

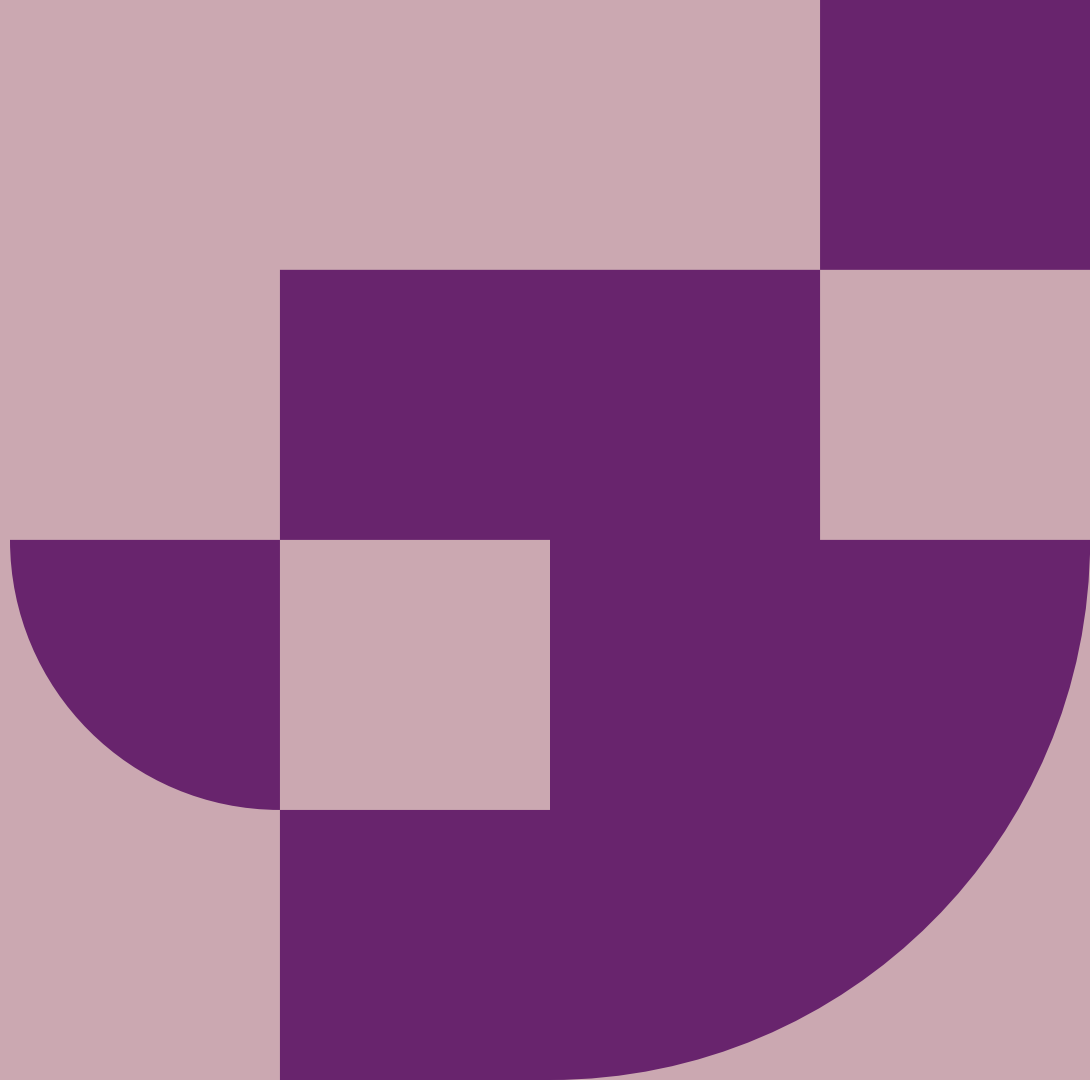


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My learning from Covid-19

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19th November 2020



Digital Transformation

