

The background of the slide features a series of dynamic, flowing lines in various shades of blue and teal. These lines originate from the left side and curve towards the right, creating a sense of movement and fluidity. The lines vary in thickness and opacity, with some appearing as sharp, bright streaks and others as softer, more blended waves. The overall effect is a modern, high-tech aesthetic.

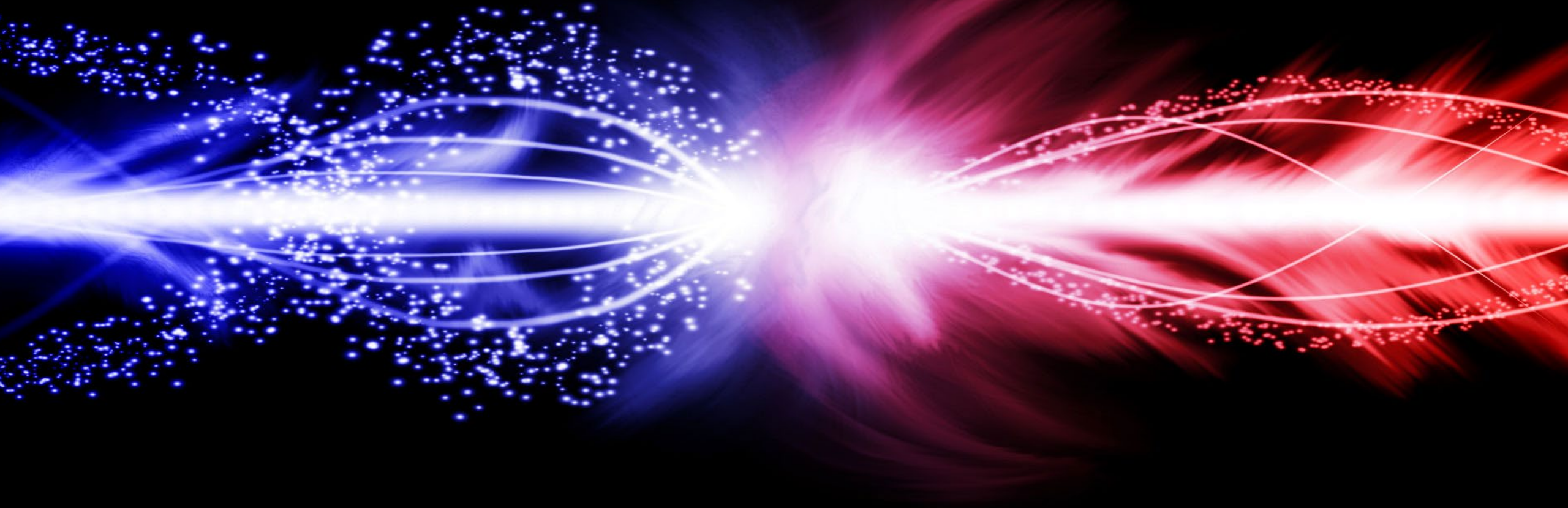
Technology, Trends & Future-proofing Strategies

