

# The CIO & Enablement

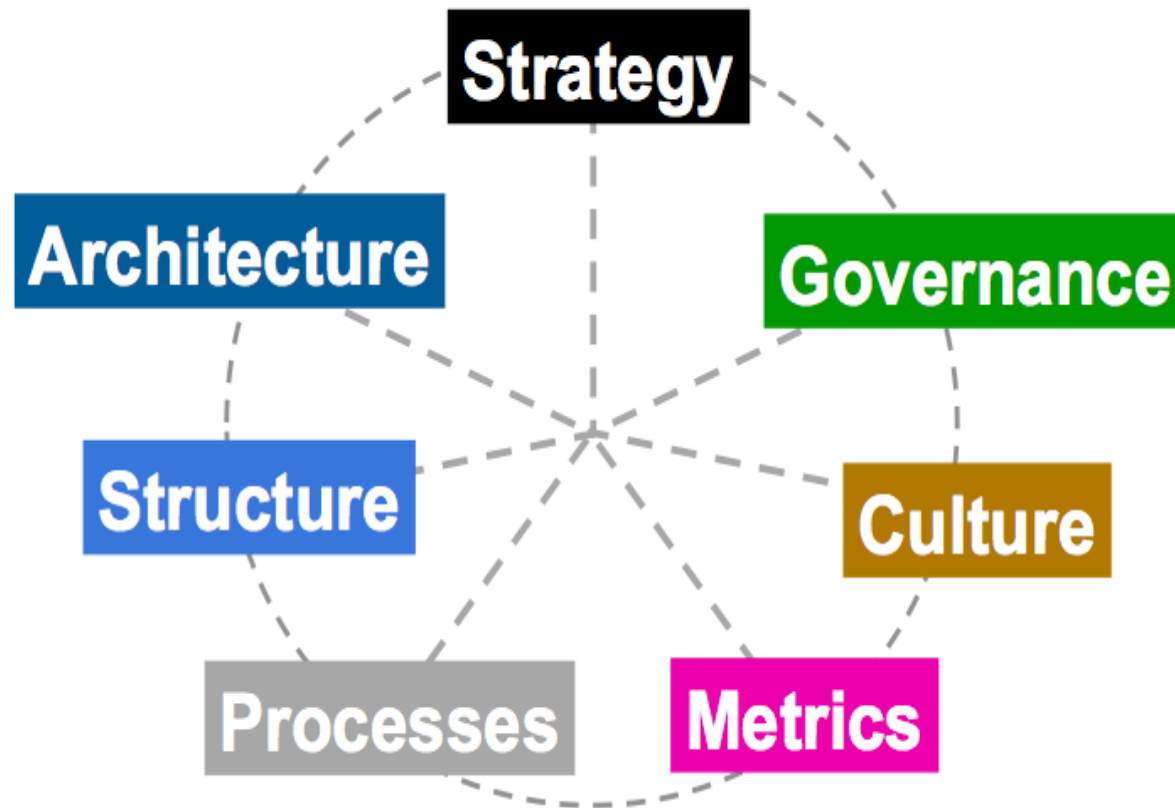