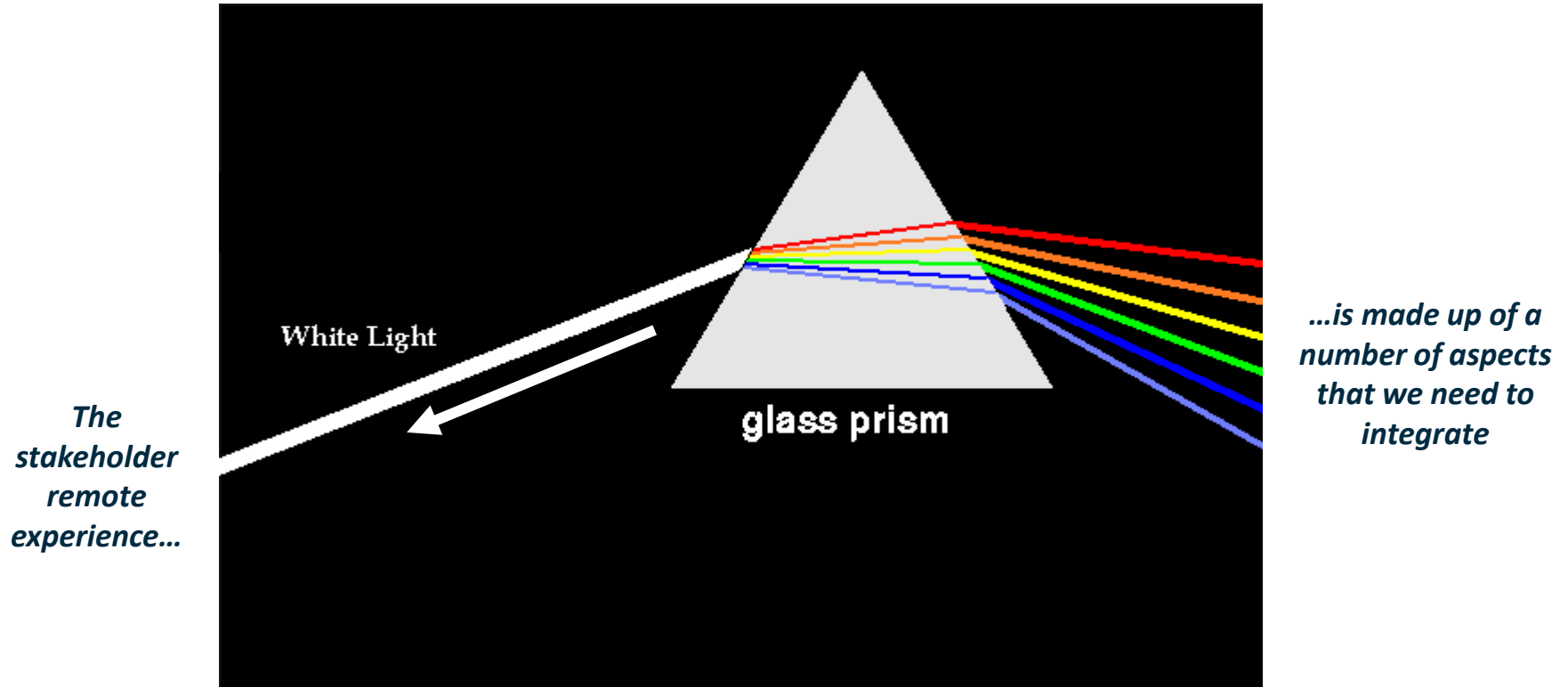
Question: What is the biggest Factor in accelerating Digital Transformation in HE?

Answer: Covid-19

Life is like riding a bicycle. To keep your balance you must keep moving.

