



Shared IT Services for Higher Education & Research

Conference 2018

What Does IT in Higher Education and Research Look Like in Australasia?

How does CAUDIT support IT professionals?

Anne Kealley, CEO CAUDIT

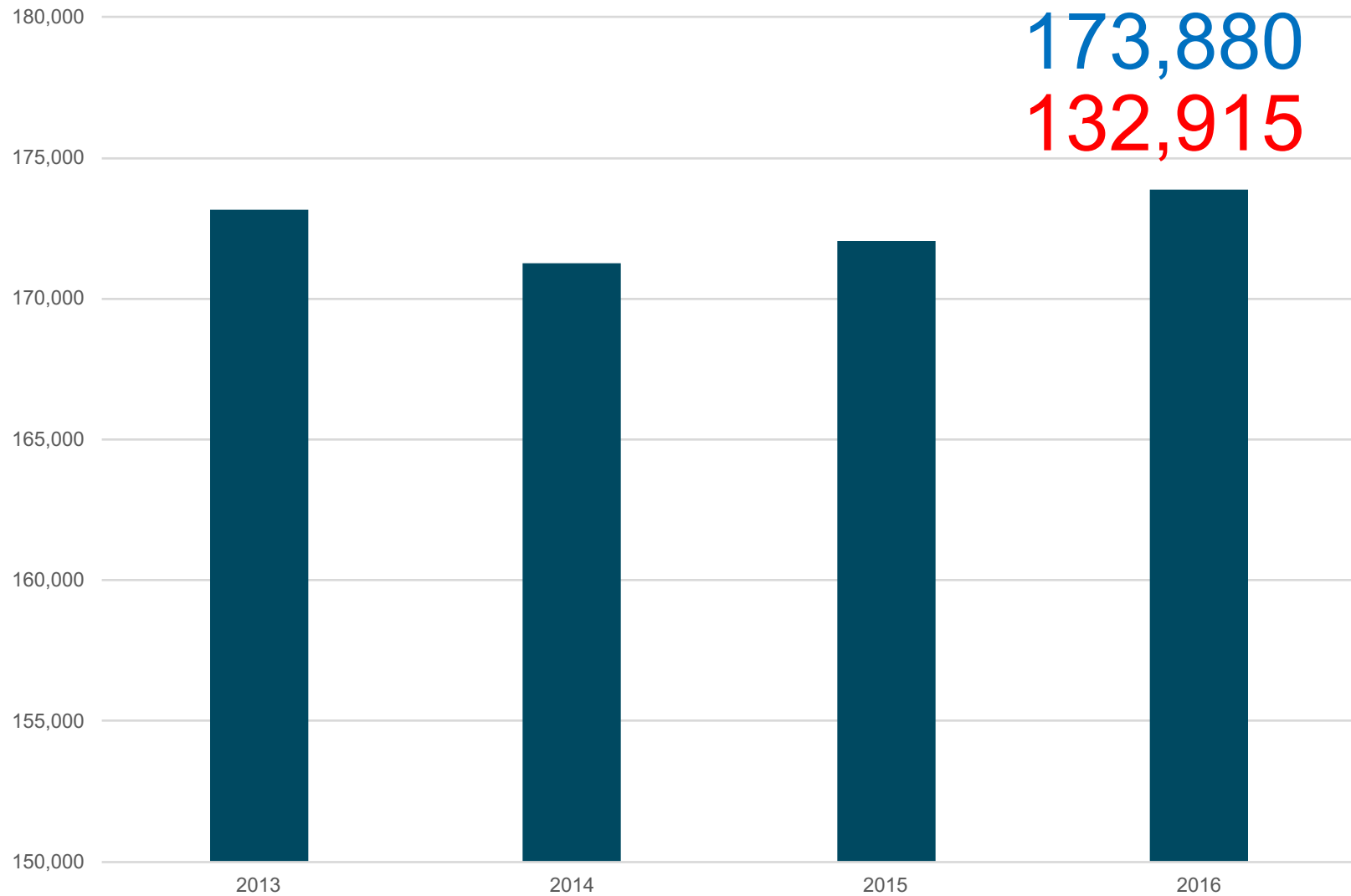


STUDENTS



STUDENTS (EFTSL)

NZ Student Load (EFTS)



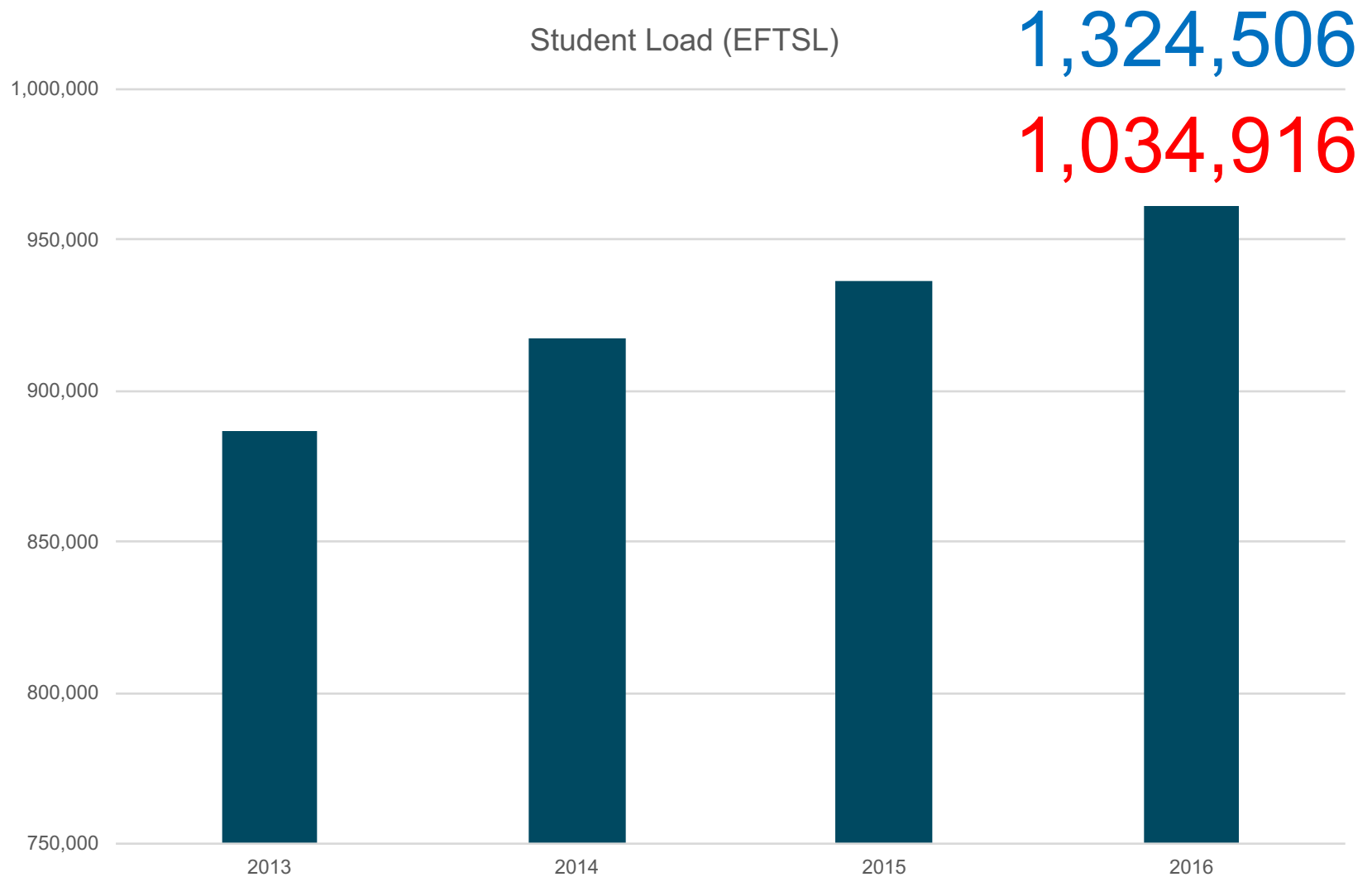
AUS (39 unis):

