The EDUCAUSE 2017 Top 10 IT Issues

Gerard Au • Susan Grajek • Rebecca Frost Davis
John Landers • Marden Paul
Today’s session
1. Introduction to the Top 10 IT Issues
2. Discussion of the issues
3. Questions
The Slate

- Change leadership
- Data management and governance
- Data-informed decision making
- Digital transformation of learning
- Digital transformation of scholarship and research
- Faculty adoption of technology
- Higher education affordability
- Identity management
- Information security
- IT partnerships
- IT service management
- Next-gen enterprise IT
- Next-gen IT workforce
- Online education
- Strategic leadership
- Student success and completion
- Sustainable funding
- Sustainable staffing
The Vote

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The Top 10 IT Issues

1. **Information security**: Developing a holistic, agile approach to reducing institutional exposure to information security threats

2. **Student success and completion**: Effectively applying data and predictive analytics to improve student success and completion

3. **Data-informed decision making**: Ensuring that business intelligence, reporting, and analytics are relevant, convenient, and used by administrators, faculty, and students

4. **Strategic leadership**: Repositioning or reinforcing the role of IT leadership as a strategic partner with institutional leadership

5. **Sustainable funding**: Developing IT funding models that sustain core services, support innovation, and facilitate growth

6. **Data management and governance**: Improving the management of institutional data through data standards, integration, protection, and governance

7. **Higher education affordability**: Prioritizing IT investments and resources in the context of increasing demand and limited resources

8. **Sustainable staffing**: Ensuring adequate staffing capacity and staff retention as budgets shrink or remain flat and as external competition grows

9. **Next-gen enterprise IT**: Developing and implementing enterprise IT applications, architectures, and sourcing strategies to achieve agility, scalability, cost-effectiveness, and effective analytics

10. **Digital transformation of learning**: Collaborating with faculty and academic leadership to apply technology to teaching and learning in ways that reflect innovations in pedagogy and the institutional mission
Let’s talk: Pick your top two themes

Go to slido.com
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*Use the app to submit questions for the Q and A too!*
Let’s talk: Pick your top two themes

**Theme 1: Information Security**
- **Information security**: Developing a holistic, agile approach to reducing institutional exposure to information security threats

**Theme 2: Focused and Relevant Priorities**
- **Strategic leadership**: Repositioning or reinforcing the role of IT leadership as a strategic partner with institutional leadership
- **Sustainable funding**: Developing IT funding models that sustain core services, support innovation, and facilitate growth
- **Higher education affordability**: Prioritizing IT investments and resources in the context of increasing demand and limited resources
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**Theme 3: Strategic Use of Data**
- **Student success and completion**: Effectively applying data and predictive analytics to improve student success and completion
- **Data-informed decision making**: Ensuring that business intelligence, reporting, and analytics are relevant, convenient, and used by administrators, faculty, and students
- **Data management and governance**: Improving the management of institutional data through data standards, integration, protection, and governance

**Theme 4: Next-gen Enterprise IT**
- **Next-gen enterprise IT**: Developing and implementing enterprise IT applications, architectures, and sourcing strategies to achieve agility, scalability, cost-effectiveness, and effective analytics

**Theme 5: Digital Transformation of Learning**
- **Digital transformation of learning**: Collaborating with faculty and academic leadership to apply technology to teaching and learning in ways that reflect innovations in pedagogy and the institutional mission
Theme 1: Information Security

Gerard Au, Associate Vice President, Information Technology Services, California State University, San Bernardino
Marden Paul, Director, Planning, Governance and Assessment, Office of the Chief Information Officer, University of Toronto

Information security: Developing a holistic, agile approach to reducing institutional exposure to information security threats

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Theme 2: Focused and Relevant Priorities

Rebecca Frost Davis, Director of Instructional and Emerging Technology
St. Edward’s University

John Landers, PMO Lead, University Technology [U]Tech
Case Western Reserve University