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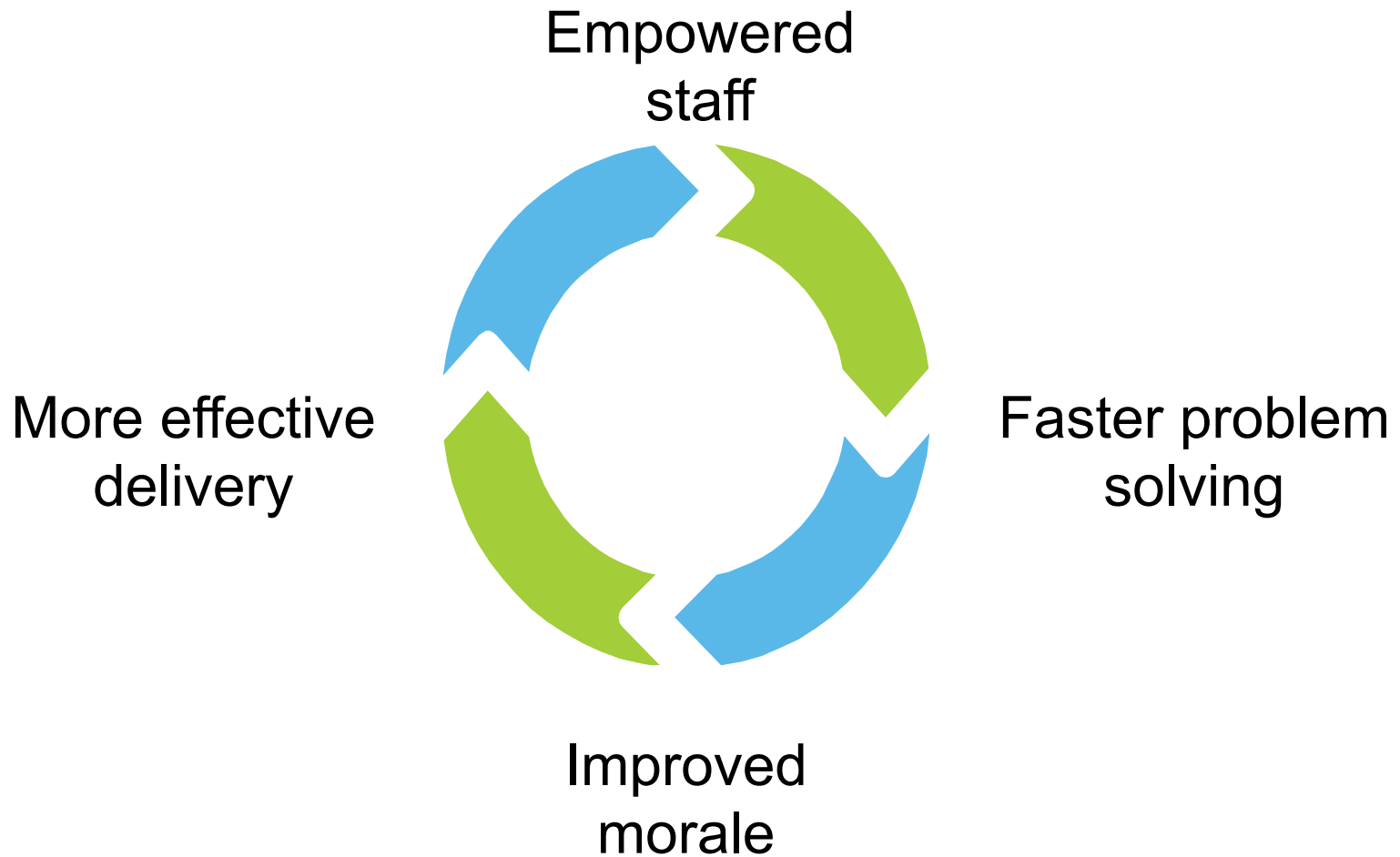