Smallest: 11,825 (headcount) / 6,573 EFTSL

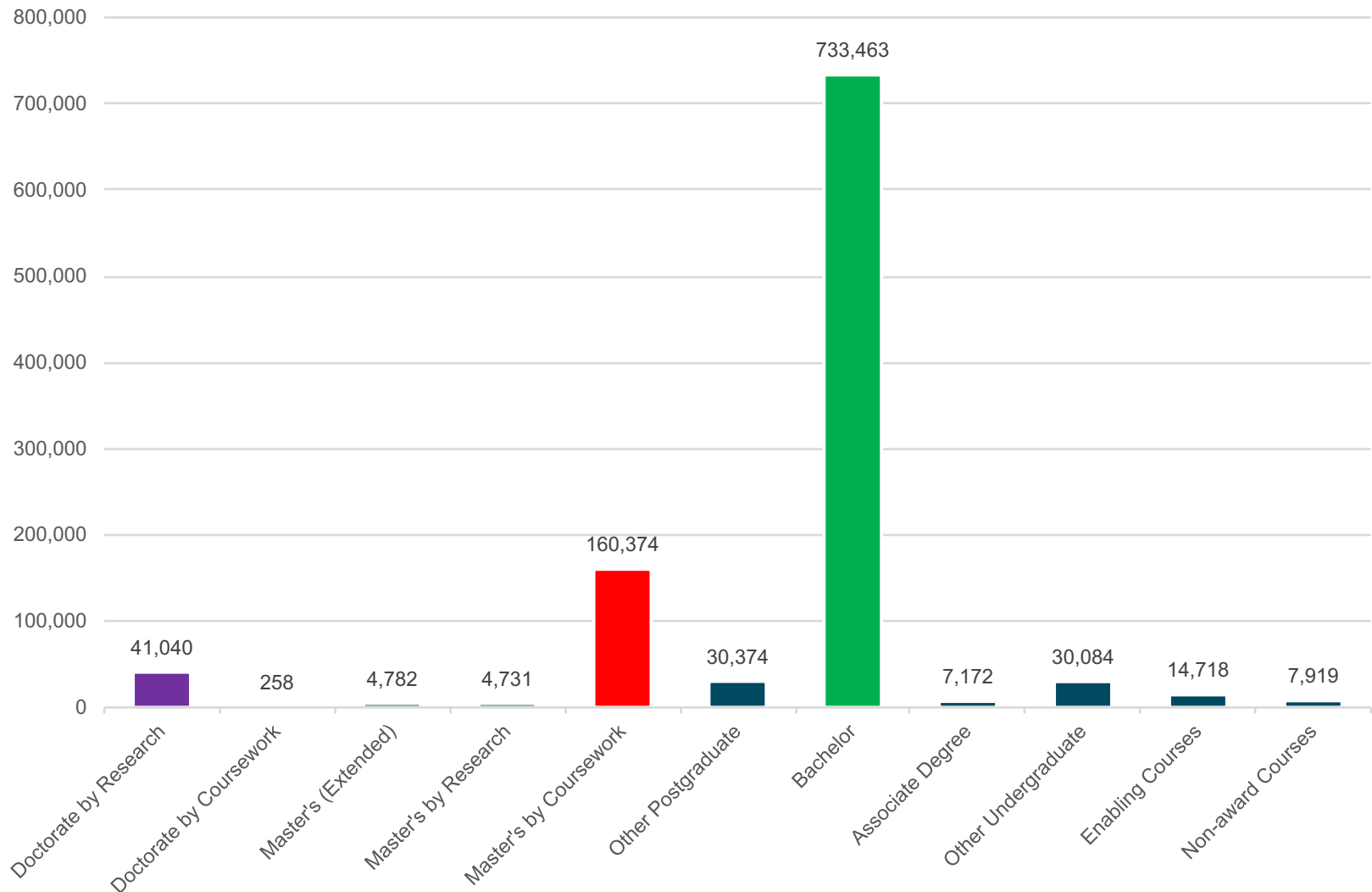
Largest: 73,807 / 55,788 EFTSL

7 have more than 50,000 students

STUDENTS (EFTSL / HEADCOUNT)

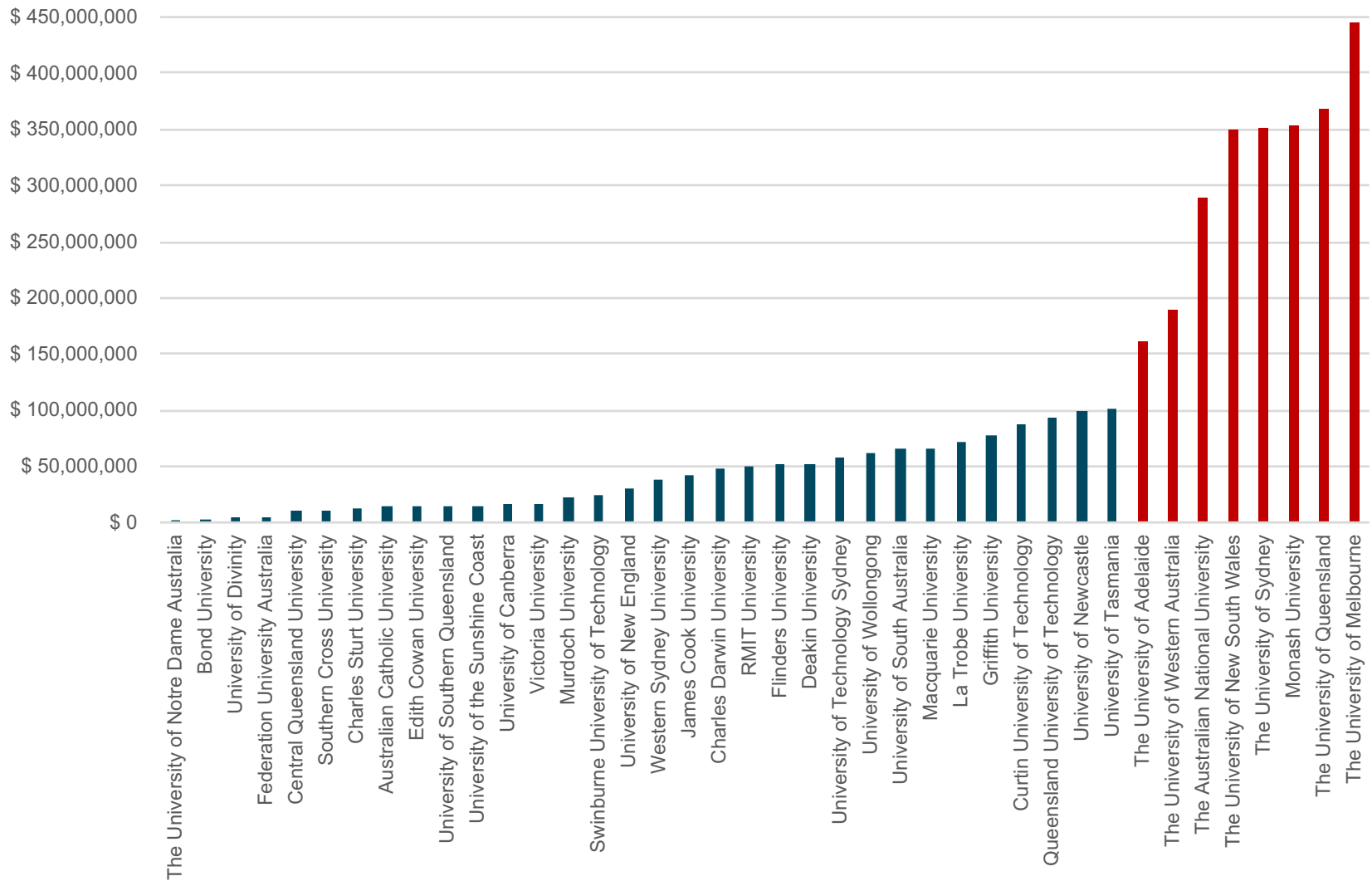


Student Load (EFTSL)



Enrolment Scenarios


Research Income 2016



Total Revenue to AUS unis – \$30.1B
(2016)

International Students bring \$32B into
the country – contribute to diversity in
the sector and the economy





Who is CAUDIT?

What challenges are faced by our members and their reps?

Why do we exist?

How is CAUDIT evolving to support our members?

Where to next?

62

All Australian universities

All New Zealand universities

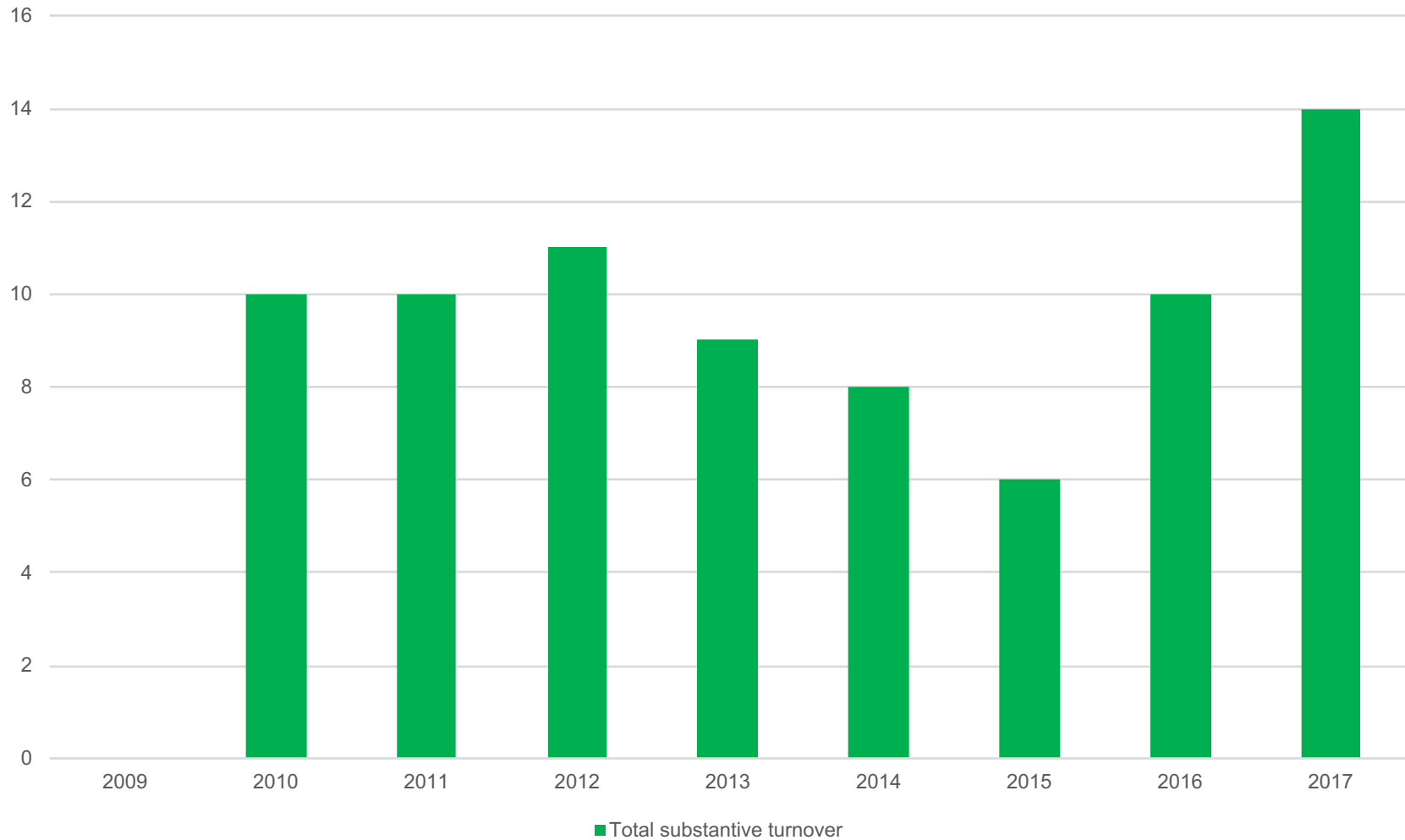
Universities in PNG, Fiji, Timor Leste'

