

## Things that are, things that were and things that have not yet come to pass

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## Outline

- What was the world like in 2000?
- How has it changed?
- What might the future look like?



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## Nostalgia.....

We were thinner, had more hair  
and less wrinkles!



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## Nostalgia ....



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## Nostalgia.....



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## Headlines

- Peak of the Dot Com bubble
- Concorde crashes
- Sydney Olympics
- UK Fuel protests

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## HE Business Model in 2000

- Woo/select
- Admit
- Teach
- Examine
- Graduate

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## Nostalgia....

- We had just survived the Y2K panic
  - Big investment in information systems
  - Move away from in-house development
- Lots of technology – but lots of business processes still very manual, for example credit card payments, student registration etc
- Web technology was there but not very interactive.
- IT seen as essential – but transformative?
- IT Governance ?

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## IT funding/staffing

- Budgets for IT – in range of 4% of turnover – maybe!
- Staff numbers in CIS Up? Down?

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## Data?

Tried to find surveys but....

- Top concerns only started in 2005
- HEITS started in 2004 but little on CIS area
- CISG survey started in 2007
- UCISA website little content from before 2005
- IWMW – Brian on the pulse!
- JISC – obsessed with VLE's

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## Top concerns 05

- 1 Network Security
- 2 Strategic Approach to Infrastructure
- 3 Systems resilience and availability
- 4 Anytime, anywhere computing
- 5 Learning support

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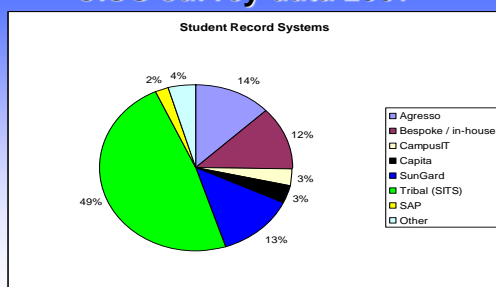
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## CISG survey data 2007



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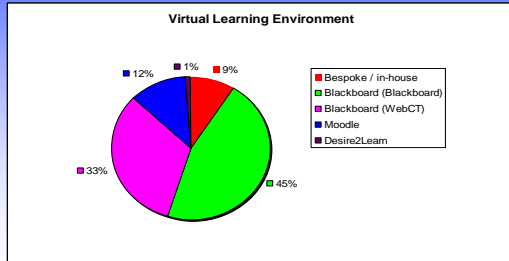
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## CISG survey 2007



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## Changes – political

- Tuition fees for most of the UK – more demanding students
- Expansion of the sector now approximately 400,000 more students than in 2000 (Source HESA)
- League tables
- Shared services agenda

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## Changes – technology

- Pervasive wireless
- Home broadband
- Cloud based commodity services – email/storage
- Smart mobile devices
- Frameworks for web developments – increased productivity
- Self-service via web for all
- More systems to support

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## What's not changed- much

- HE Business model – maybe less face to face teaching but still largely the WATEG model with an extra G for grooming!
- Core administrative systems
- The appreciation of where IT can/cannot add value. The type '42' manager has not materialised



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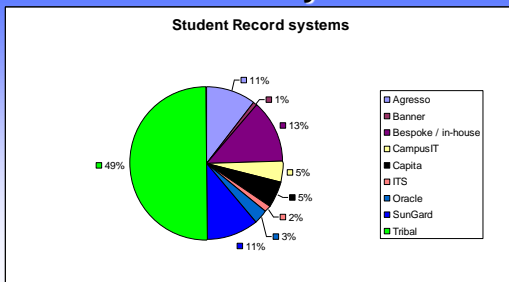
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## CISG survey 2009



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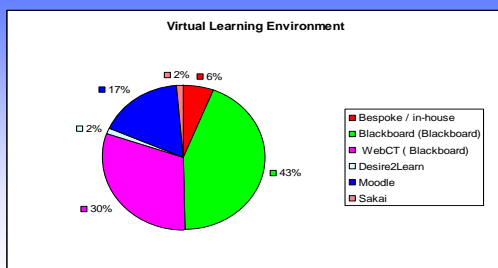
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## CISG survey 2009



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## Current state-political

- Huge pressure on HE funding
  - Mergers and acquisitions likely some institutions may be allowed to fail
- Outcome of Browne review still not clear but higher fees will be a reality for England at least
- Pressure to share services or come up with different cheaper models altogether for providing services very high. IT will be an enabler in all new models



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## Current state-Technical

- Use of cloud based/hosted commodity services i.e email/storage growing
- Full out sourcing of services under investigation to a limited extent – so far
- 'Apps' for student related content delivery to smart phones growing
- Web based delivery for everything now the norm
- Business process review now a standard feature



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## Top concerns 2009

- 1 Funding and sustainable resourcing of IT
- 2 IT strategy and planning
- 3 Organisational change and process improvement
- 4 Business systems to support the institution
- 5 E-learning



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## The world of CIS in 2020?

- Evolution not revolution
- All CIS applications delivered from the cloud
- Much more use of discreet services delivered from the cloud for e.g. invoice processing service, payroll service, citation service for academic papers
- Development and support of applications will be provided by staff in 'clusters' of like minded institutions
- Delivery will all be via mobile 'ipad' like devices

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