

Increasing IT agility and accelerating digital adoption within Universities.

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Student acquisition and retention are key for Universities, and the effectiveness of their digital services will often decide the winners from the losers.

Mozaic have worked with a number of UK Universities, assessing both their IT function and helping to shape or transform their digital strategy. In doing so we have identified four common characteristics of high performing institutions.



Personalised student learning experiences and easy access to on-demand learning



Monitor student engagement and intervene / influence at the relevant time



Able to deliver rapid change to meet evolving institutional needs



Aligned around common goals operating as one team

The key to success for the Universities we work with, including Coventry University and the University of Manchester amongst others, has been transforming their technology function to embrace a more Digitally orientated operating model without writing off previous investments. These transformations have delivered increased agility and speed, while maintaining appropriate control, saving money, and making it easier to embed the required change as disruption to staff and current ways of working were minimised.

When embarking on transformations like these, particularly within an environment where budgets are constrained and there is an expectation to do more with less, we believe institutions should focus on three main things.

How Mozaic Can Help

- Undertake a rapid IT and digital assessment to help develop a roadmap to improve delivery speed and capability
- Manage and support the delivery of key transformational activity to ensure benefits are realised and sustainable

1. Adopting a consistent, efficient and effective delivery approach to realise benefits sooner.

Moving to a Portfolio and Product led Service model, and adopting agile led delivery, which in turn grants accountability to the right individuals and teams in the University to define the work priorities and align effort to these, will yield improvements in both delivery practices and results.

2. Reviewing and re-prioritising technology spend.

The implementation of strong, university wide governance is a critical success factor in enabling the strategic prioritisation of the investment in change. The correct governance structure enables portfolio management offices to control the allocation of IT resources to where they are needed most.

3. Assessing skills / capability and developing a plan to close any gaps.

The ability to augment traditional organisation design models with flexible resourcing models, allows skills to be brought in on demand. Establishing a career development framework, that leverages industry best practices (e.g. SFIA) to build a catalogue of training and career pathways will allow existing team members to modernise, upskill and progress.

Most universities understand the importance of their technology functions and, where appropriate, transform them in order to achieve the right balance between agility and control; accelerating digital adoption. It is by doing this that Universities are able to meet, and hopefully exceed, the digital expectations of their prospective, and current students; enabling them to interact and learn when they want, how they want, and where they want.



Mozaic are an independent IT consultancy specialising in IT Operating Model transformation and digital enablement with deep expertise in the Higher Education sector.

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