Major research organisations

Other education institutions in HE sector

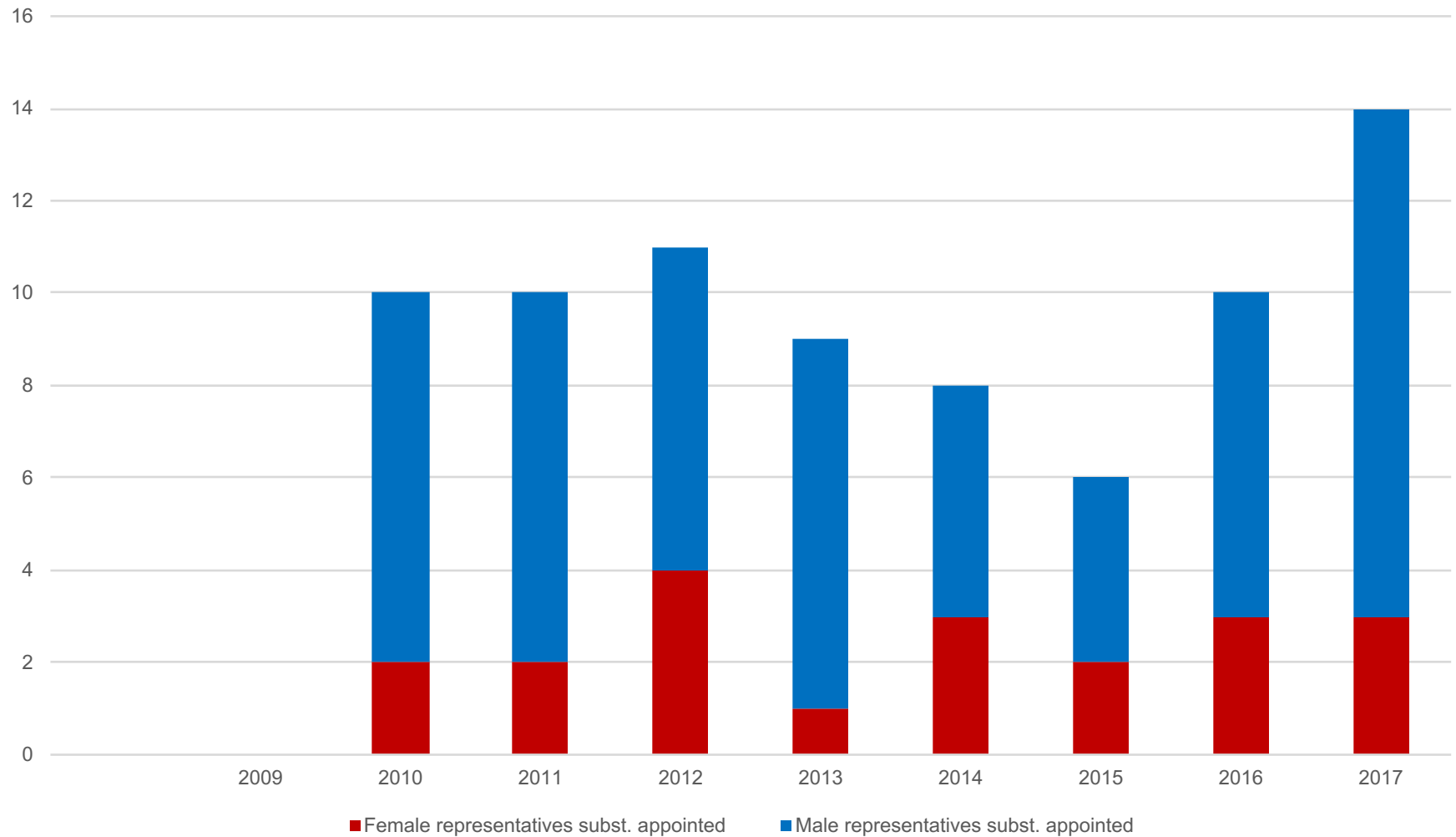
MEMBER REPRESENTATIVES

Member Representatives Substantive Turnover



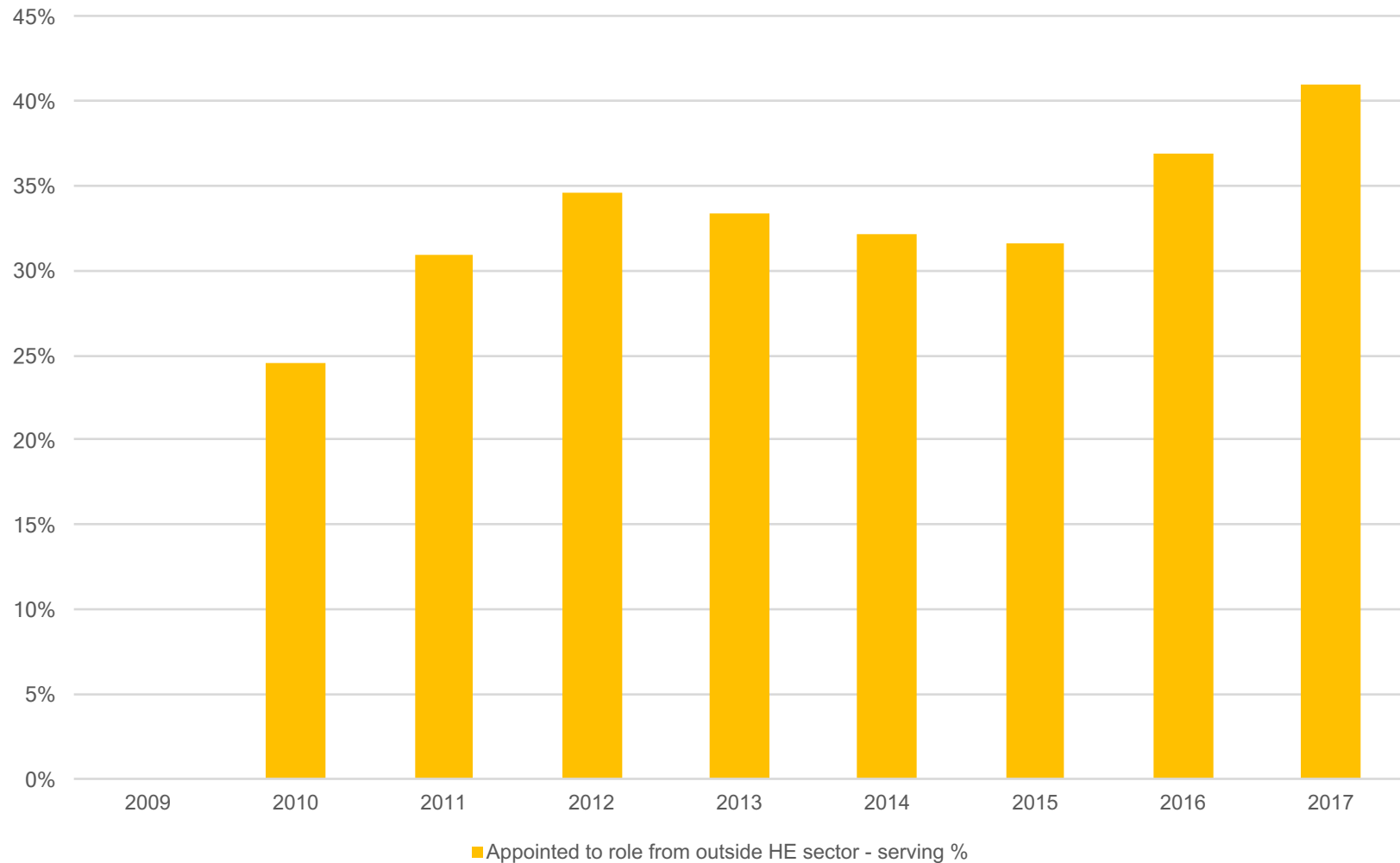
MEMBER REPRESENTATIVES

Member Representatives Appointed
Gender



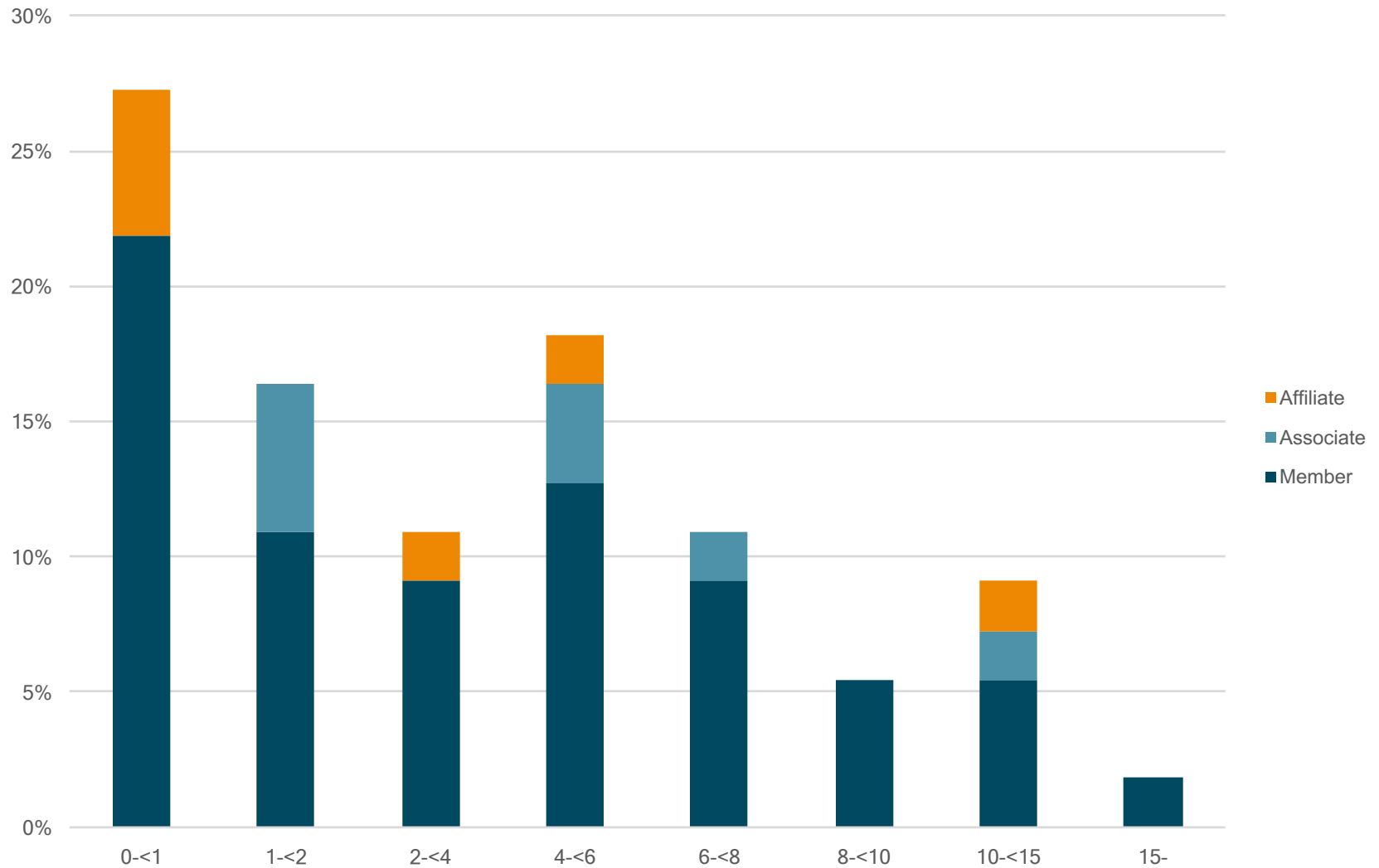
MEMBER REPRESENTATIVES

Member Representatives Appointed
from Outside HE/Research Sector



MEMBER REPRESENTATIVES

Years in Post (Australia & New Zealand)





What challenges are faced by our members and their reps?

Globally:

Expanding global market

Increasingly personalised
learning environment

