Drivers

Business

B1. The need to harness technology to establish an innovative, flexible and adaptable “Platform for Progress” that allows transition from traditional pedagogy to industry leading practices that significantly contributes to the public Good.

B2. The move from monolithic institutes in fixed geographic locations to dynamic educational methods utilising expanding communications delivery channels.

B3. Expanding course profile with courses that have a greater technology focus and introduce unfamiliar technologies that have increasingly complex requirements.

B4. Expanding Research profile contributing to exponential proliferation of data that requires robust and secure transfer methods, fast and simple access for collaboration and the ability to leverage government, industry and research community services.

B5. The need for innovative platforms that provide engagement points between technology and researchers to facilitate ground breaking research projects and methods, and allow collaborative partnering through accessible interfaces.

B6. Changing legislative requirements to ensure the protection of the CSU community’s privacy and confidentiality of data as well as protecting the Intellectual Property of the university.

B7. A more competitive tertiary education sector has led to an increased focus on providing a Student Experience that is optimised for pedagogical engagement, enhances the digital connectedness of students to family, peers, industry, academics and support services and meets their expectations of simple user-friendly interfaces regardless of location.

B8. Increasing Student Residential accommodation requires state of the art technologies and innovative designs that enhance University Life, are adaptable to changing student needs, and are able to leverage technology advances as well as contributing to reductions in operational costs.

B9. Increasing engagement with industry and community requires transparent and seamless connection between external organisations and the University’s network.
Technological

T1. Changing work and study practices, increased levels of student technology conversance and the commoditisation of Personal Computing devices has increased the focus on mobility and requires “Any Time - Anywhere - Any Device” solutions.

T2. The proliferation of Non Traditional network enabled devices across university’s campuses such as CCTV cameras, Building Management System monitors and Point Of Sale terminals has introduced specific challenges.

T3. The trend of Applications and Services moving from “On Premise” to External Hosting or Cloud solutions has required increased focus on secure data transfer and performance over externally owned networks.

T4. The evolution of Data Centre technology and the emergence of new protocols have led to a trend towards convergence of the previously distinct disciplines of Server, Storage and Network infrastructure. Network Architectures need to reflect and compliment these industry trends.

T5. The move to infrastructure abstraction through Virtualisation permeates all aspects of Information Technology. Emerging Network architectures and technologies are challenging the continuation of existing configurations, procedures and work practices.

T6. The industry trend towards decentralisation of wireless traffic to address potential bottlenecks and improve network performance will require CSU to examine usage patterns to determine the most appropriate architecture.

T7. The introduction of the IPv6 will eventually require a strategy to migrate device addressing.

T8. The strategy to address the connection of diverse unmanaged devices (BYOD) will require a continuation of security models that are user-centric rather than device-centric. The network needs to be device agnostic without dilution of existing trust mechanisms.

T9. Ageing network infrastructure that is approaching the end of its supported lifecycle limits the ability to leverage management efficiencies, take advantage of environmental sustainability benefits, and impede performance improvements. It can act as a bottleneck to overall network performance and limit the opportunity to reduce TCO through purchasing opportunities.

T10. The expansion of the National Broadband Network (NBN) has the potential to redefine the Australian Communications landscape. CSU must be ready to respond to the challenges that will come with the explosion of traffic and technologies made possible by this initiative.

T11. Advances in Telephony and Unified communications technologies in conjunction with the burgeoning use of smart devices requires a holistic reassessment of traditional telephony services and how that best applies to the CSU community and business functions.

T12. Proliferation of video technologies that have significant and challenging storage and delivery requirements.
Social

S1. Growth in Practicum Student Placements requires improved access to academic and administrative support while allowing students in a work experience situation to remain connected to their peers and university life.

S2. Expansion into more remote geographic locations necessitates improved communication technology to ensure equity of access to support and improved sense of community for those students that may be disadvantaged by isolation or low Socio-economic Status.

Differentiators

The aspects addressed in this strategy that will set CSU apart from its competitors in the Tertiary Education and Research sectors

D1. Seamless connectivity

D2. Responsive and Flexible approach to changing student and staff needs

D3. Excellent communications performance

D4. Innovative teaching delivery

D5. Best of Breed research capability

D6. Flexible workforce

D7. Availability of services