The Future of Administrative IT

Debi Allison, Brian Voss, Gordon Wishon, and Jarret Cummings

October 16, 2013
FAIT in 50 Minutes or Less

- Context (Interviews)
- Value and Priorities (Panel)
- Thoughts and Questions

Informal CIO Dialogue:
3:40 – 4:30 PM, CIO Meeting Room 303A
Today’s Panelists

- Debi Allison, Vice President Emerita, IT Services, Miami University of Ohio
- Brian Voss, Vice President for IT and CIO, University of Maryland
- Gordon Wishon, CIO, Arizona State University

Moderator: Jarret Cummings, Director of External Relations, EDUCAUSE
Context

Future of Administrative IT
Thought Leader Interviews

- 9 interviews
- 6 assumptions
- 6 questions
- 1 summary analysis
Core Assumptions

- Admin. services drive admin. IT spending
- Reengineering key to cost-effectiveness
- System limitations may inhibit reengineering
- Reengineering = savings? Need evidence
- Reengineering = costs; cost-benefit analysis framework?
- Mission needs = cost-effectiveness pressures
Key Questions

- Compelling case for reengineering?
  - Efficient, cost-effective, high-quality services
  - Improving performance, freeing resources
  - Adapting for online

- Reducing spending/maximizing value?
  - Realistic functional requirements
  - Innovative sourcing, mgt./org. models
  - Institutional collaboration on shared services
  - Analytics for business intelligence
Key Questions (cont’d)

- Data Needs?
  - Comprehensive, granular cost data
  - Standard cost metrics for services
  - Comparative framework: functions/roles

- Advancing the agenda: community needs?
  - Reengineering case studies
  - Community-based consulting services
  - Research: Customization; reengineering
  - Project scoping/mgt. professional dev.
  - Institutional engagement strategies
Key Questions (cont’d)

- EDUCAUSE community goal(s)?
  - “Moon Shot” vs. “Down to Earth”
  - Broad dialogue to decide

- Partners?
  - Presidential associations (e.g., ACE, APLU)
  - NACUBO, functional area communities
  - Administrative systems providers
  - Major stakeholder groups (e.g., trustees, faculty)
Value and Priorities

Future of Administrative IT
What is the real value of administrative systems to the institution?
What should institutions do to maximize the value of administrative systems?
What should the higher education IT community set as its top priorities in this space?
What is IT’s message to higher education on administrative systems?
Thoughts and Questions

Future of Administrative IT
Thank You!

Questions? Contact Jarret Cummings: jcummings@educause.edu

Informal CIO Dialogue, Room 303A
3:40 – 4:30 PM

2014 Admin IT Summit (June 11-13, Chicago)
www.educause.edu/events/administrative-it-summit