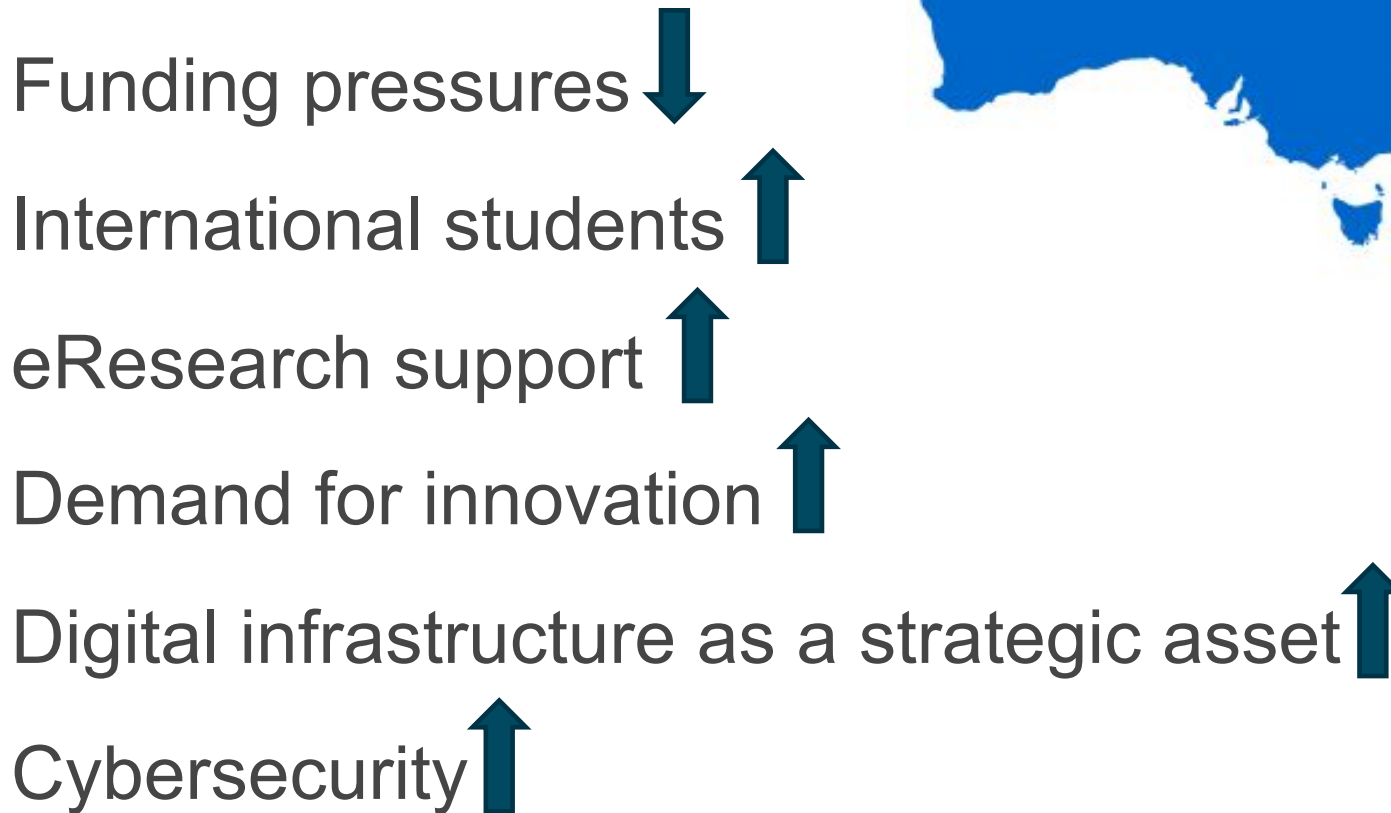
Pressure for industry
partnerships

New workplace competencies

Funding pressures



Locally



Universities are kidding themselves if they think the pressure to constrain spending on higher education is going to go away

Federal Education Minister Simon Birmingham

\$2.8B cuts over the next four years, incl a 4.9% efficiency dividend

Great reform does not come from focusing on efficiency

Margaret Gardner, VC, Monash and Chair, Universities Australia

CHALLENGES & OPPORTUNITIES

Business need

‘Intelligent buildings’ and
the ‘intelligent campus’,
building environment controls