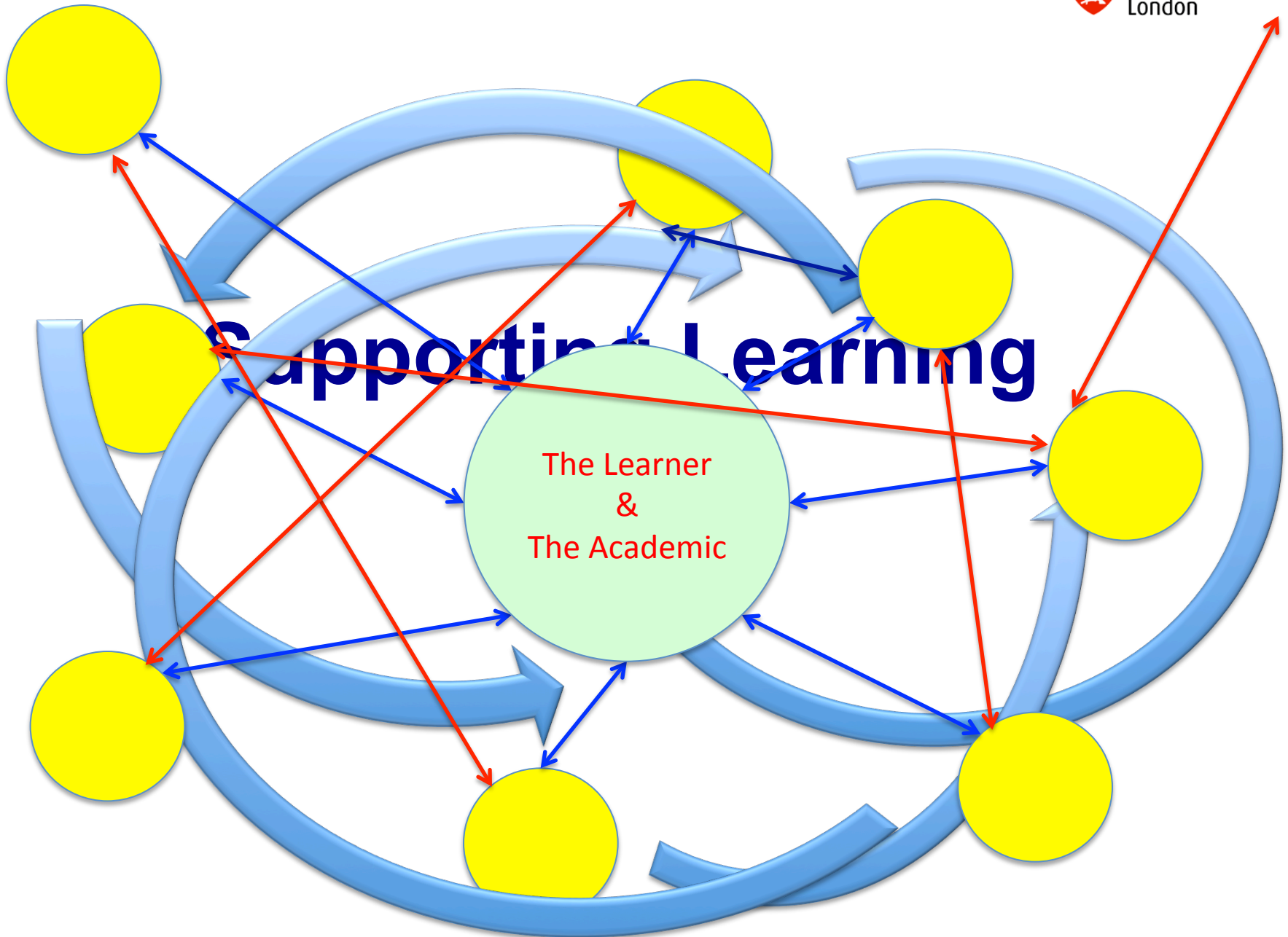
# What do I know? Networking!



