

**Curtin IT Services**  
**CITS**

 **Curtin University**


# Do technical skills matter anymore in a university IT Department?

**Peter Nikolettos – Chief Information Officer**




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Innovation has nothing to do with how many R&D dollars you have. When Apple came up with the Mac, IBM was spending at least 100 times more on R&D. **It's not about money. It's about the people you have, how you're led, and how much you get it.**

 Steve Jobs

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Reference: **Microsoft**

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## Curtin ICT Enabling Plan – Curtin in 2015

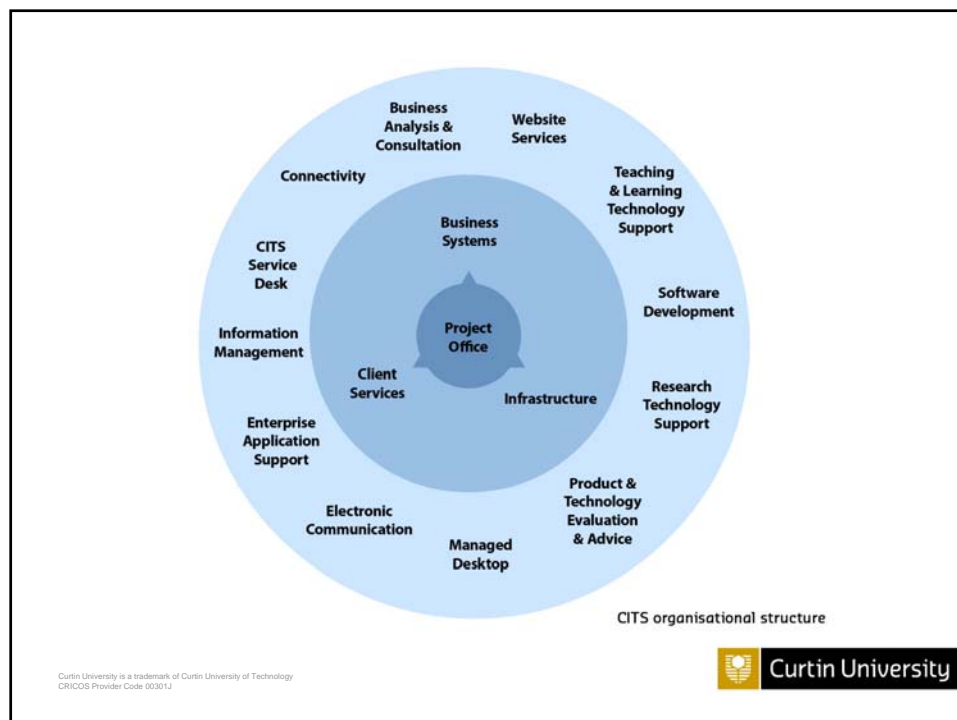
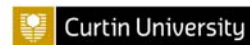
- Student demographic is changing; ageing population
- Education delivery is interactive and blended
- Communication is enabled by sophisticated technologies
- Vast amounts of data and knowledge will be created through a global network and where necessary, shared
- Staff will be empowered to work flexibly
- External factors, such as legislative changes, will continue to require rapid responses; security, compliance & privacy
- Our vision is to be among the Top 20 in Asia by 2020

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## Our strategy

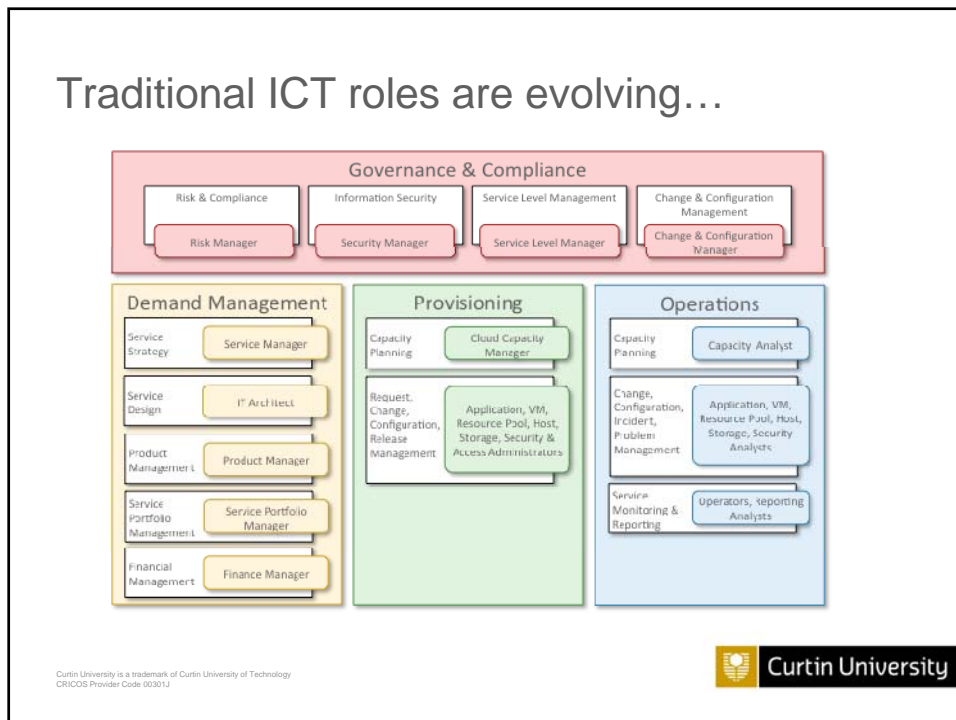
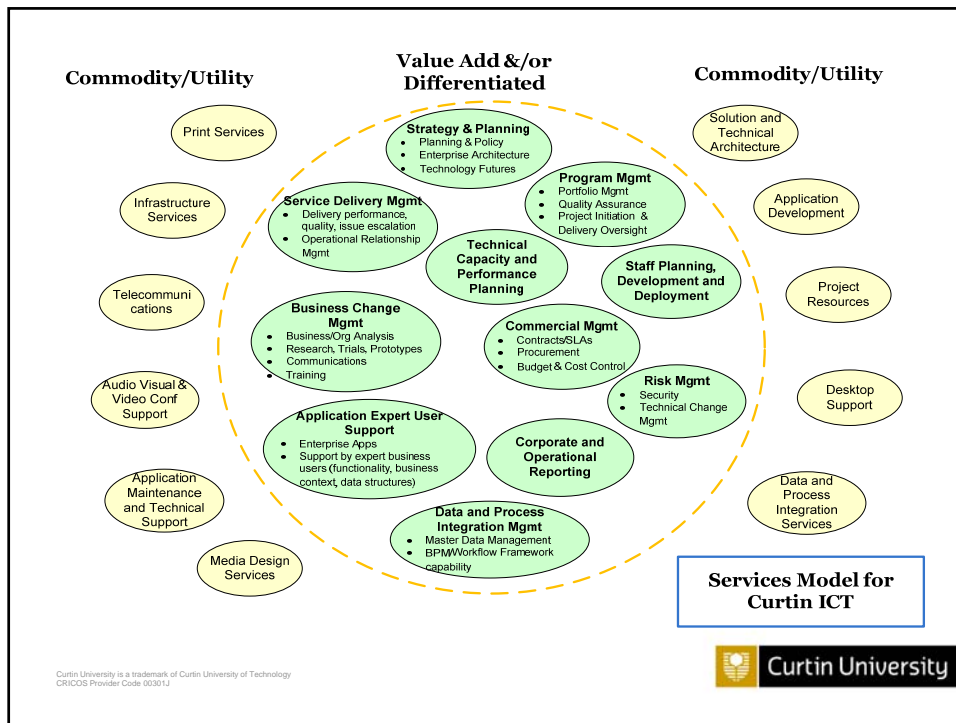
- Migrate University ICT services to commodity platforms
- Focus upon differentiated and value added Services
- Utilise Service Portfolio Management to improve services
- Foster Collaboration capabilities
- Pursue innovative opportunities
- Build and leverage strategic relationships