William Confalonieri



Technology Evolution

Socio-Cultural Trends

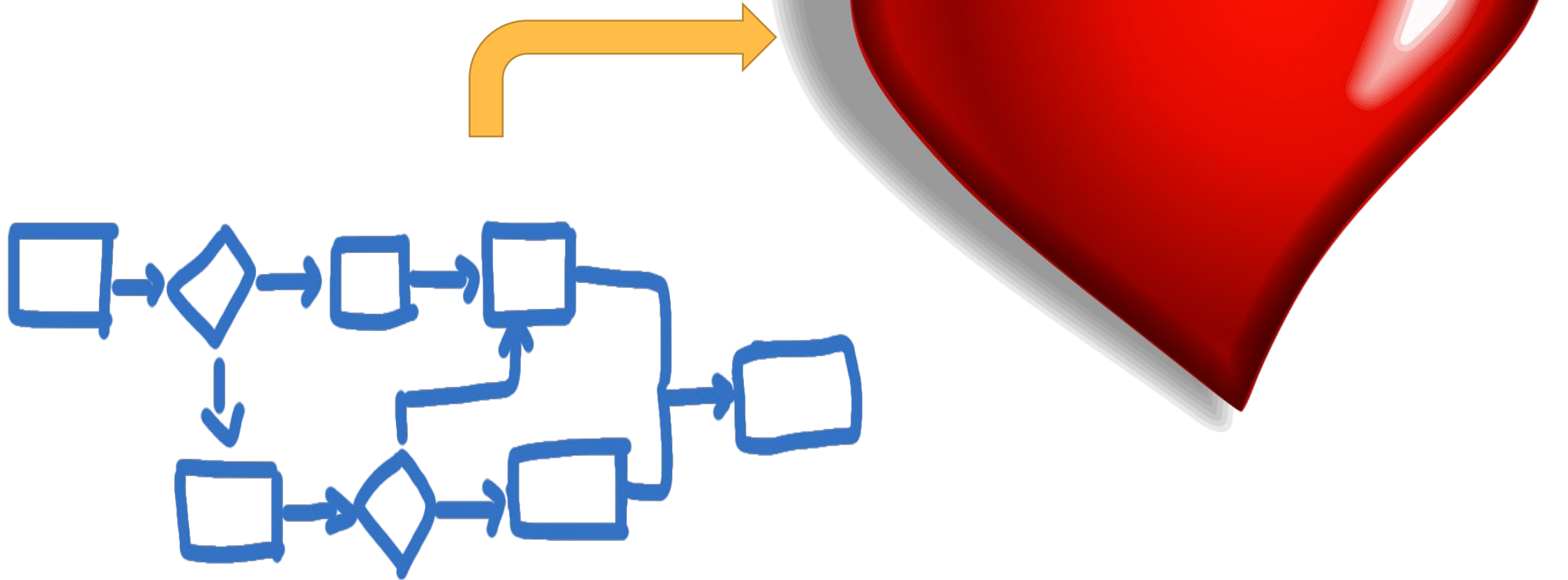


Business Opportunities



**MegaTrends in
the 2010s**

Technology



ZERO FRICTION EXPECTATIONS



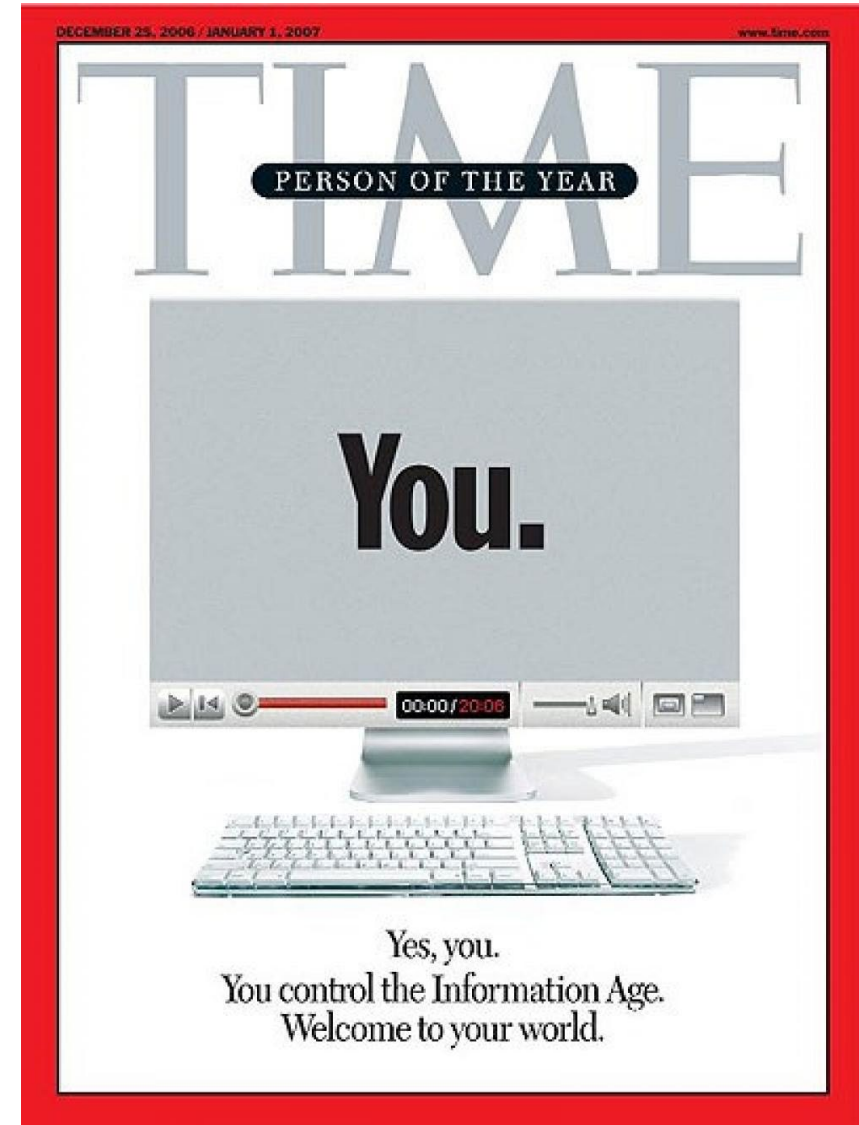
Outpacing Organisational Responses

Engaging a **cohort of one**

In the new digital era, **data** is no longer just for **business decision-making**

Today the key value of data is in powering **personalisation** and **prediction** to engage **You.**

