



The Augmented University

Kurt Weideling



Content

- Imagining the future
- How to respond
- The trouble with chatbots...



Some disruptive technologies to consider

Blockchain

Machine learning

Natural Language Processing

Quantum computing

Robotic Process Automation

Extended reality (AR/VR)

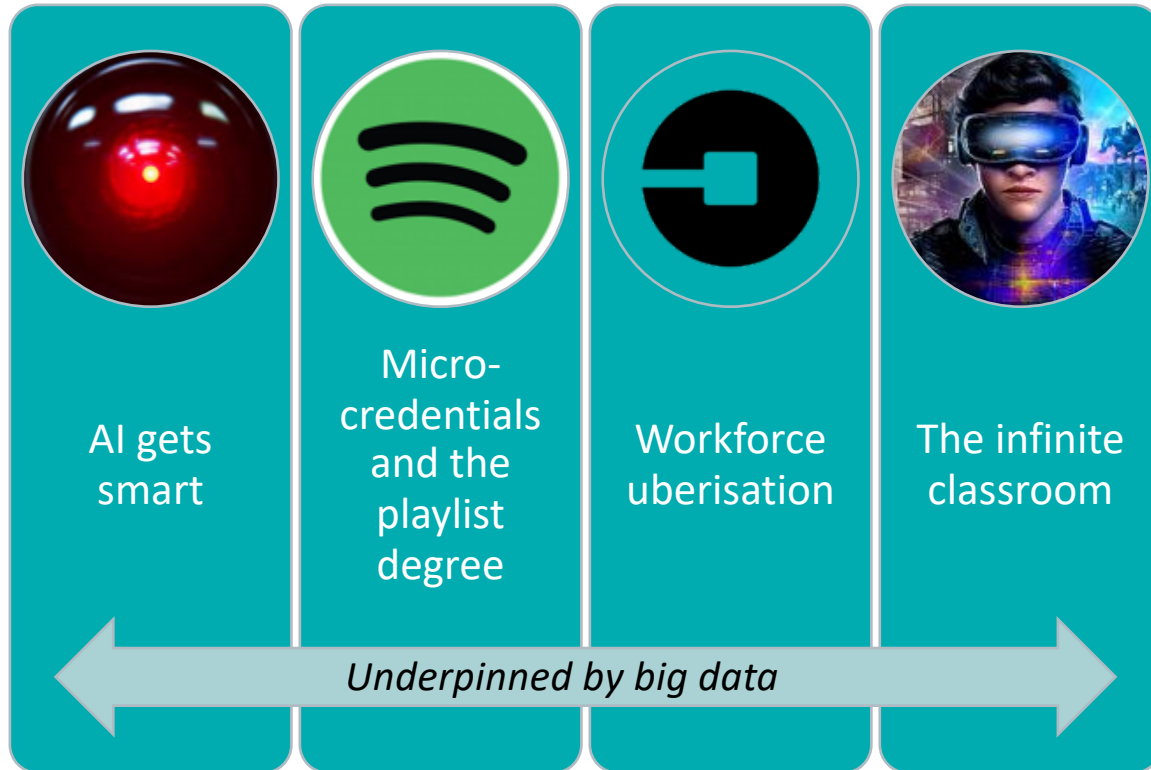
Advanced data analytics

Robotics / autonomous vehicles

5G / IoT

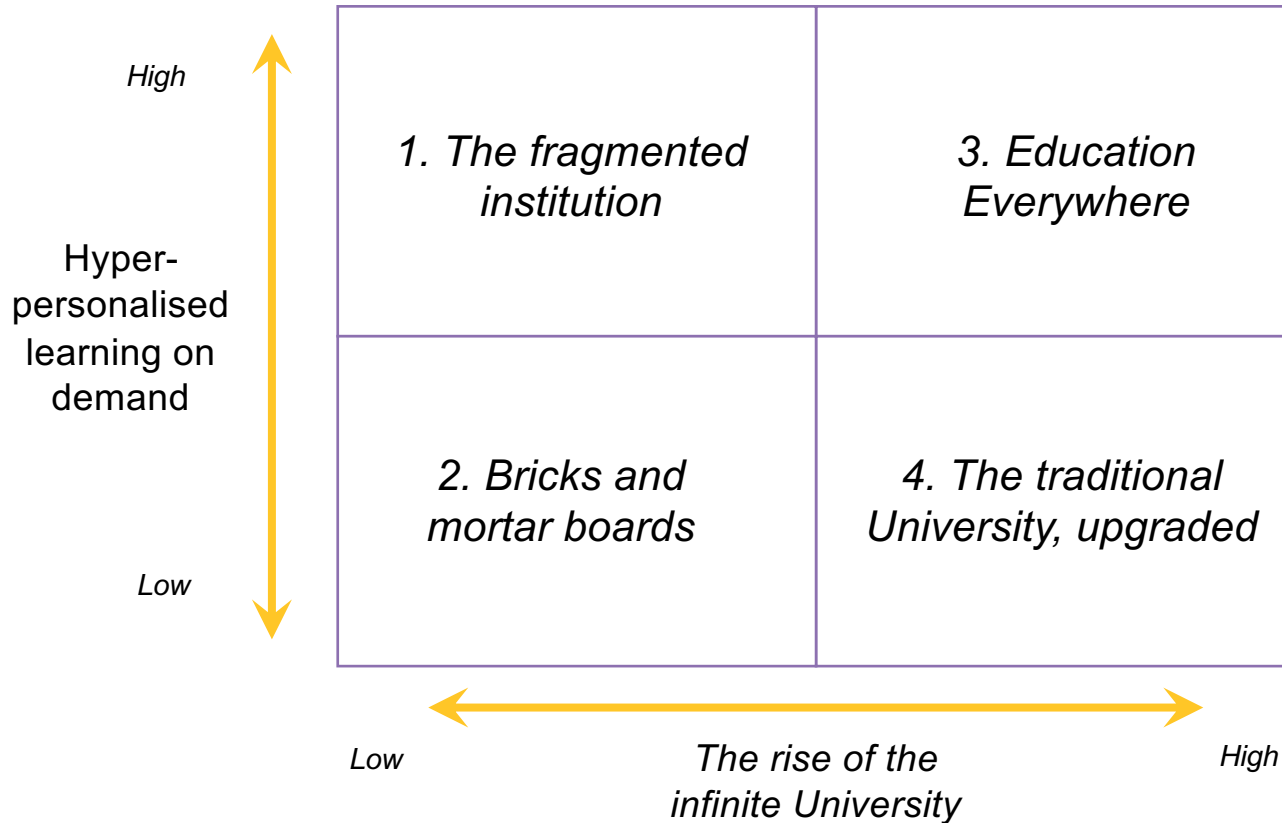


Macro-trends with the greatest potential to impact the sector





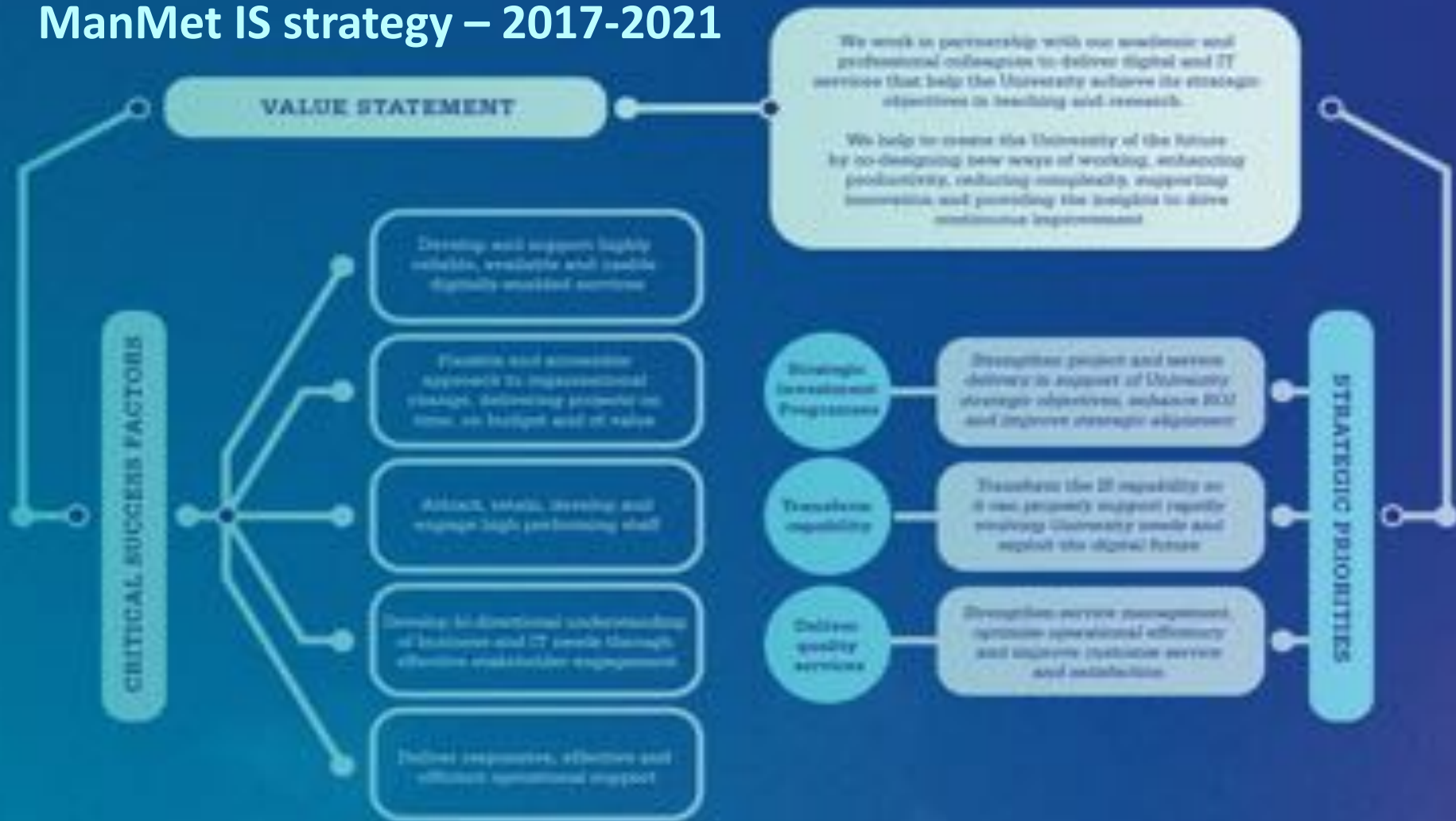
Four visions of the future





The ManMet response

ManMet IS strategy – 2017-2021





*So how much of this strategy and investment plan
do you think is still valid 2.5 years on?*



If half our strategic planning is redundant after less than 3 years, what can we do?






A zoom-in / zoom out

approach to strategy development is one approach that can work in this context





Strategic operating principles for a transformed world

Adding value at scale	Hyper personalized on-demand	Augmented and automated	Data driven and integrated	Makes life easier and us more human
				
<ul style="list-style-type: none">• It's not enough for us to tinker with new technologies – we need them to work for 38000 students and 5000 staff.	<ul style="list-style-type: none">• We entering the age of the 'natural born cyborg'. People expect their service providers to work around them, not the other way around.	<ul style="list-style-type: none">• New technologies such as NLP, RPA and advanced machine learning offer the opportunity to augment our processes with intelligent technology	<ul style="list-style-type: none">• Every decision we make must be data informed, with the data drawn from well governed and managed sources	<ul style="list-style-type: none">• Does the new technology make our staff and students' lives easier, and make us more human?

Every process, every function, every capability



Ethical Principles

Humans in the loop

Transparency for machine learning

Retraining in new skills

Equity of access

Data privacy