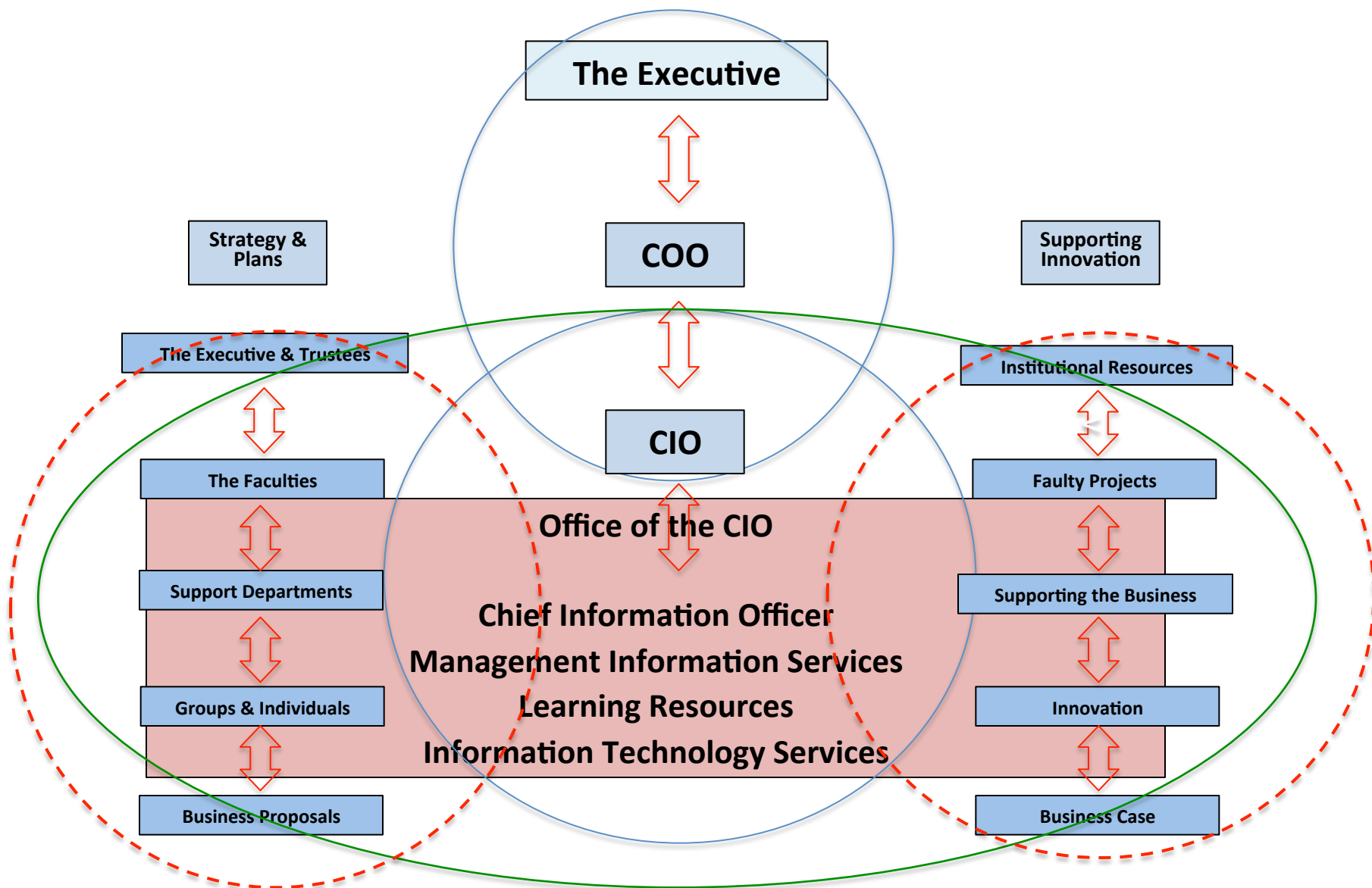


# A Successful Framework





# Decision Making Workflow



# Decision Making

- The 'new CIO' negotiates between the enterprise and the academics
- A combined service structure
- The plan is 'live'
- Decisions to be taken by the CIO
- Cost benefits



the hard-working conservative  
and enterprise-centered CIO  
whose job is to 'protect' the  
university

the hard-working innovative  
student-centered academic  
whose job is to develop  
learning capabilities and  
employability skills

# Dichotomy or Dilemma?



## CIO

- Higher Education
- Learning and Teaching
- Customer Service
- Infrastructure
- Framework – planning
- Institutional policy
- Information governance - protecting university
- Decision making
- New technologies – including social media
- Supporting learning
- The business case

**‘Come back to me with a business case.’**

## Practitioner

- Exciting possibilities to engage students necessity for 21<sup>st</sup> century learner
- Use of pedagogical theory
- Using flexible learning practice to create learners who incorporate social media skills for employability during their university education

**‘Do you understand what I’m trying to do?’**

## CIO

- Yes I understand the needs of the end user – ideally the the tools are available behind the firewall where it is safe via VLEs and tech enhanced tools (this is informed by the L&T staff) – IT policies generally say that you should work within the confines of the enterprise
- Protecting the university entity by assuring government's data protection and quality assurance procedures - QAA
- Planning is an 18 -24 month cycle
- Cost implications of engagement
- The new CIO – a change in management

## Practitioner

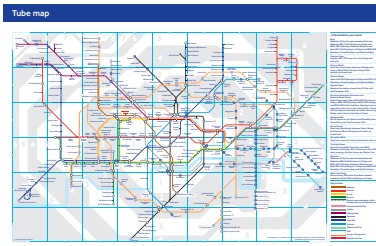
- So provision is based on the policies of the corporate entity but the options for student-centered learning need to be taken into consideration by IT related policies for academic work
- Student life is very fast-paced and social & digital media technologies keep up with that way of working, it is the academic who needs to facilitate and inform how students think to promote academically sound engagement with social media.
- Students working exclusively behind a firewall may may not understand current business practice