Extreme Personalisation





"It is not the strongest species that survive, nor the most intelligent, but the ones most responsive to change."

Charles Darwin



"If the rate of change inside an institution is less than the rate of change outside, the end is in sight."

Jack Welch



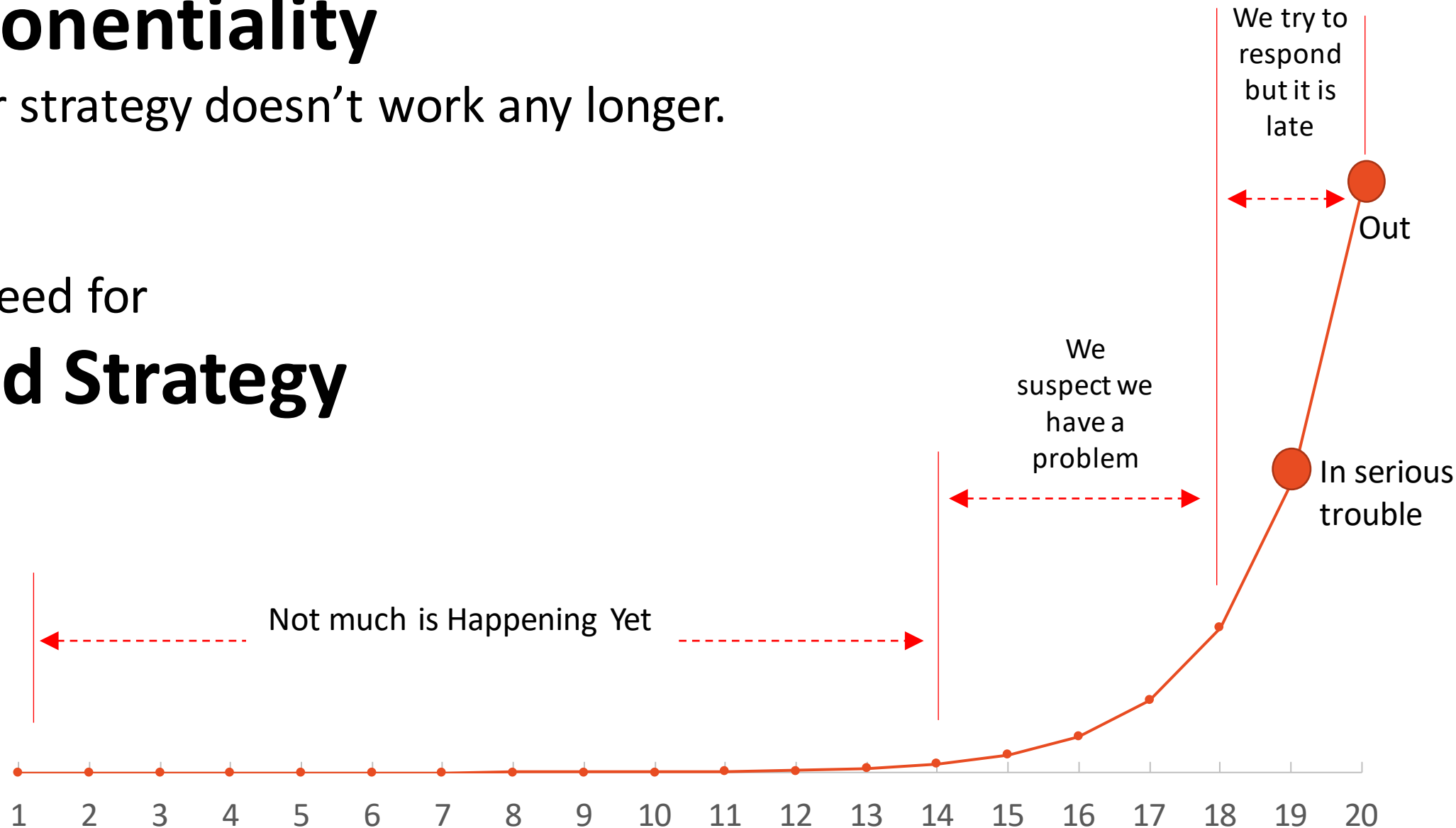
"A good hockey player plays where the puck is. A great hockey player plays where the puck is going to be."

