Digital Strategy 2019-2025
A First Class Digital Environment

**Goal 1 | Digital Foundation**

*Building blocks needed for digital transformation*

**Benefits:**
- Gets the basics right - processes, systems, data
- Improves integration
- Enhances security

**Goal 2 | Digital First**

*Digital services enabling growth and efficiency*

**Benefits:**
- Seamless access to information 24/7
- Releases time for value added activities
- Enables self-service

**Goal 4 | Digital Fluency**

*Tools and technologies to improve digital skills*

**Benefits:**
- Improvement of digital skills
- Enables modern global ways of working
- Improves communication and collaboration

**Goal 3 | Digital Engagement**

*Solutions that are user-centric and developed continually*

**Benefits:**
- Intuitive to use digital services
- Continuous improvement of services
- User experience at heart of development

**Digital Strategy 2025**

To exploit digital technology and opportunities enabling a first class digital environment, improving efficiencies, agility and effectiveness, and supporting the mission of a global university

A Global University
**Goal 1: Digital Foundation**

**Priority projects:**
- Improved communication platform
- Feature-rich Office 365 email
- Improved system resilience
- Enhanced cyber security

**KPIs:**
- Reduced cost per transaction
- Improved user satisfaction in key University processes
- Digital Insight surveys for students and staff

**Outcomes:**
- Standardised processes and systems
- Improved student experience
- Improved student retention
- Data analytics and dashboard

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**Goal 2: Digital First**

**Priority projects:**
- Enabling efficiency for student placements
- Improved PGR administration processes and consistent student experience
- Improved student-facing processes and services
- A comprehensive system to manage curriculum
- Strategic dashboard with better access to data
- A digital friend to students

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**Goal 3: Digital Engagement**

**Priority projects:**
- Enable management of links with businesses and end users
- Improved turnaround time for overseas partner applications
- Supporting student engagement
- Improved digital services on mobile app

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**Goal 4: Digital Fluency**

**Priority projects:**
- Easier access to video based training services
- Improved security awareness for staff and students
- Digital capability development
- Assistive technologies to support learning needs