

**ABSTRACT
PARALLEL WORKING SESSION**

UNIVERSITY MANAGEMENT & INNOVATION

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**University Corporate IT - Is this the Beginning of the End or the
End of the Beginning?**

University Corporate IT Departments are facing unprecedented challenges. Academics and administrators alike now often have a better IT experience at home than at work. University help desks struggle to keep up with the plethora of platforms and applications. Web-based applications threaten to deposit business critical data out of the corporate domain. University staff and students want choice but University IT administrators want control. Where will it all end?

This presentation outlines a practical approach to the development and implementation of a road map for IT transformation. How do we engage the academic community in the solutions and align the IT effort across the University before it is too late? How do we fundamentally transform the University Corporate IT Department to provide the teaching and research platforms that we so badly need? And how do we ensure that IT decision making across the organisation sustains the transformation?

The presentation draws on the experience of The University of Adelaide and other organisations to propose practical approaches for change management in IT strategy and service delivery.