# The Business Case

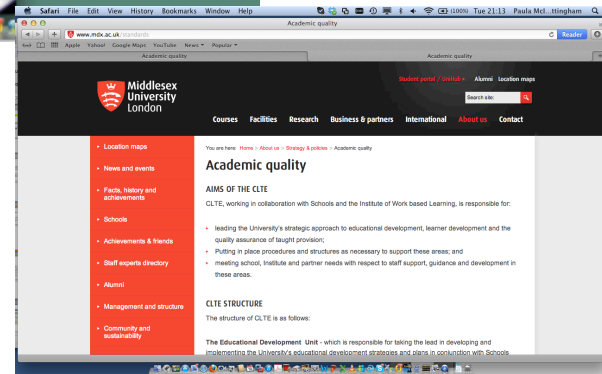
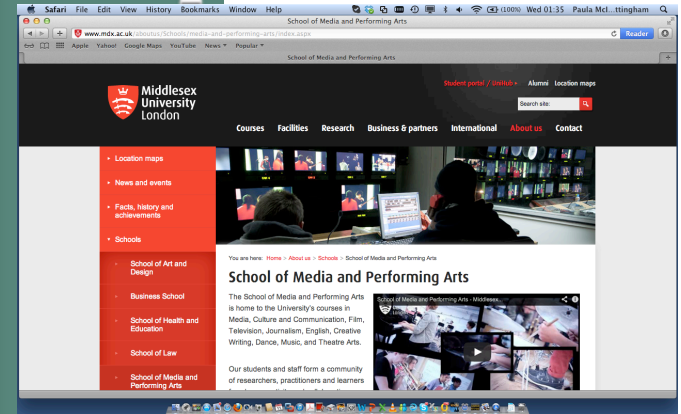
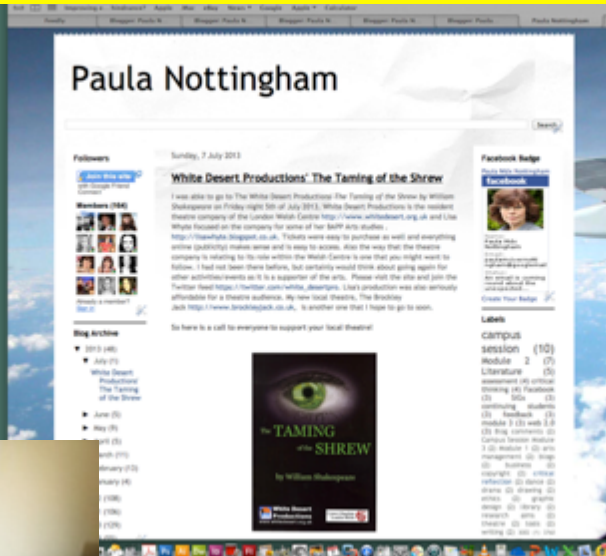
- Clear links to strategy & Plans
- Keep it simple!
- The value proposition
- Fully costed
- Options analysis
- Net present value
- Easy to do
- BA's SA's et al...



**‘Come back to me with a business case.’**



# The business case? or is this the language of learning



# Making a Difference

Developing practice that uses digital media

- as a way of communicating
- developing digital literacy that appreciates the private/public issues as a point in the learning process – fluency and responding to change
- ethical aspects of learning in a Web 2.0 and beyond



Martin Weller  
*The Digital Scholar*

Diane Laurillard  
*Teaching as a Design Science*

Salmon (2003) E-tivities



# The CIO Role

Complexity is what makes the job great

A key role for advocacy, efficient and effective use of technology looking for ways to cut cost without affecting quality of service, innovate programs, protect IPR, high service availability, data integrity and confidentiality of information

Must develop relationships based on trust

As University change agent acting as match maker

Breaking Silos, allow collaboration and communication to take place

Institutions that fit with you

Think Creatively!

# A CIO in a disruptive environment

Systems  
Survivability  
Support

Data/Opinion  
Doing/Talking  
Simple/Complex  
Now/Later

# Questions?

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