au/>





# Strategy Concepts

To enable LIVE, a number of inter-related concepts come together to form a balanced strategy.

These concepts form a set of building blocks that span the intellectual and emotional spectrums.

At the same time, responding to our drivers, these concepts are also the “e”ssence of LIVE.

<b>Capability, Practice &amp; Staff</b>	Ensuring Deakin eSolutions and the wider “e” capabilities are well-armed, eager and motivated to LIVE ours and their future.
<b>Anywhere Enablement</b>	Ensuring Deakin, as a whole, is “e”-capable independently of geography, competency, and personal circumstance.
<b>Collaboration, Efficiency &amp; Productivity</b>	Enable increased levels of internal and external collaborations for Deakin and its partners, and support productivity and efficiency gains within Deakin.
<b>Business Intelligence</b>	Support evidence-based decision making and intelligent use of business information.
<b>Research Platforms</b>	Support Deakin Researchers to deliver quality outcomes, expand their reach and enable their growth.
<b>Universal Learning Platforms</b>	Ability to refine the Deakin business and pedagogic model with speed and agility and leverage on open offerings worldwide.
<b>Rich Personalisation</b>	Digital interactions with and within Deakin are relevant and sensitive to individual context.
<b>Digital Presence</b>	Deliver a stylish and engaging digital framework to correlate and align digital information & content for interacting with the Deakin community.
<b>eReputation</b>	As a consequence, build an innovative culture through collaboration, delivering business value, trust, respect and LIVE’ing.



# The Deakin eSolutions Identity

In order for Deakin eSolutions to meet its challenges, we must re-invent ourselves.

It is no longer just about hardware, systems, and keeping their lights on.

It is about how we can leverage technology to deliver the most effective business outcomes.

It is about creating an environment where 'e' becomes part of the Deakin community.

## Deakin Promise

### LEARNING

Offer brilliant education where you are – and where you want to go

### IDEAS

Make a difference through world-class innovation and research

### VALUE

Strengthen our communities, enable our partners and enhance our enterprise

### EXPERIENCE

Delight our students, our staff, our alumni and our friends

## Resulting eSolutions Objective

Deliver a personalised learning environment that suits the unique demands, needs and expectations of students – anytime, anywhere, anyhow.

Establish an online environment that allows seamless interaction, engagement and collaboration within and between Deakin & non-Deakin locations.

Provide an innovative environment – both located and cloud – that allows staff, students and other members of the University community to remain wholly mobile and fully connected.

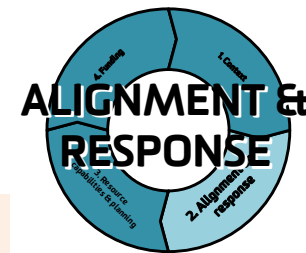
Offer e-solutions that ensure the University community remains globally-accessible during and beyond the traditional learning phases, both formally and informally.

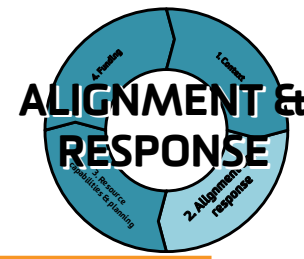
**eSolutions Purpose:**

**eSolutions Promise:**

**eSolutions enables the Deakin community to 'LIVE the Future'**

**eSolutions provides the Deakin community with innovative 'e' platforms anyhow, anywhere, anytime for anyone.**





# “e” Guiding Principles

To realise our new-found objectives, Deakin eSolutions’ every day business will be guided by a set of principles.

These are not designed for eSolutions in isolation. In order to realise LIVE, it is in the interest of Deakin as a whole to understand and respect the rationales behind these principles, and accept the implications they may bring.

<u>Principle</u>	<u>Rationale</u>
<b>Abide by these principles</b>	To provide consistent and successful solutions for the University, all must abide by these principles.
<b>Accept that information &amp; technology are everybody's business</b>	To ensure solutions are aligned with University strategy, stakeholders need to jointly define information & technology objectives.
<b>Innovate, Innovate, Innovate</b>	To maintain competitive advantage, the University must be innovative in the use of existing and emerging technologies.
<b>Maximise benefit to the wider University</b>	To maximise benefit, no minority group should detract from the benefit to the wider University. However, this principle will not preclude any minority group from getting its job done.
<b>Create solutions that are reusable and that work together</b>	To deliver efficiency, agility and seamless information flow across the University.
<b>Use common solutions</b>	To avoid unnecessary expense and conflicting data, common solutions should be used.
<b>Value propositions are considered financially, environmentally &amp; socially</b>	To reflect the University’s responsibilities and values.



# DES Environmental Agenda



## Recycle

- ✓ DUWS and DUPS packaging
- ✓ EOL servers recycled as part of vendor by-back
- ✓ 100% recycled paper introduced to student printer service
- ✓ Recycling of EOL IP phones
- ✓ Recycling of toner, projector globes, laptop batteries, etc.



## Reuse

- ✓ EOL production servers redeployed as sandpit servers
- ✓ Video-conferencing equipment redeployed to maximise availability and help reduce intercampus travel
- ✓ Distribution of EOL computers to PC for Kids

## Reduce

- ✓ Printed / hardcopy instructional material replaced with multimedia
- ✓ ICT vendor sustainability incorporated into University procurement and waste mgmt policies
- ✓ Automated lighting in targeted 24-7 computer labs
- ✓ Advertise carbon-footprint of equipment on DUWS / DUPS catalogue
- ✓ Configuration of Deakin Desktop to ensure power mgmt after idle time (through automatic hibernate, screen shutdown, etc)
- ✓ Reduced power consumption in data centres through server virtualisation and consolidation