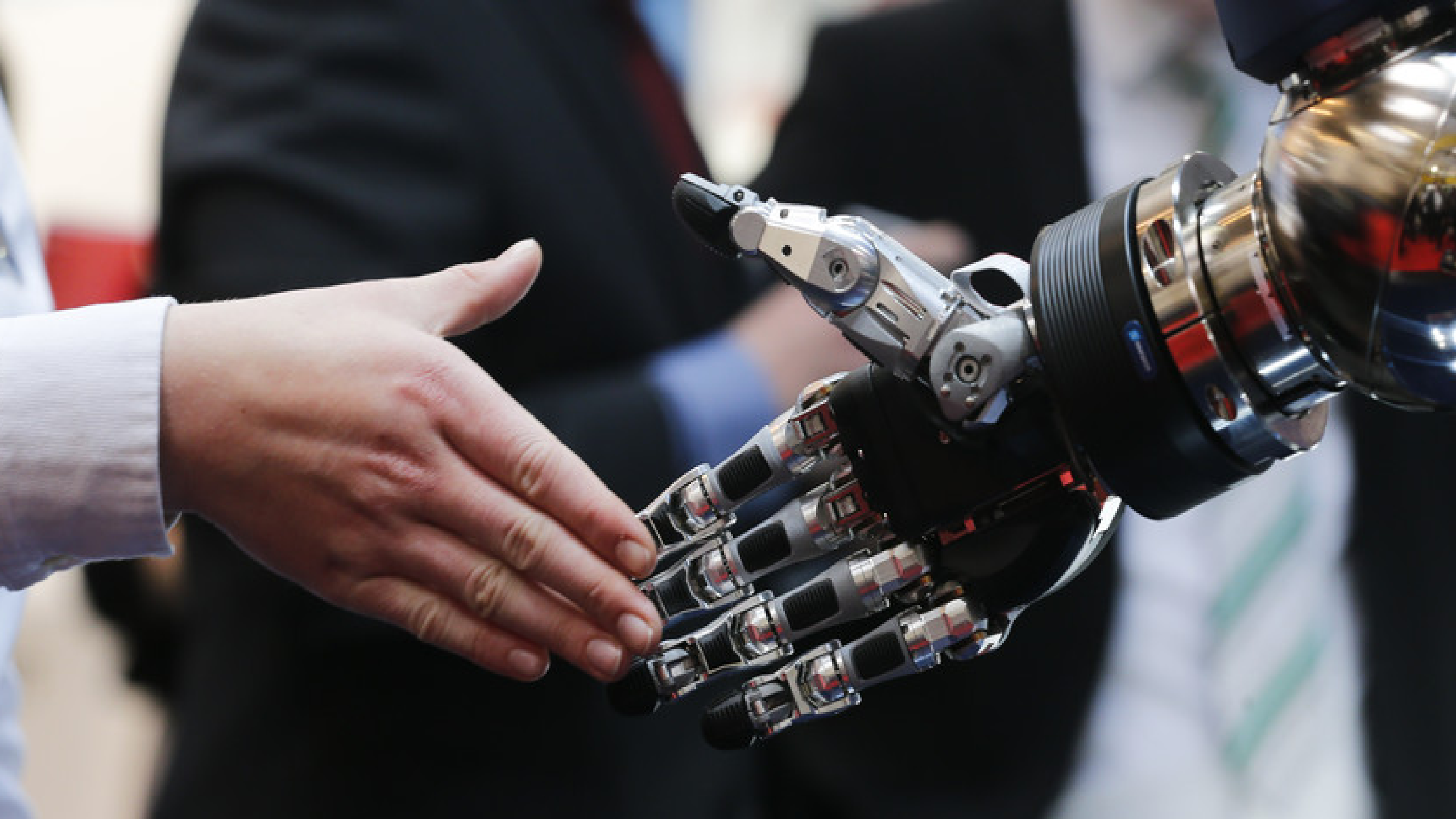
Wayne Gretzky

Exponentiality

Linear strategy doesn't work any longer.