Marden Paul, Director, Planning, Governance and Assessment,
Office of the Chief Information Officer, University of Toronto

**Strategic leadership**: Repositioning or reinforcing the role of IT leadership as a strategic partner with institutional leadership

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Theme 2: Focused and Relevant Priorities

John Landers,  
Case Western Reserve University
Marden Paul,  
University of Toronto

**Strategic leadership:** Repositioning or reinforcing the role of IT leadership as a strategic partner with institutional leadership

**For the audience:** How is IT leadership situated within your institution?

1. Considered to have primarily an operational role where success is measured by the quality and uptime of services? (like the phones, electricity...)
2. Reporting to the Chief Business Officer with a specific mandate for leading information technologies that advance the administrative mission.
3. Reporting to the Provost/Chief Academic Officer with a specific mandate for leading information technologies that advance the academic mission.
4. A strategic partner with institutional leadership -- academic and administrative -- with a mandate to bring innovative information technology solutions to the institution’s key objectives.
Theme 2: Focused and Relevant Priorities

John Landers, Case Western Reserve University
Marden Paul, University of Toronto

**Sustainable funding**: Developing IT funding models that sustain core services, support innovation, and facilitate growth
Theme 2: Focused and Relevant Priorities

John Landers, Case Western Reserve University
Marden Paul, University of Toronto

**Higher education affordability**: Prioritizing IT investments and resources in the context of increasing demand and limited resources
Theme 2: Focused and Relevant Priorities

Rebecca Frost Davis, St. Edward’s University
John Landers, Case Western Reserve University

**Sustainable staffing**: Ensuring adequate staffing capacity and staff retention as budgets shrink or remain flat and as external competition grows

*For the audience*

What innovative solutions have you found to improve staff retention?
Theme 3: Strategic Uses of Data

Gerard Au, California State University, San Bernardino
Rebecca Frost Davis, St. Edward’s University
Marden Paul, University of Toronto

Student success and completion: Effectively applying data and predictive analytics to improve student success and completion

Data-informed decision making: Ensuring that business intelligence, reporting, and analytics are relevant, convenient, and used by administrators, faculty, and students

Data management and governance: Improving the management of institutional data through data standards, integration, protection, and governance

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Theme 3: Strategic Uses of Data

Gerard Au, California State University, San Bernardino
Rebecca Frost-Davis, St. Edwards University

Student success and completion:
Effectively applying data and predictive analytics to improve student success and completion

For the audience
Which is generally your institution’s approach to adopting new technologies?
1. Tend to adopt after our peers
2. Tend to adopt at the pace of our peers
3. Tend to be among the first of our peers to adopt
Theme 3: Strategic Uses of Data

Gerard Au, California State University, San Bernardino
Rebecca Frost Davis, St. Edward’s University

Data-informed decision making:
Ensuring that business intelligence, reporting, and analytics are relevant, convenient, and used by administrators, faculty, and students

For the audience
Who does this issue impact most?
1. Top administrators
2. Faculty
3. Staff
Theme 3: Strategic Uses of Data

Gerard Au, California State University, San Bernardino
Marden Paul, University of Toronto

Data management and governance: Improving the management of institutional data through data standards, integration, protection, and governance
Theme 4: Next-gen Enterprise IT

Gerard Au, California State University, San Bernardino
John Landers, Case Western Reserve University

Next-gen enterprise IT: Developing and implementing enterprise IT applications, architectures, and sourcing strategies to achieve agility, scalability, cost-effectiveness, and effective analytics

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Theme 5: Digital Transformation of Learning

Rebecca Frost Davis, St. Edward’s University
Marden Paul, University of Toronto

Digital transformation of learning: Collaborating with faculty and academic leadership to apply technology to teaching and learning in ways that reflect innovations in pedagogy and the institutional mission.
Questions about the Top 10?

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Thank you for participating in today’s session!

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