10. Conclusion

Introducing technology, namely Mahara Eportfolio, into a multiple campus environment at ACU was a complex task due to a failed adoption of a pilot product, challenges with communication and collaboration, duplication of administration and the lack of a flexible change process. This experience has been a catalyst to effect change in the organisation mainly in project management, the roles of organisational units and improving communication, professional development and service provision. At ACU we are grateful for feedback received from the global community and colleagues who have been able to add their insight.

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