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## Why Agile matters?

- Active user involvement is imperative
- Teams must be **empowered** to make decisions
- **Requirements evolve** but the timescale is fixed
- Capture requirements at a high level; lightweight & visual
- Develop small, incremental releases and iterate
- Focus on **frequent delivery** of products
- **Complete each feature** before moving on to the next
- Apply the 80/20 rule
- **Testing is integrated** throughout the project lifecycle – test early & often
- A **collaborative & cooperative** approach between all stakeholders is essential



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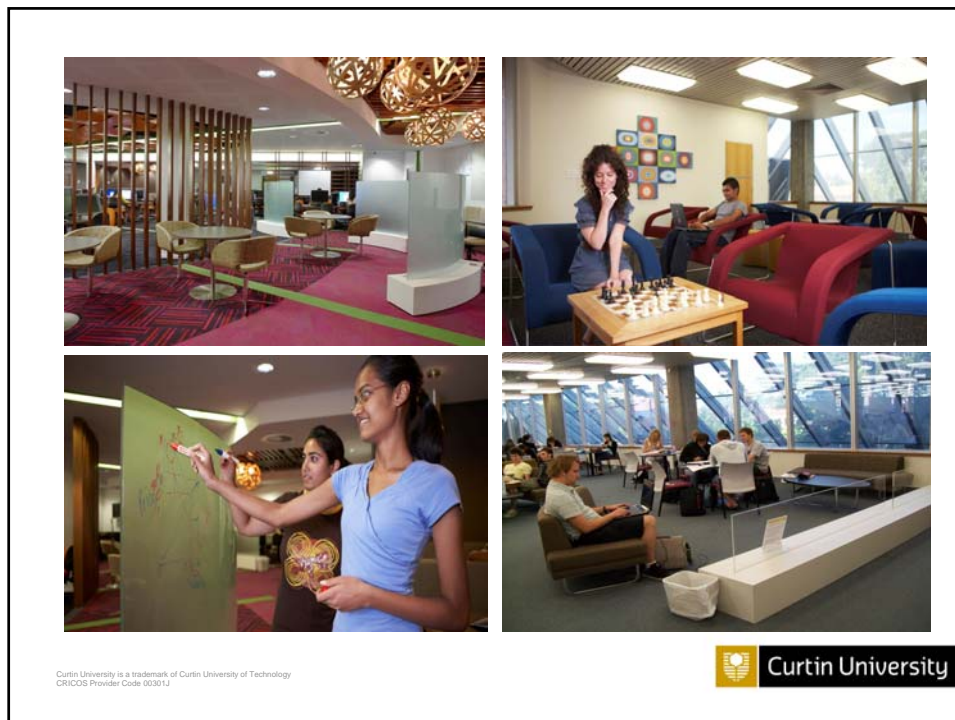


## Consumerisation drives forced innovation

- The impact of consumer based technologies is a reflection of the desire to contribute and the sense of being part of a community.
- 5.8B mobile users
- Accelerated connectedness
- Small form factor and smartphone devices on the rapid increase



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## Summary

- Our journey is to the Cloud, and Beyond
- Remain focused on ICT de-duplication
- Agility and Flexibility are key
- Invest in our staff; skills required will be different
- Vendor partnering remains a key strategy
- Enabling researchers and T&L as a critical priority.
- Outcomes, not inputs will define us
- Strategy determines Structure

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# THANK YOU



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