Albert Einstein

The Experience Principle



Success Factors

1. The University declared its position early
2. Rapid planning with a focussed group of people
3. Existing projects were re-prioritised or delayed
4. Process was not weakened – We took an agile approach
5. We leveraged existing strengths
6. There was clear prioritisation
7. Rapid deployment

Risk

1. The security perimeter completely changed
2. Increased Cyber Activity
3. We were working at pace
4. We had to scale
5. We used multiple providers



A Managed Approach

1. A combination of tasks and mini-projects
2. Project Managers vital for mini projects
3. Daily stand ups – Rapid issue resolution
4. Clear governance – Macro and micro



Continuous Learning

feedback

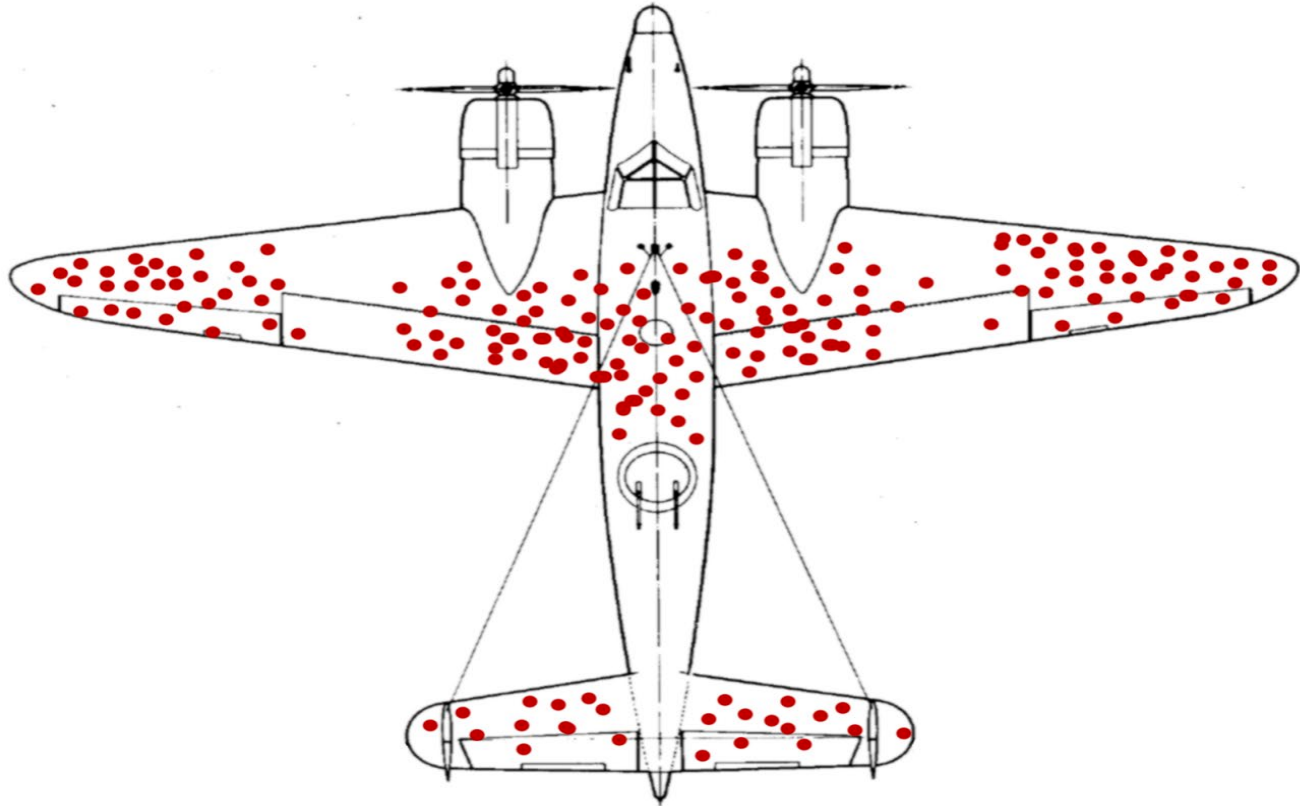
Feedback

feedback

Feedback



Survivorship Bias



My learning from Covid-19?

1. Some things will never be the same again
2. Remote working was good for some and not others
3. There has been a shift in how people are to each other
4. Increased level of demand with people working remotely
5. Leveraging other colleagues skill sets – “Secondary Duty”
6. We were at the mercy of UK Broadband
7. Our agility, flexibility and responsiveness were crucial



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Thank You

Any Questions?