The need for
Fluid Strategy





DEAKIN UNIVERSITY'S STRATEGIC INTENT



**DRIVING THE
DIGITAL FRONTIER**

Cloud Campus

DEAKIN



All Deakin students are cloud learners



Blended



online learning
with on-campus
classes and
activities

In industry



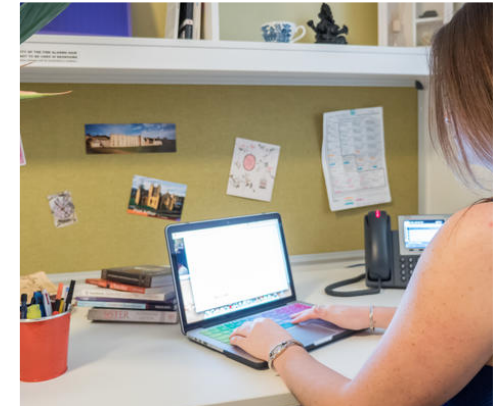
online learning
with placement,
study tour or
other external
experiences

Intensives



online learning
with blocks of
experiences on-
campus

Cloud

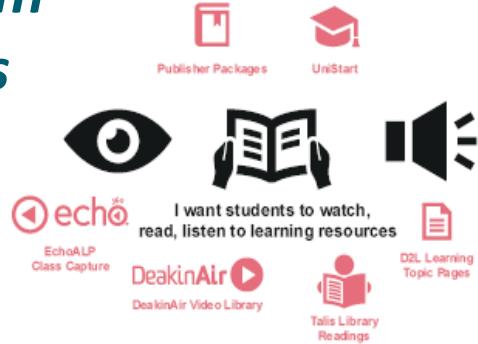


online learning
is the primary
learning
environment:
**Deakin Cloud
Campus**

Digital Learning Environment 2.0



Curriculum resources



Discussion Fora



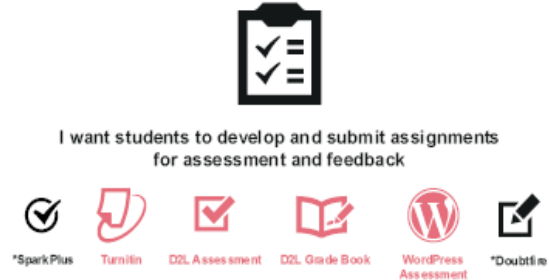
Collaboration platforms



Products: writing, video, audio



CloudDeakin



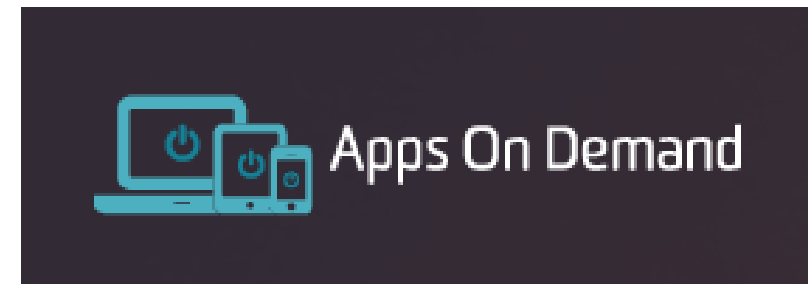
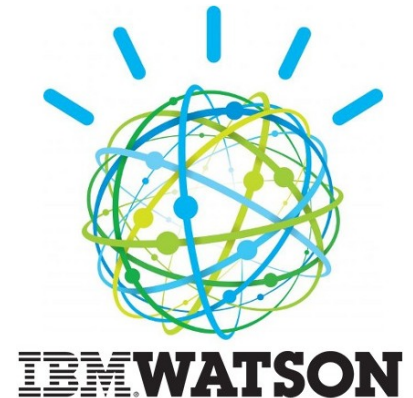
Assessment

*Available as linked systems not full integrations.

