

Technology Investment in Higher Education

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Challenges / Opportunities

1. Globalization - education as a global business
2. Rising cost of higher education
3. Increasing competition for talents and students
4. Greater level of collaborations across borders

Business Alignments

1. Branding, global standards and benchmarking
2. Efficiency, productivity and values creation
3. Teaching & research excellence
4. Global presence, anytime anywhere access

Challenges / Opportunities

5. Increasing focus on corporate governance & relationship management
6. Growing investment & interest in non-conventional education
7. IT-native for the upcoming generation

Business Alignments

5. Knowledge, information & customer relationship management
6. Synchronous and asynchronous learning
7. Automation, alternative means for services

Multi-Agency Approach

Centre for Development of
Teaching & Learning

Pedagogy & Training

NUS Libraries

Digital Resources

**Support for
Faculty,
Staff and
Students**

Centre for Instructional
Technology (CIT)

IT for Teaching & Learning



Faculty IT Units

Faculty's IT Facilities & Services

Computer Centre



Core ICT Infrastructure, Applications
and Services



Enable Competitive Advantages

- Paperless Admission
- Second Life
- Grant Management
- Rich Data, Poor Information

Compliance Requirements

- Common Procurement Platform
- Declaration for Conflict of Interests

Mitigating Risks

- e-discovery
- Institutional Repository
- Security Management

Total Cost of Ownership

- Shared Services
- Enterprise Architecture

Efficiency & Productivity Gains

- Office Automation
- Process Streamlining & Re-engineering
- Video Conferencing

1. IT Governance – budget and manpower management
2. Institutional storage of 350+ TB on lease and capacity-on-demand
3. Telephony on lease
4. Shared services – Data Centre, Financial Services
5. Data Warehousing – Academic/Student Analytics
6. NUS Grid computing
7. Common LMS/CMS platforms
8. ERP for integrated student information system

Thank You