Proximity notifications

Student movement on campus

Wayfinding on campus

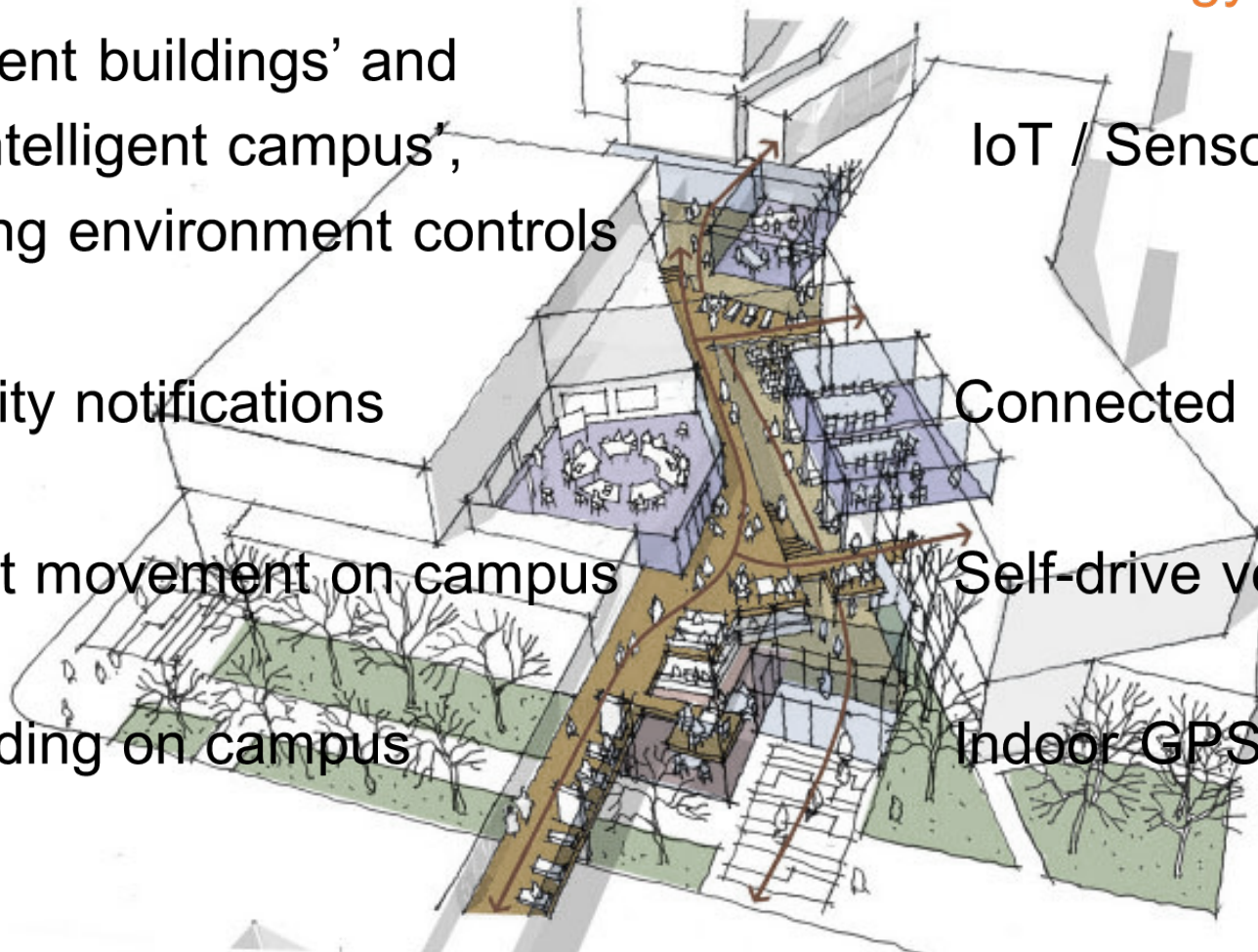
Technology

IoT / Sensors

Connected devices

Self-drive vehicles

Indoor GPS navigation



Business need

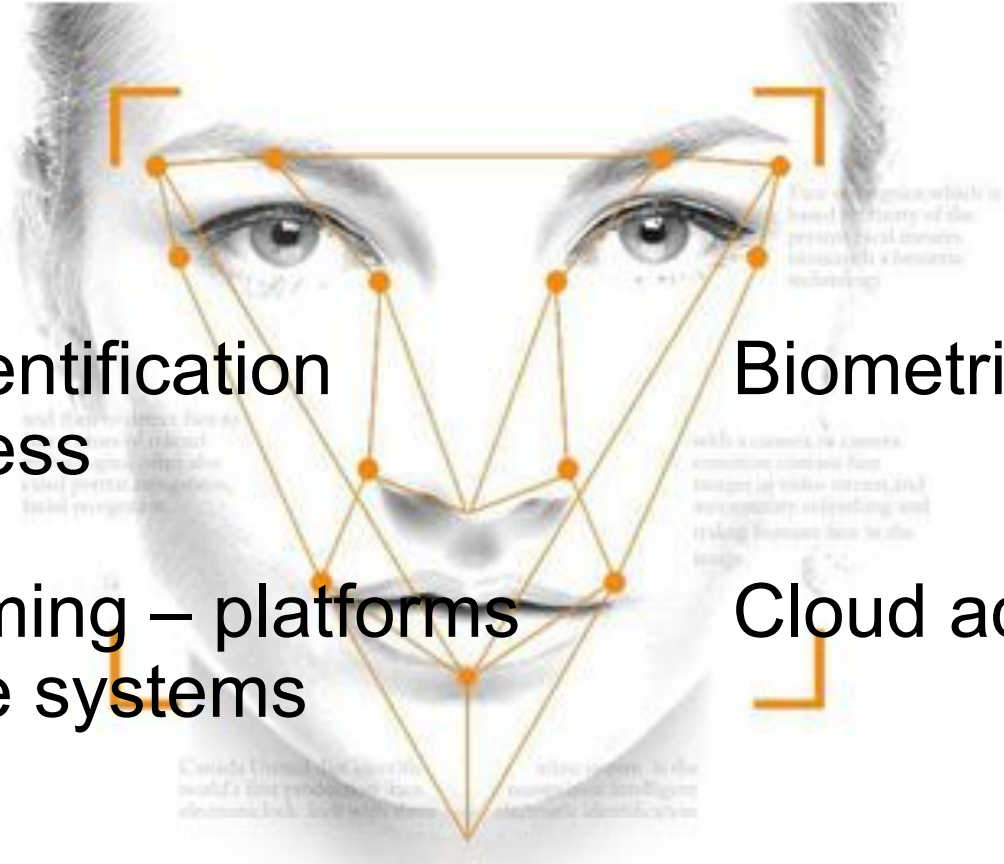
Student identification
Room access

Mainstreaming – platforms
enterprise systems

Technology

Biometric security

Cloud adoption



More cybersecurity issues

Increase in 'threat vectors'

Phishing, ransomware, privacy

Data retention legislation

Mandatory data breach reporting



Transform





Why does CAUDIT exist?

Purpose - to support our members in leading the application of digital capabilities to transform education and research.

Provide value for:

The member representatives

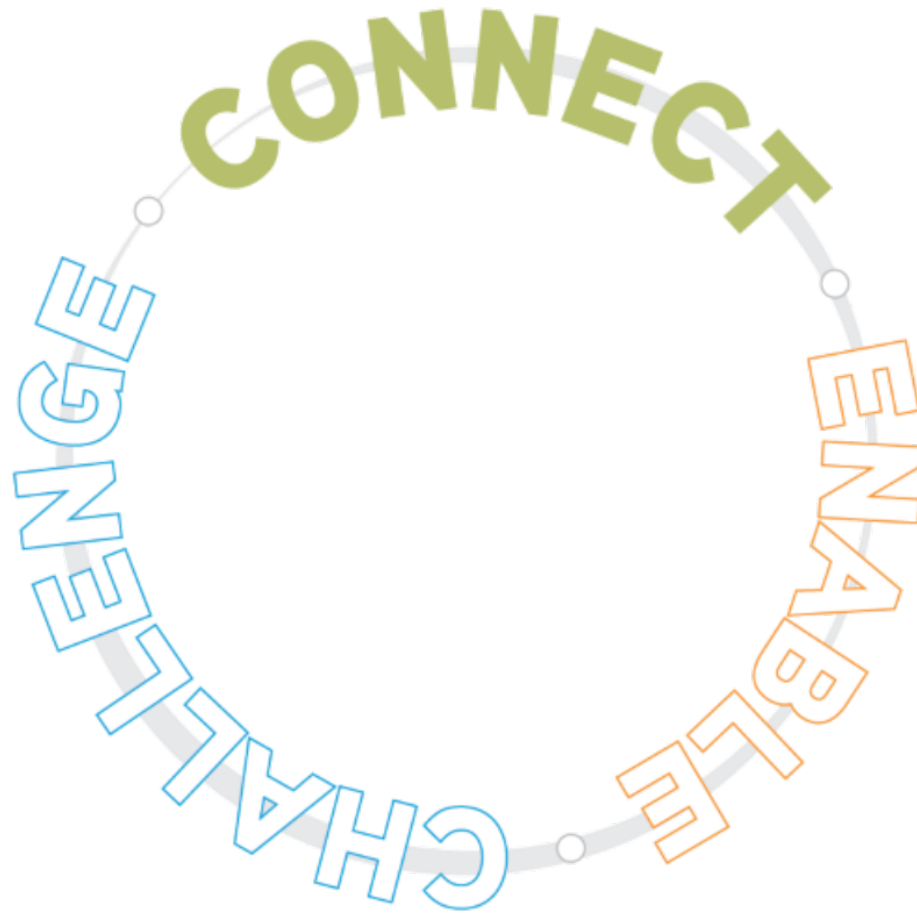
The individual members (institution and staff)

The higher education and research sector

How is CAUDIT evolving to support its members?



HOW IS CAUDIT EVOLVING TO SUPPORT ITS MEMBERS?

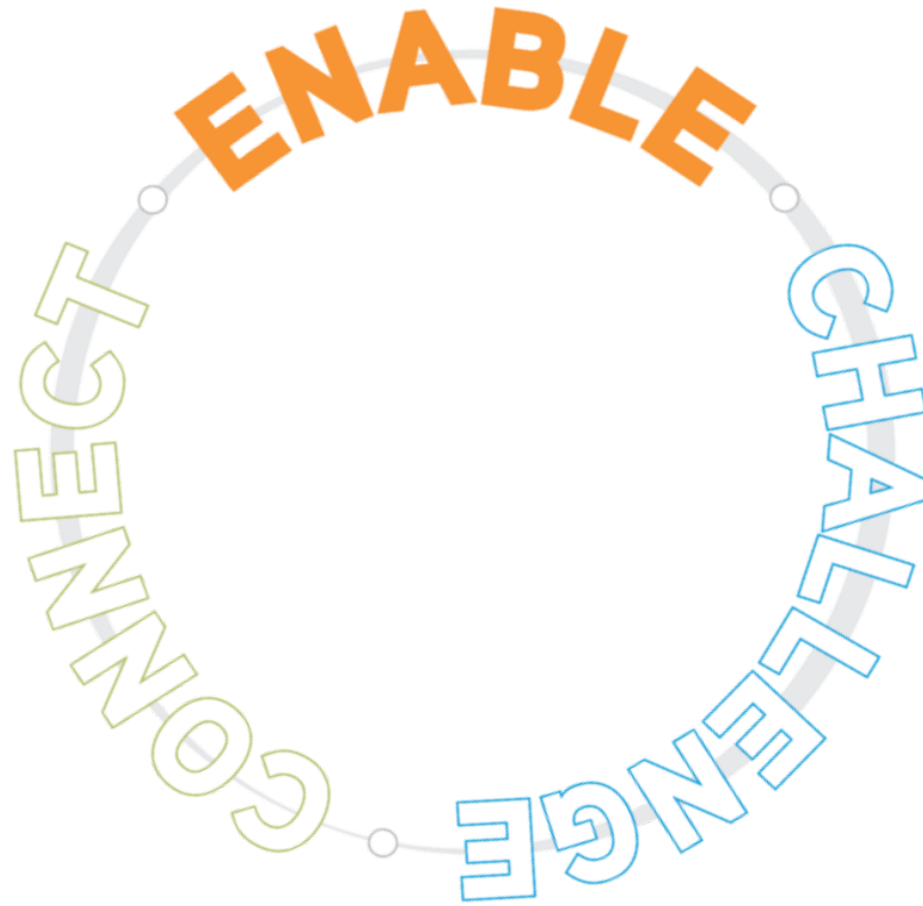




CONNECT



HOW IS CAUDIT EVOLVING TO SUPPORT ITS MEMBERS?