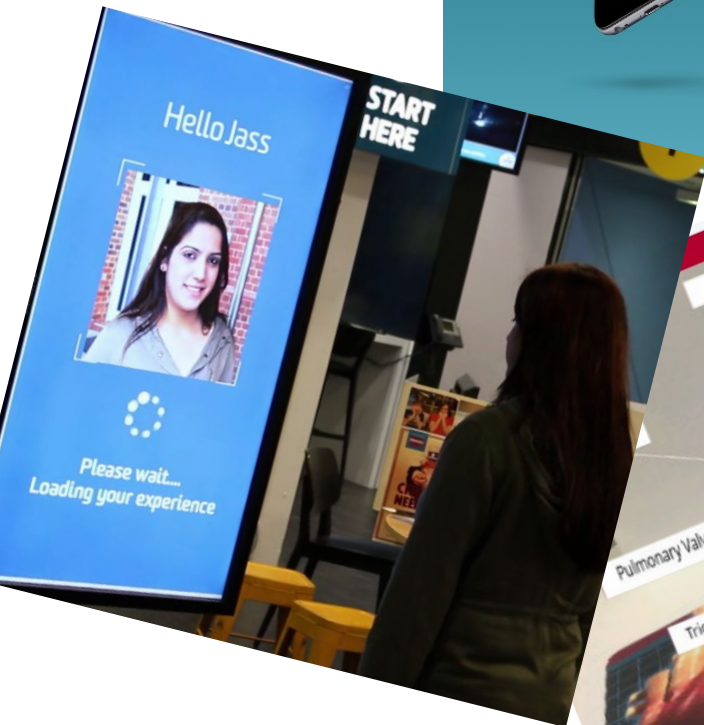
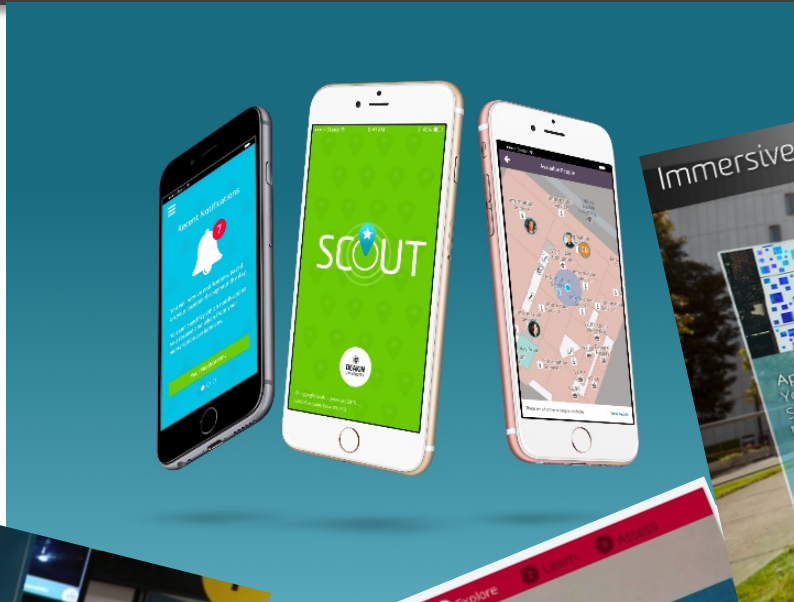
First wave of transformational platforms, 2013-2015



get unplugged



And beyond, 2016-2018





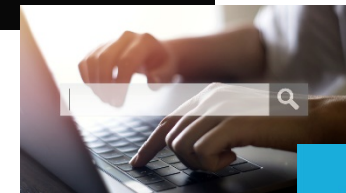
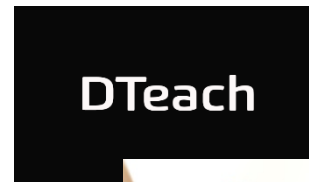
Demystifying Digital Community



