We are all keenly aware of the accelerated volatility experienced by Australian tertiary providers over the last two years. COVID-19 has served to speed up the changes the sector was already grappling with arising from instability in the market, policy, the changing nature of work and the fast-moving technological environment in which we operate. The correlated and attendant challenges posed by this disruption can only be managed an optimistic and ambitious strategy – as expressed in your strategic plan. Your plan will see [Client] lead in community-embeddedness, pathway provision, diverse learner support, regional partnering and development, as well as internal and external collaboration. ​

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Like all Australian universities, [Client] has recently experienced the very pointy end of disruption and has needed to adapt both business and operating models to deal with it. We see this in many universities locally and globally. Growing connectivity across the University’s ecosystem is a central tenant of your strategic plan articulated as building new collaborative and agile ways of working. Connectivity is also central to KPMG’s globally researched future of tertiary education. We call this building a connected university. In a connected university, the ERP platform facilitates rather than hinders success for teaching, research and professional staff, and students. Everyone across the University will benefit from this Program, enhancing data and evidence-based decision making, building HR and Finance capabilities, improving the service experience and operational efficiency. ​