An evidence-based journey of digital transformation

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Vice principal and chief information officer, and librarian to the university

#digifest20
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What is digital transformation?

“Digital transformation is the changes associated with the complete application of digital technology in all aspects of a modern university”
Key things you need to have

- Digital culture and vision
- Digital strategy and alignment to university strategy
- Digital community of best practice and champions
- Digital infrastructure
- Digital transformation programme
- Digital maturity model
- Digital education ecosystem and digital pedagogy
- Digital principles
- Digital skills programme and framework
- Digital and data ethics policy and governance
- Digital e-safety and information security service, training and support
A digital culture

- Every educator is a digital educator
- Every student is a digital student
- Every university service is a digital service
- Every decision considers the available evidence
- Everyone plans and updates their digital skills
- We stop wondering about the future and start predicting and proactively acting

Hyper connected digital economy and digital community
The University of Edinburgh Digital Education Ecosystem - how it works

Ecosystem is self supporting and mutually enhancing

1. Surplus portions of the ecosystem - such as masters, exec ed, distance learning at scale - fund and support an increase in quality and activity in other areas such as blended learning and digital skills

2. All areas of the ecosystem create and reuse digital education material and leverage central platforms, skills, capabilities, new pedagogy and evolving best practice

3. Engagement with key market segments - employers, partners, alumni and new students - is key
Key things you need to do

• Ensure everyone is promoting digital transformation
• Embed in the principles and project plans of all university projects (don’t let another walk up, paper/form-based service get created!!)
• Remove barriers, myths and fears
• Create technologies and service that are automated, ‘no-touch’ and ‘baby-proof’
Digital principles: ‘Digital is simply better’

• We aim to create ‘digital services so good that customers prefer to use them’
• We will use ‘digital First and mobile first’ design
• We will map out customer journeys as our first priority in collaboration with our partners
• We will aim to optimise quality and efficiency with ‘fast and simple’ processes
• We will not be distracted by ‘what came before’
• We will serve as a key underpinning enabler of all university programmes
• We will enable evidence based, quantitative, quality decision making throughout the workforce
• We will have a full 10 year plan
• We will not create areas of digital poverty or digitally disenfranchise anyone
Thank you

Questions?

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Jisc case study
https://digitalcapability.jisc.ac.uk/case-studies/university-edinburgh/