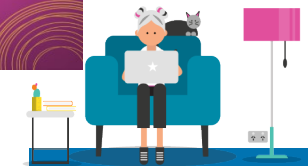
Welcome to the Digi-Q Lab



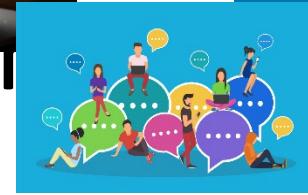
Skill



al



LinkedIn Learning



Liter

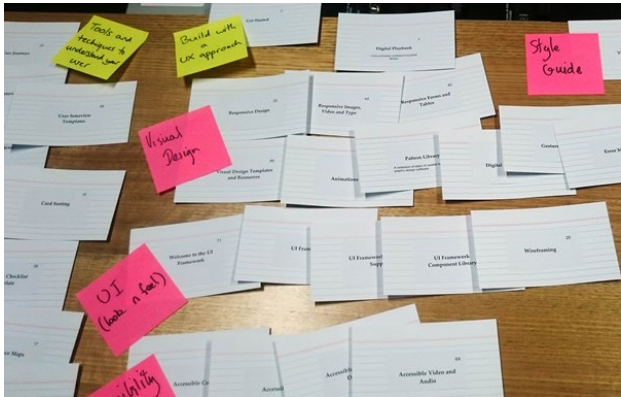


*We will continue to be human-centric and ethical
in creating and managing our digital platforms*

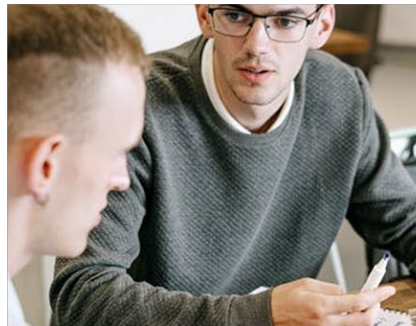
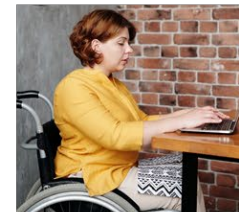
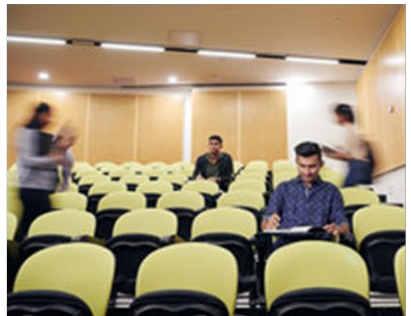
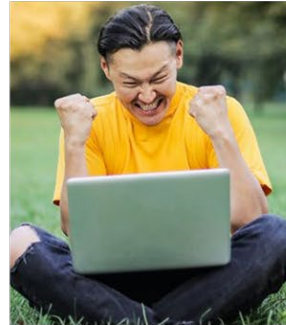
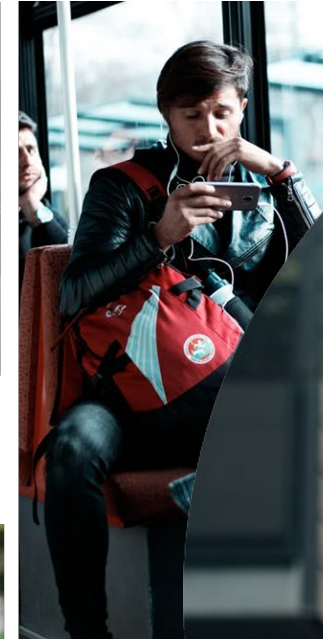
- Deakin 2030 Ideas to Impact,
Strategic Plan 2030

-

Our Human Centred Design work is ALL about understanding people's needs...



.... by listening to and observing the *experts* who know what's needed.



2011 to 2020: The Digital Decade

Collision of IT with:

- Frictionless Demand
- Personalisation Demand
- Millennials
- User Centred Design