31 years

\$126.5M pa

2018 – Microsoft

Knowledge Worker

- What is the definition of Knowledge Worker and Light User?
- **A Knowledge Worker is:**
"Any employee (including a student employee), contractor or volunteer who uses a product or qualified device for the benefit of the institution or within the user's relationship with the Institution."
- **A Light User is:**
"Anyone who doesn't meet the definition of Knowledge Worker. If a user does not meet the definition of a Knowledge Worker, they are by default a Light User."
- What is the definition of 'Qualified Device' in the agreement?
- **A 'Qualified Device' is defined in the Enrolment in part* as:**
- *"Any device that is used by or for the benefit of the organisation or by or for the benefit of students enrolled in the organization and is:*
 - *A personal desktop computer, portable computer, workstation or similar device capable of running Windows Pro locally (in a physical or virtual operating system environment)*
 - OR**
 - *A device used to access a virtual desktop infrastructure (VDI)"*

Member surveys
CAUDIT surveys
Searchable repository

CAUDIT Leadership Institute:

20 years / **836** participants / **63** institutions

CAUDIT Managers Program:

5 years / **92** participants / **32** institutions

CIO Skills & Attributes Survey

PROFESSIONAL DEVELOPMENT

CIO Responses to Skills Survey
(n = 24)



DVC-C Responses to Skills Survey
(n = 17)



DVC-R Responses to CIO Skills Survey
(n = 6)



DVC-A Responses to CIO Skills Survey
(n = 8)

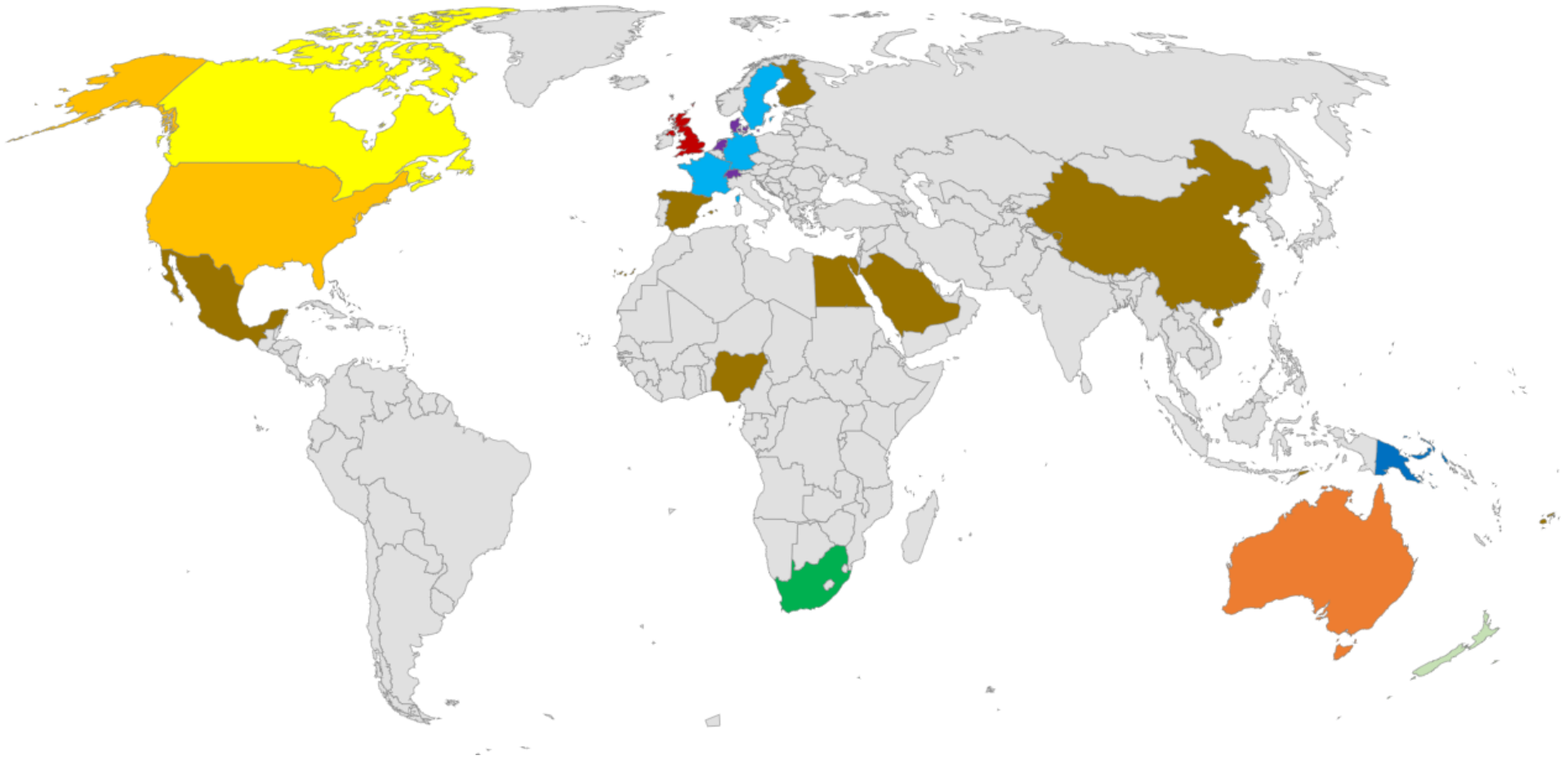


COMMUNITIES OF PRACTICE



<http://www.agilebuddha.com/agile/drive-innovation-by-creating-communities-of-practice/>

CAUDIT HE EA Reference Models







TECHNOLOGY

'Make examples' of violators, MPs urged

"Keep in mind that anybody in the entire world with an internet connection could have found the same thing and gotten an account the same way, downloaded the exact same things," he said.

Vickery said that his work as a data-breach hunter focuses on finding information that organizations have accidentally left unprotected on the internet. In the case

