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A New IT Framework to Enable Effective Change

CCA – Educause Australasia 2011

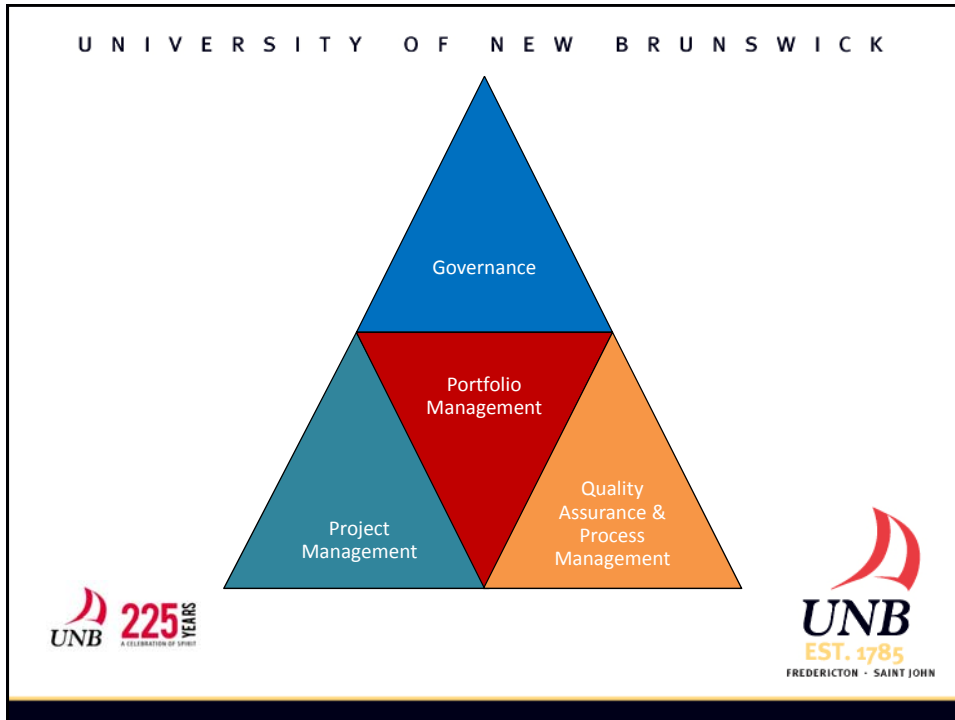
Terry Nikkel, Associate Vice President, ITS

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Quality and process management



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U N I V E R S I T Y O F N E W B R U N S W I C K

Thank you
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