Shift from TX to UX



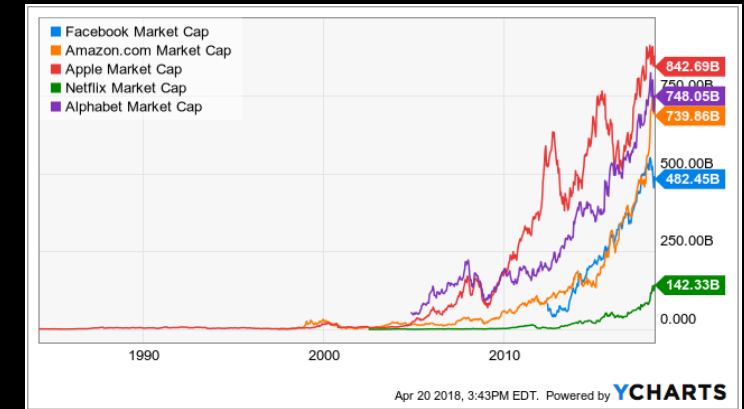
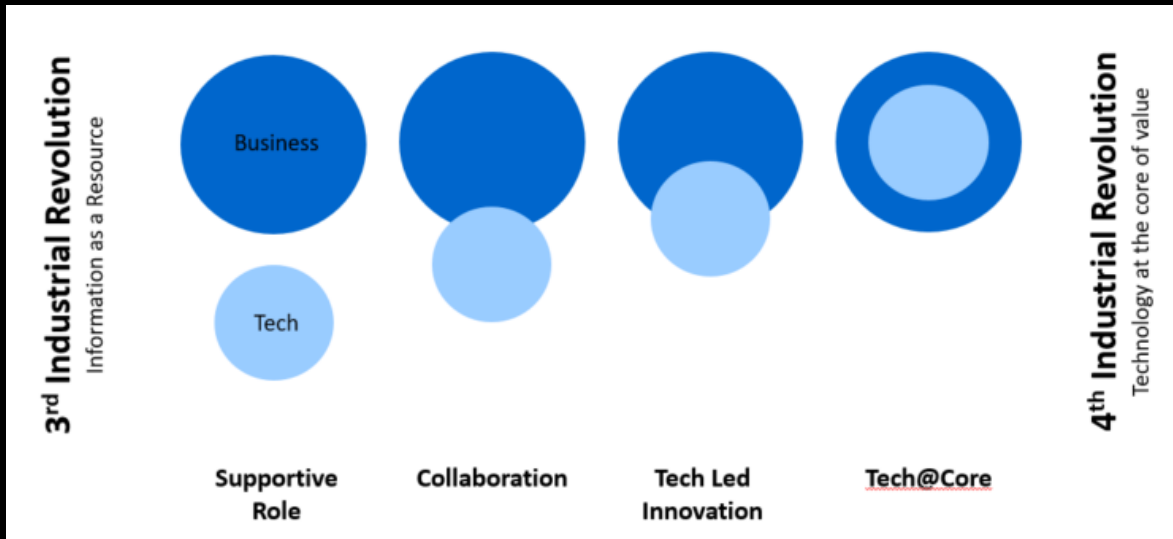


**Extra
Megatrends**

2021 to 2030: The Post-Digital Decade

A collision of different forces provoking:

- A new Economy: CX Led, AI Powered, Data Fed
- A new Industrial Revolution: 4th



Goldman Sachs – “We are a technology firm. We are a platform” – [Lloyd Blankfein](#) (CEO)

ING – ‘We want to be a tech company with a banking license’ – [Ralph Hamers](#) (CEO)

Citi – “We see ourselves as a technology company with a banking license” – [Michael Corbat](#) (CEO)

DNB – “Technology company with a banking licence” [Halvor Lande](#)

BBVA –

→ “If you want to be a leading bank, you have to be a technology company” – [Francisco González](#) (CEO)

→ “We have to transform the bank into a digital company as soon as we can” – [Francisco González](#) (CEO)

JPMorgan – “We are a technology company” [Marianne Lake](#) (CFO)

2021 to 2030: The Post-Digital Decade

- New Priorities: Innovation, Agility, Scale, Security
- Transforming the Operating Model
- Enabling new Business Models

**SCALE
AGILITY
SECURITY
INNOVATION**

Forbes

Billionaires

Innovation

Leadership

Time To Adopt A Whole New Way Of Working

This Is Why Fortune 500 Companies Use An Agile Approach To Process Improvement

Large Companies Acting like Startups: Agility and the Capacity to Scale

Coca-Cola | IBM | Kodak | Northrop Grumman

New ways of working

Businesses love to talk about customer-centricity but what does it actually look like when an organisation reimagines every aspect of its behaviours, working style and operations for its clients? PwC is finding out.

New Ways of Working in the Company of the Future

Banking | Globalization | Labour Market | Leadership | Reinventing the Company

Menu

FINANCIAL REVIEW

Corporate Australia is embracing the agile business model

The Industrial Approach

The dominant mindset in the business world today is still based on the principles of the Industrial Age:

- Scientific management
- Command and control
- Quasi-military hierarchy
- Organisational design following the business functions
- Supply-centred focus
- Linear strategic planning
- Homogenisation and standardisation of the workforce
- Application of the “fear factor” to seek performance.

The required new approach

- Management by values
- An entrepreneurial, freedom and responsibility culture
- Firing up workforce by igniting positive psychology
- Demand-centred focus
- Encouragement of diversity and differences
- Adaptive strategic planning
- Organisational design optimised for continuous delivery.