A Large Australian University – Client Background & Context

An Australian University has engaged Deloitte to help in planning their IT portfolio spend and setting an IT Strategy over the next 5 years

Client Context

The University is ranked in the top 10 Universities in Australia and the top 400 Universities worldwide. Highlighted below are some key pieces of context on the Client:

- The University has experienced a 10% year-on-year student growth rate due to a high influx of students from surrounding cities as well as International students across the Asia-Pacific region.
- The University currently maintains 5 disparate IT facilities to host its applications and infrastructure.
- The IT division hosts 350 applications to cater to the needs of its 40,000 students as well as researchers and staff.
- The University has a very large IT budget (over $10m allocated per year) with a focus on Capital Expenditure (CAPEX). The University IT team is very familiar with the processes of purchasing infrastructure, but has not engaged many subscription model services (Operational Expenditure – OPEX).
- The University IT team consists of over 150 staff members. They are all highly skilled in managing IT infrastructure and virtualised environments. Some staff members have begun to get training in newer technologies.

Client Challenges

The University are considering their IT portfolio spend over the next 5 years and have engaged Deloitte as an experienced Cloud partner to support them in tackling some of the following challenges:

- The University IT Infrastructure is currently reaching power constraints. At current growth projections, the existing infrastructure will not be able to sustain the University's needs beyond the next 3 years.
- Researchers had an extensive demand for high-performance compute resources within the University. Provisioned resources are easily utilised quickly and intensive processing contributes to rising temperatures and greater power draw in the existing facilities.
- During peak periods (such as enrolments and exams) some of the key students applications (timetabling, accommodation) tend to crash due to excessive traffic and user load. At other times, the applications run very slowly, contributing to student dissatisfaction.
- IT Staff find that they spend a large amount of time on monotonous tasks such as patching and upgrading servers and software. They feel like their time could be better spend working on innovative new applications to enhance the student experience.