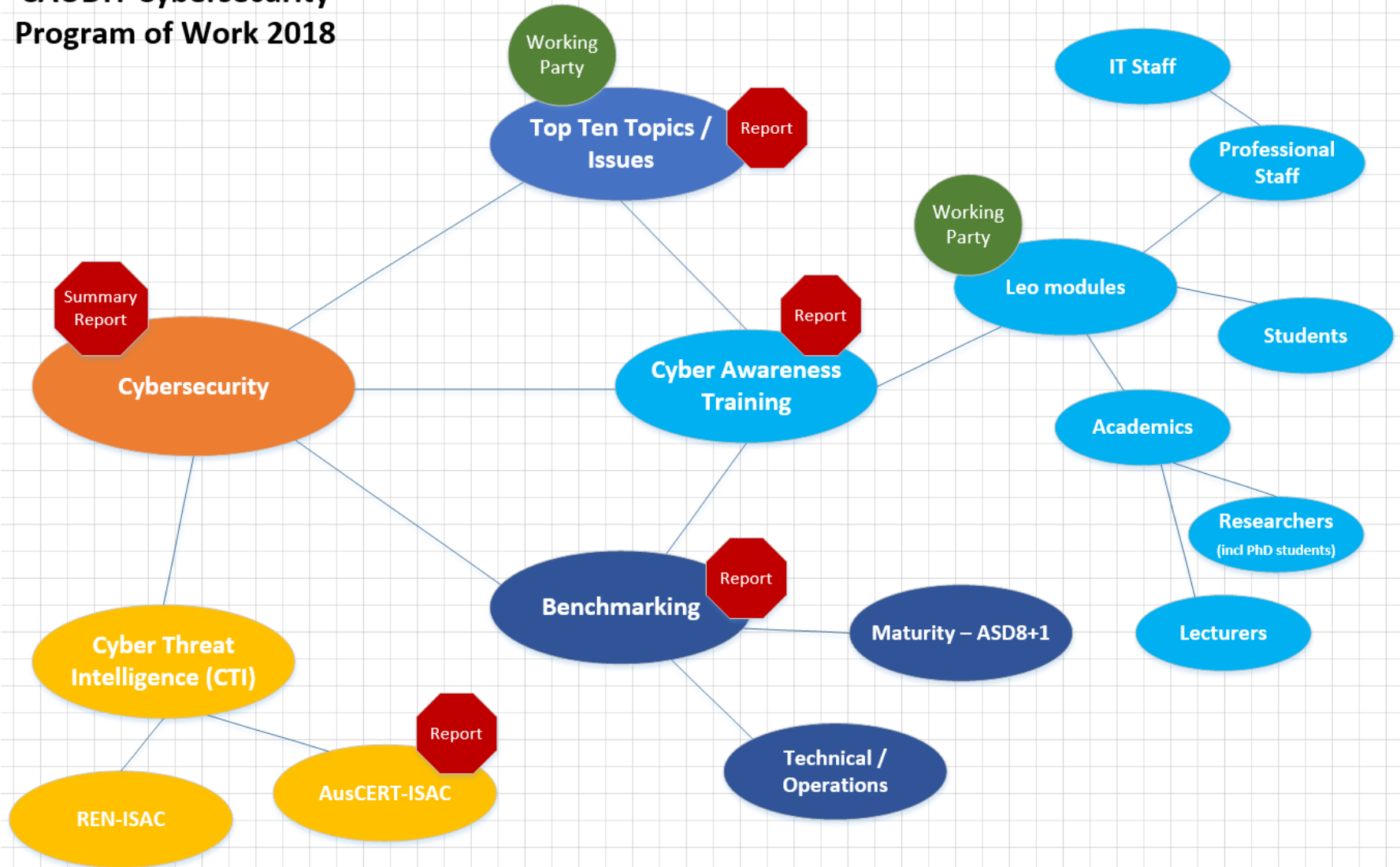
@VickerySec

Financial Post - Wednesday April 18, 2018.





CAUDIT Cybersecurity Program of Work 2018



HOW IS CAUDIT EVOLVING TO SUPPORT ITS MEMBERS?



TOP 10 ISSUES 2011

1. Mobility & Personal devices
2. Cloud Computing Issues
3. Funding & Resourcing
4. Data Storage & Management
5. Business Continuity
6. IT staff – Re-skilling for the future
7. Governance & Strategy
8. Constant Change
9. Research Support
10. IT staff – Recruitment & Retention

The last 5 years

Description	2009	2010	2011
Mobility & Personal Devices	5	2	1
Cloud Computing Issues	3	3	2
Funding & Resourcing	4	1	3
Data Storage & Management	7	16	4
Business Continuity	2	4	5
IT staff – re-skilling for the future	1	1	10
Governance & Strategy	10	2	7
Constant Change	1	1	8
Research Support	12	10	9
IT staff – Recruitment & Retention	2	4	10

Just building under the top ten for 2011

Description	2009	2010	2011
Research & Innovation	11	11	11
Understanding of ICT	12	12	12
Security & Access Management	3	4	13
Project & Portfolio Management	17	17	13
Enterprise Architecture	15	15	15

The top 4 years

Description	2009	2010	2011	2012
Mobility & Personal Devices	5	2	1	1
Cloud Computing Issues	3	3	2	2
Funding & Resourcing	4	1	3	3
Data Storage & Management	7	16	4	4
Business Continuity	2	4	5	5
IT staff – re-skilling for the future	1	1	10	10
Governance & Strategy	10	2	7	7
Constant Change	1	1	8	8
Research Support	12	10	9	9
IT staff – Recruitment & Retention	2	4	10	10

TOP 10 ISSUES 2012

1. Mobility & Personal devices
2. Bring Your Own Device
3. Cloud Computing
4. IT Staff - re-skilling for new futures
5. Meeting changing consumer needs
6. Information Management

CAUDIT'S ANNUAL TOP TEN ISSUES 2013

CAUDIT TOP TEN TOPICS 2018

Summarising the most significant technology-related topics for higher education in Australia and New Zealand



CAUDIT 2015 TOP TEN ISSUES



CAUDIT 2016 TOP TEN ISSUES



CAUDIT 2014 TOP TEN ISSUES

2014 Top Ten Issues

Rank	2014	Rank
1	Supporting and enabling teaching	1
2	Supporting and enabling research	2
3	Positioning IT as a catalyst	3
4	Reshaping the business	4
5	Leveraging the business	5
6	Establishing a collective vision	6
7	Developing a collective vision	7
8	Understanding security	8
9	Managing security	9
10	Utilising analytics	10

