Griffith Digital Strategy 2020

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Introduction

Rapid digital innovation is significantly disrupting all aspects of higher education, fundamentally changing how universities operate. The impact of this disruption is necessarily transformative, requiring us to build digital capability throughout the University.

Students and staff now expect personalised digital experiences, whether in their learning, teaching, research or administrative services, that are equivalent to those they are experiencing in their day-to-day work and social life.

Cognitive computing and augmented reality have moved from being science fiction to being tools that can enhance the learning experience and transform research. Digital technologies can now merge the physical and virtual world requiring fundamental changes to our current digital environment and to the ways in which we manage digital assets.

This Strategy positions Griffith as a leading 21st century institution, exploiting digital innovation to underpin our strategic goals and support our community. It maximises the benefits of Griffith's digital investment through a holistic strategy framed around four key strategic digital enablers that deliver across learning, research and administration.

Griffith Digital Vision 2020

The University's reputation as a University of influence in research, learning, and teaching will be underpinned by the innovative exploitation of emergent digital opportunities.

In placing our students first, their experience is enhanced by using rich data analytics to personalise their learning journey and their access to digitally enhanced services. Learning, research, collaboration and knowledge transfer will be facilitated through technology-enriched formal and informal spaces—merging both the virtual and physical. Technology will be a cornerstone for innovative academic program delivery.

Research will be enhanced through the seamless connection of researchers, data, tools, and support services. Access to the University's research outputs will enrich our teaching and our students' learning, while extending the role that Griffith plays in benefitting society.

As a sustainable university, Griffith will leverage technology to deliver digital services, systems and processes that are efficient and integrated. By building a foundation that supports access to the resources we need from any device, anytime and anywhere, we will enhance personalisation, increase productivity, and improve decision-making.

Strategy

Griffith's strategy is to be at the leading edge of digital innovation to enhance the student experience and Griffith's reputation as a university of influence.

Key priorities of this strategy are to, through digital innovation:

- Create scalable, authentic, flexible and personalised learning experiences for our students so that all students, regardless of physical or virtual location, are effectively prepared for employment.
- Exploit emergent technologies to drive research excellence.
- Provide scalable, personalised, mobile, anywhere anytime digitally-enabled services to students and staff.
- Deliver systems and infrastructure that are secure, scalable and sustainable, whilst maximising the innovative use of technology for academic and business excellence, and the student experience.
- Treat information as a strategic asset in support of the University.

The Strategy is underpinned by four key strategic digital enablers of transformation:

Student Digital Experience

Students will be able to maximise learning opportunities and work across a merging virtual and physical campus – a digital campus – using a personalised digital workspace. A mobile first philosophy will support learning and engagement anywhere and at anytime, bringing the classroom to the student. Immersive technologies and virtual computer laboratories in conjunction with digitally enabled teaching spaces will enhance the learning experience and program delivery.

Cognitive Computing

The ability for self-learning systems to ingest and analyse unstructured information, in association with structured data, is a powerful tool that will be used to enhance and personalise our interaction and advice to the student, and to support new forms of research. As this capability matures, its use will be expanded into areas of advanced interactive and personalised learning as well as supporting operational areas of facilities and technology delivery.

Information Management and Integration

Information will be made available for enterprise-wide business intelligence and decision-making, and integrated operational reporting. A mature data warehouse capability will utilise full data sets from both cloud and in-house sources, managed through mature data governance frameworks. The student experience, over the full life cycle from recruitment to alumni, will be enhanced through advanced system integration and use of predictive analytics.

Griffith's research data and research outputs will be made available and openly accessible, while data management platforms that can operate at scale and at high levels of complexity will support the undertaking of research and the management of research data.

Foundation Technology

Griffith's foundation technology will support an 'information anytime anywhere' environment and enhance student and staff experiences through personalised, mobile, integrated business services. It will, where strategically advantageous and cost effective, be built on an As-a-Service model that maximises the use of Infrastructure-as-a-Service, Platform-as-a-Service and Software-as-a-Service. The foundation technology will deliver and secure the digital identities of persons associated with Griffith, maximise Griffith's digital defence through a set of cybersecurity services, and support collaboration through high-quality, global networks.

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