Monday - Conference Theme Synopsis

Driving Institutional Progress through ERP Innovation in the Digital Era

In today's digital era, higher education relies on modern ERP ecosystems to streamline processes, improve data integrity, and support academic and administrative excellence. As institutions evolve, ERP innovation increasingly incorporates intelligent automation, predictive insights, and integrated digital workflows that make work simpler and more seamless for staff and students alike. Yet the true power of ERP transformation lies not only in advanced technologies, but in ensuring these tools remain deeply human-centred designed to support people, enhance experiences, and foster meaningful engagement across the institution.

This year marks a significant milestone: the **ITS Integrator**, our institution's enterprise backbone, turns 40. Building on four decades of continuous development and partnership with higher education, we are showcasing how a proven platform can be reimagined for the future through AI-enabled capabilities and human-centred design.

The 2026 ITSI User Group Conference explores how to combine human-centred design with AI-enabled ERP capabilities, from intelligent automation and predictive analytics to smart workflows and guided self-service, to drive institutional progress. This balanced approach ensures that technology amplifies human capability rather than replacing it, empowering staff to focus on high-value work, enabling students to access services effortlessly, and equipping leaders with timely, evidence-based insights.

This year's theme highlights how ERP innovation, grounded in empathy and user-focused design, can help institutions adapt, innovate, and elevate performance. By aligning digital intelligence with human needs, and by leveraging the 40-year heritage of ITS Integrator, universities can build future-ready environments where people thrive and technology enables sustainable, long-term success**.**

Tuesday:

Enhancing Student Success through AI-Powered Learning Experience

This topic examines how institutions can deploy AI thoughtfully, within a human-centred pedagogy, to measurably improve student outcomes. It focuses on designing adaptive learning journeys that personalise content and pacing; surfacing real-time risk signals to enable proactive advising; and streamlining academic support through intelligent nudges, guided self-service, and multilingual help. Rather than replacing educators, AI augments them with actionable insight into cohort progression, skills gaps, and engagement patterns, freeing staff to spend more time on high-impact interactions. Sessions will translate this into practice with governance and ethics guardrails, practical data models, and a benefits-realisation lens tied to throughput, retention, time-to-intervention, and student satisfaction, so that digital intelligence delivers demonstrable academic value while preserving the primacy of human judgment and care.

Wednesday:

Empowering People, Powering Progress: Human-Centric ERP Innovation

In an era of constant change, the real advantage comes from technology that amplifies people. This topic examines how a human-centred approach to ERP, supported by thoughtfully applied AI, simplifies work for staff, personalises support for students, and equips leaders with timely, trustworthy insights. The focus is on designing intuitive processes and smart workflows that remove friction, elevate service quality, and free teams for higher-value tasks, while safeguarding ethics, inclusion, and change-readiness. By aligning digital tools with human needs and institutional purpose, we turn the ERP from a system of record into a system of value, one that strengthens wellbeing, improves decision velocity, and accelerates measurable institutional progress.