CAUDIT 2017 TOP TEN TOPICS



2016

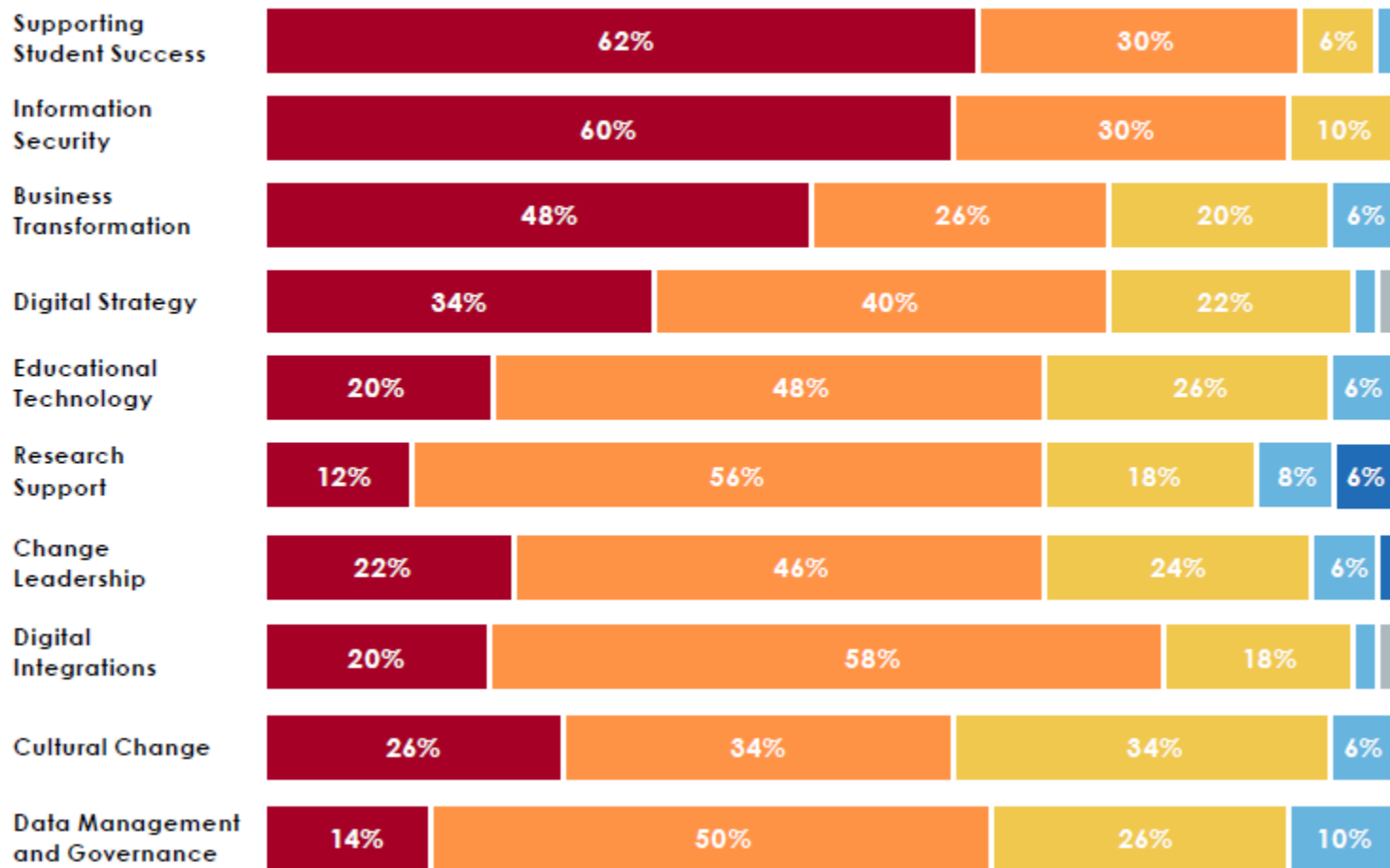
2017

2018



Topic significance and impact in 2018

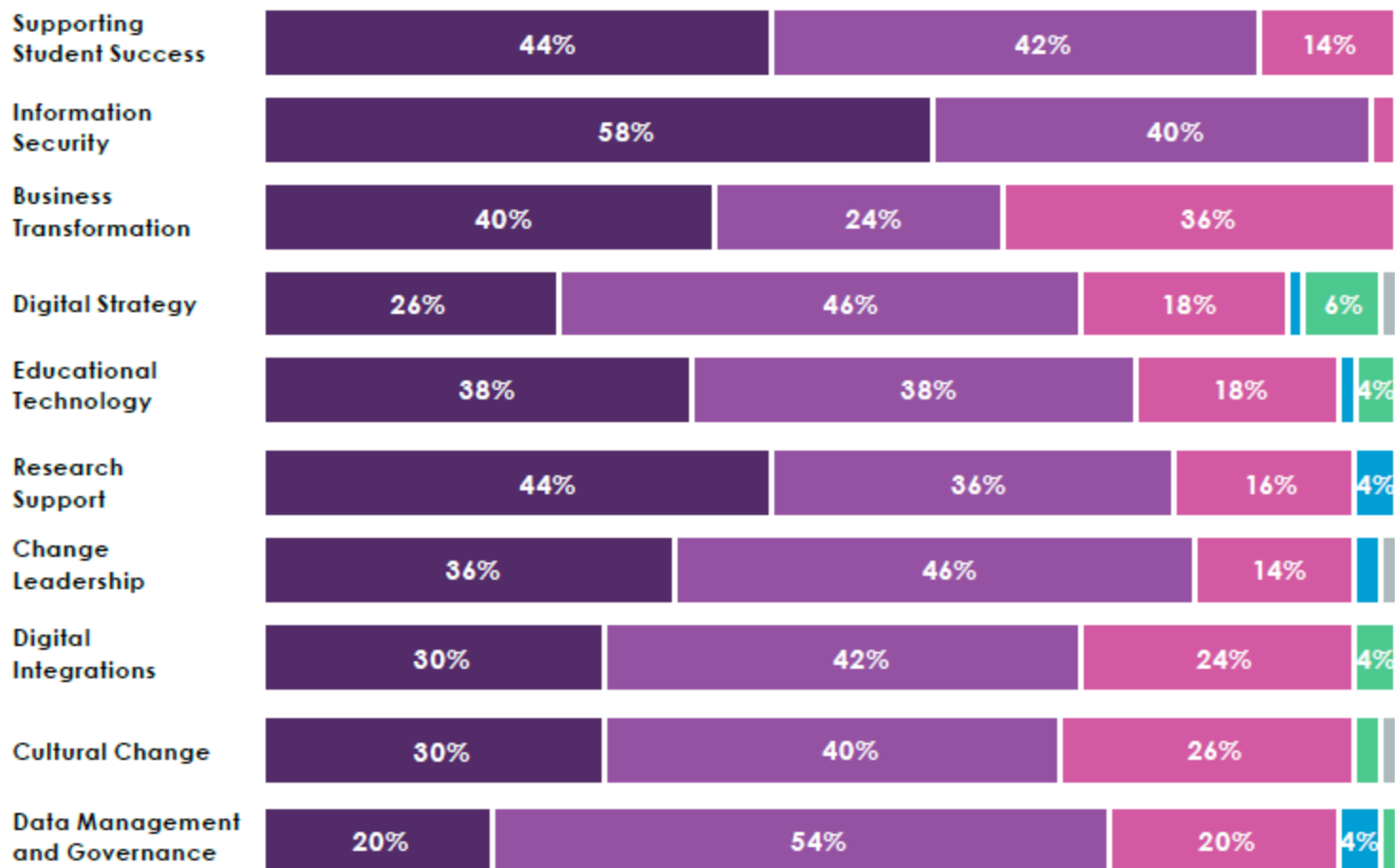
Very High | High | Medium | Low | Very Low | Not Applicable



Topic timeframe

Timeframe

■ Ongoing | ■ <2 years | ■ 2 to 5 years | ■ 6 to 10 years | ■ Addressed | ■ No Future Impact



CHALLENGE

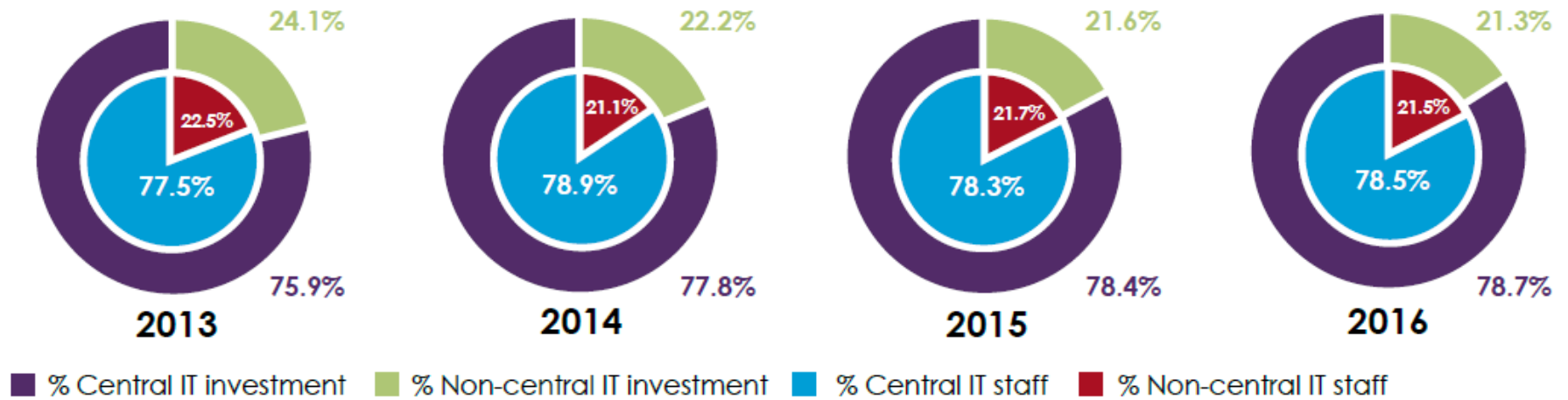
DVC-C Respondents (n=15)

Rank	TOPIC
1	Digital Strategy
2	Information Security
3	Business Transformation
4	Supporting Student Success
5	Educational Technology
6	Cultural Change
7	Research Support
8	Data Management and Governance
9	Change Leadership
10	Digital Integrations
10	Emerging Technologies
12	Workforce Evolution
13	Sustainability
14	Access Anywhere Anytime
15	Strategic Sourcing

Uni CIO Respondents (n=50)

Rank	TOPIC
1	Supporting Student Success
2	Information Security
3	Business Transformation
4	Digital Strategy
5	Educational Technology
6	Research Support
7	Change Leadership
8	Digital integrations
9	Cultural Change
10	Data Management and Governance
11	Emerging Technologies
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INVESTMENT VS IT STAFF PROFILE





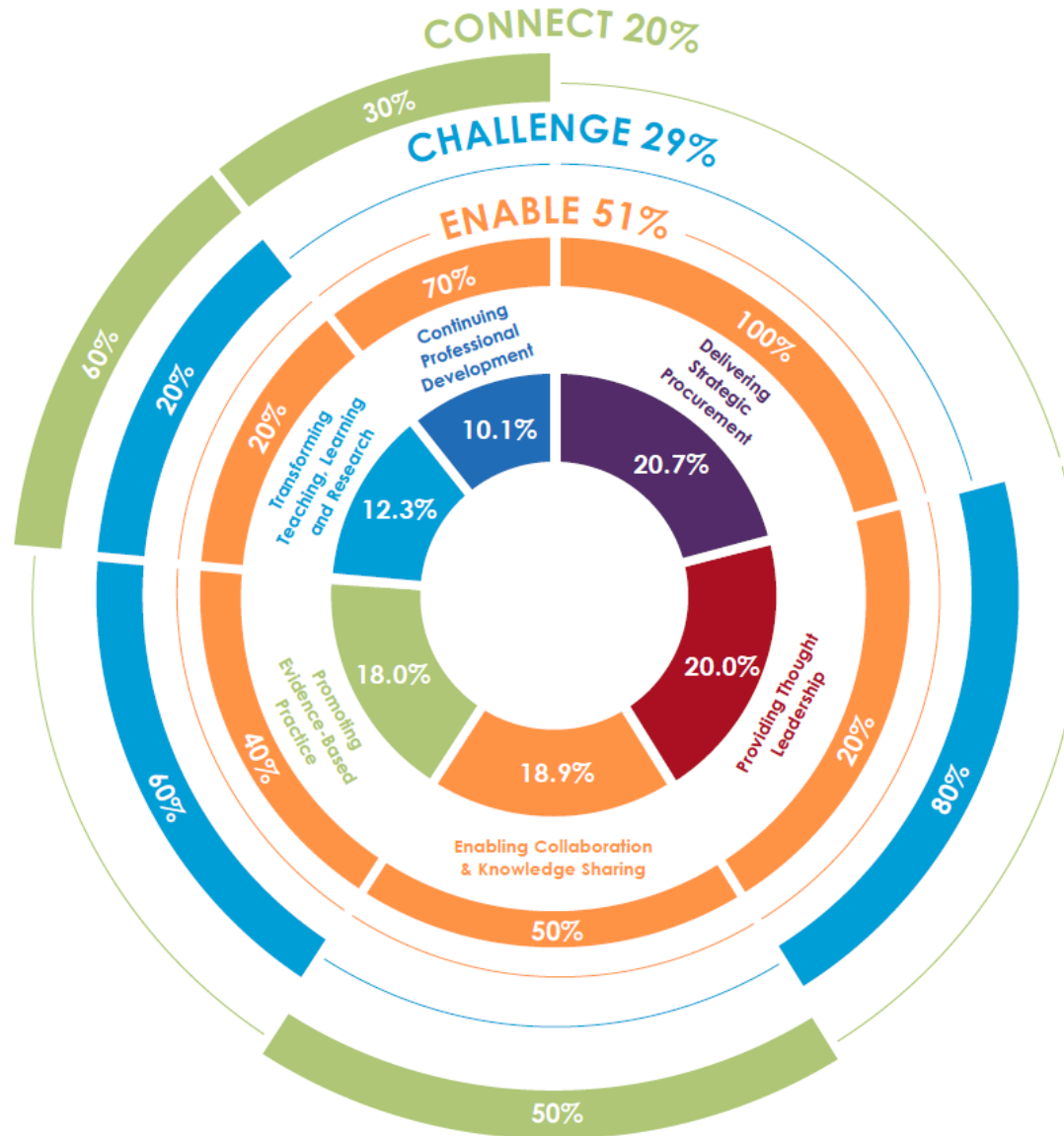
Responses to government calls for input

Advice to members

How does CAUDIT provide support?



CONNECT – ENABLE - CHALLENGE





- **Excellence in Research Support**
- **Innovation in Teaching and Learning**
- **Improving Student Success**
- **Emerging Visionary Leader**

2020's



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