EDUCAUSE Live! Participant Chat

The EDUCAUSE 2014 Top-Ten IT Issues: Be the Change You See

April 16, 2014: 1:00 p.m. ET (UTC-4; 12:00 p.m. CT, 11:00 a.m. MT, 10:00 a.m. PT)

Abbreviated Chat Transcript:

Kyle Johnson (Chaminade Univ): (13:09) I really like seeing the issues broken down this way. It shows to me that IT is seeing that we have to be in the business of supporting education instead of just running the tech.

Marilyn at University of Alabama: (13:14) What advice do you have for faculty buy-in for enterprise data analysis tools?

Kyle Johnson (Chaminade Univ): (13:16) How do you balance the desire for tools that are completely flexible versus our need to start recognizing that not every school and business process is a special snowflake?

Kyle Johnson (Chaminade Univ): (13:20) How does Baylor (or other institutions) determine the level of risk they find acceptable? Our challenge has been to understand that there is no such thing as a risk-free environment?

Kyle Johnson (Chaminade Univ): (13:24) I report to the provost and sit on cabinet, and that seems to be a really good mix for a teaching college. Our experience is definitely consistent with that slide.

Varun Sehgal: (13:29) I’ve heard the definition of "cabinet" vary across institutions; I’m assuming it means the institutional executive management team which reports to the President.

SusanGrajek, EDUCAUSE: (13:30) @Varun: Yes, that’s correct.

David Hoyt, Collin College: (13:33) Varun, that’s my definition.

Paul – UNL: (13:35) byod and mobile seems much less an infrastructure issue than it is a cultural and systemic symptom of the expectations that are being set by consumer products instead of enterprise. It’s an issue of what people want to use vs. what IT wishes they would use.

Kyle Johnson (Chaminade Univ): (13:37) @paul I think it becomes an infrastructure issue when IT designs the network and system assuming that they get to control all the devices on the network. You have to make major technical changes then to address the cultural issues you mentioned.

Paul – UNL: (13:39) yeah it definitely becomes infrastructure... just don’t want to forget it goes a lot deeper & gets into the classic "us vs. them" thing :)

Robert Martin, Missouri State University: (13:40) @Kyle The problem is that the culture moves forward whether the infrastructure does or not. Be the change you see in the world. :-)}
Kyle Johnson (Chaminade Univ): (13:41) @robert, I completely agree.

Timothy McPhee 10 ASOS: (13:41) "Us vs. them" thinking can be reduced with good communication and leadership.

Timothy McPhee 10 ASOS: (13:42) So many complaints and misunderstandings can be solved with good communication skills.

Kyle Johnson (Chaminade Univ): (13:42) Was data collected on cloud based academic systems (e.g. LMS)?

SusanGrajek, EDUCAUSE: (13:44) Sorry, incomplete: EDUCAUSE is holding an Administrative IT Summit on many of the issues related to Issue #8 in June, in partnership with NACUBO. We’d love to see you there: http://www.educause.edu/events/administrative-it-summit

SusanGrajek, EDUCAUSE: (13:47) Yes we asked about Cloud-based academic applications. Sorry I didn't include that in the chart. 54% have them in place, 9% are implementing, 12% are planning, 12% are tracking.

Kyle Johnson (Chaminade Univ): (13:49) I definitely think that item about distributed IT shrinking isn’t true. Seems to me that cloud services would allow distributed IT to provide some of the services that used to be done by central IT.

Keith Boswell, North Carolina State University: (13:51) I think the more likely outcome of moving to cloud services is not so much that the IT workforce will shrink but that it will change in terms of the skill sets that will exist within the institutional IT workforce.

Keith Boswell, North Carolina State University: (13:51) Also agree with @Kyle’s comment.

Kyle Johnson (Chaminade Univ): (13:54) Having said all that, I think how much distributed IT you have is based a great deal on your size. My school is 2400 FTE, and we have decided to do everything we can to meet needs centrally and do distributed only when it makes sense. For us that means our Communications, Interior Design, and Nursing folks do some of their own support for specialized applications with help from central IT.

Paul – UNL: (13:54) the face of distributed vs central IT could change as budgets force centralization while campus needs push for those resources to be more available to them... so we could wind up with centrally funded and coordinated IT that is more distributed (using more automated tools).

David Hoyt, Collin College: (13:55) I agree with both Kyle and Keith. We have departments that go off the ranch and pick their own cloud services. We are migrating some staff to handle cloud services.

Keith Boswell, North Carolina State University: (13:58) #2 is how I see institutional leaders moving away from the view of IT as a utility and toward the idea of IT as a strategic asset.
Glenn Bunton: (13:58) The problem with focusing on relationships is they constantly change as people change. A solid infrastructure should be able to adapt to the constantly changing relationships that exist.