

# Digital Master Plan

## Strategy on a Page 2021-2030

Phase 1  
Stabilise and Prepare  
(2021-2022)

Phase 2  
Transform  
(2023-2025)

Phase 3  
Accelerate  
(2026-2030)

*Our digital future is a match for our national and global mission, and powers research outcomes with unprecedented scale and impact, learning outcomes and experiences that are exemplars, and a way-of-working that is founded on ease, simplicity, personalisation and access from anywhere at any time.*

### Firm Foundation

**Firm Foundation** (people, process, information and technology) which is secure, future proofed and continues to support and enable future research, teaching and learning and operational digital needs.

- We will have a *digitally literate community* which is able to engage with confidence, in a secure way and be innovative in the use of our digital environment.
- We will *revitalise and modernise our core applications*.
- We will create *flexible and evolving platforms on which to build* a multitude of innovative and globally leading services.
- We will have *flexible best-of-breed solutions* that have been integrated within our platforms and deliver streamlined digital services.

### Personalised Experience

A **Personalised Experience** in which digital services are human-centred and co-designed with those who actively use them.

- We will have made our digital ecosystem *accessible to our communities and empowered them to evolve it*.
- We will have digital products that are *easy, intuitive, seamless, tailored and anticipates the users needs*.

### Data-driven insight and decision-making

Through investment in data, technology, and people we have created a **culture of data-driven insights and decision-making** that is embedded into our processes.

- We will have *connected data silos*, nurtured the quality of information assets and secured them according to privacy and other needs.
- We will have empowered our community and our partners to invent and create through the *provision of data*.

### Connected Environments

**Connected environments** in which digital compliments and extends the physical campus experience. Strong digital business solution platforms will deliver flexible and scalable services, and enable seamless collaboration between colleagues, students and communities.

- *Integration and coherence*. We will enable our core systems to exchange information seamlessly with each other and with integrated data environments that provide the insights and analysis we need to excel as a university.
- *Ongoing contribution to others*. Our digital future is one in which ANU plays a leading role in sharing digital capabilities with higher education, government and civil society globally.

### Enabling Our Effective Digital Capability

To transform our digital environment effectively, we will **work differently** and **think differently** than we do today. We will encourage a culture of performance and accountability and:

- ❑ We will make *digital literacy* the cornerstone of our digital journey.
- ❑ We will use *human-centred design* as an approach to problem-solving, design and delivery processes.
- ❑ We will focus on *user experience* design across the entire user journey.
- ❑ We will *adopt agile ways of working* through an iterative approach to delivery.
- ❑ We will *move from project to product* to establish strong and sustainable business and technical ownership.
- ❑ We will deliver services faster by *automating and integrating* our environments.
- ❑ We will ensure we have effective and appropriate *governance* over our digital and data environments.
- ❑ We will establish a *business change and adoption practice* to support the successful delivery of digital initiative outcomes and realise the benefits to the University.
- ❑ We will bring a *collective University view* to our thinking and decision making to ensure that change is delivered in partnership with the whole of the University and is not diluted by individual voices or priorities.