Get Ready for a New, More Service-Centric Future

ENTERPRISE IT SUMMIT 2016
May 2-4 | New Orleans, Louisiana
THANK YOU TO OUR SPONSORS

PLATINUM PARTNER
Ellucian’s Ethos Platform is purpose-built for higher education with an entire ecosystem of solutions, partners, data access, and insights, along with the services that support a well-run modern campus.

GOLD PARTNER
We simplify “cloud” confusion: we help clients build strategies and success metrics that help them clarify their use of cloud technologies.

Dropbox for Education connects your campus with the collaboration tool faculty and students prefer, letting them work anywhere on any device. Enterprise-grade security features also give you the control and visibility you need to manage data across campus.

Higher education institutions can experience a positive journey to new IT service models by understanding the effects of security, availability, and reliability on their desired outcomes.
Welcome to the 2016 Enterprise IT Summit

We are pleased to welcome IT and business leaders and our corporate partners to this special event.

As Yogi Berra famously said, “The future ain’t what it used to be.” And that feels truer now than ever before. Enterprise IT is moving from a solutions- and technology-based activity to one that is service- and strategy-centric. Both IT and business leaders need to collaborate to ensure institutions receive meaningful, scalable, and affordable enterprise services.

Whether it’s moving to the cloud or moving to shared services, these shifts in the focus of institutional IT are also driving shifts in the roles of IT and business leaders, in the funding models that can best support service-centric technology, in procurement processes, contract management, and more.

This is the third Enterprise IT Summit co-hosted by EDUCAUSE and NACUBO. It is a sign of our enduring and close relationship. We are delighted to welcome our association presidents to the Summit, John O’Brien and John Walda, who will open the event. We have also planned panels and presentations about funding models, consortia and cooperatives, vendor contracts, and leadership roles. But you have a starring role in this event: We have designed the summit to give you opportunities to reflect, analyze, discuss, and conclude. Throughout, you will interact with and hear from both technology and business leaders to fully leverage our joint communities.

Let’s stop contemplating these challenges and work together to start addressing them. If the summit gives you two or three good ideas that you act on within the coming six months, your time here will be well-spent.

Make the most of this week. Learn, share, network, and, of course, laissez les bons temps rouler!

Bill Dillon
Executive Vice President
NACUBO

Susan Grajek
Vice President for Data, Research, and Analytics EDUCAUSE

BROUGHT TO YOU BY

NACUBO

The association’s mission is to advance the economic viability, business practices and support for higher education institutions in fulfillment of their missions. For more information, visit nacubo.org.

EDUCAUSE

EDUCAUSE is a nonprofit membership association created to support those who lead, manage, and use information technology to benefit higher education. A comprehensive range of resources is available to all EDUCAUSE members. For more information about EDUCAUSE, including membership, visit educause.edu.

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GETTING STARTED

NAME BADGES
Your name badge verifies your registration and provides admission to functions. Please wear your name badge during the summit.

WIRELESS ACCESS
Network SSID: EDUCAUSEAIR
Network Password: educause (case sensitive)
Wireless is available during registration hours. Please be respectful and limit your use of personal MiFi devices. These will disrupt the wireless experience for those around you.

SESSION RESOURCES
All presenters are invited to upload their session resources including slides, videos, and handouts, etc. These resources are available to participants on the Enterprise IT Summit website.

CONTRIBUTE AND CONNECT
Take an active role in your meeting experience while on-site and online:
- Join the Twitterati: Tag your tweets with #ENT16.
- Be a photo journalist: Share your images online and tag them with #ENT16.
- Stay up to date on the EDUCAUSE community: Connect with us on LinkedIn.

EVALUATION FEEDBACK
Your input is vital to shaping future events—from what’s offered through the program to who presents it. Please tell us what you think.

SESSIONS
Share your thoughts on sessions and presenters through the online event program: educause.edu/ent16/Agenda.

OVERALL
Watch for the overall evaluation e-mail shortly after the event.
RECORDING/STREAMING POLICY

Because all presentations and associated materials are the presenters’ intellectual property, you must obtain the presenters’ permission to record or stream their session or activity in any medium (including, but not limited to, Periscope, Meerkat, and YouTube).

Recording/streaming for commercial purposes is allowed only with prior written permission from both EDUCAUSE and the presenter(s). EDUCAUSE reserves the right to ask any participant to move within or to leave a session venue if their use of technology is disruptive to presenters or other participants.

RECEPTION

MONDAY, MAY 2, 6:30–8:00 P.M.
LAGNIAPPE, SECOND FLOOR

• Relax over food and drinks and get to know your colleagues.
• A hosted bar will be available.
NOTE: Please wear your name badge for admittance.

NOTES
MONDAY
May 2

5:00–6:30 p.m.
Registration Desk Open
RHYTHMS FOYER, SECOND FLOOR

6:30–8:00 p.m.

一杯 Reception
LAGNIAPPE, SECOND FLOOR
One of the most valuable aspects of this conference is the opportunity to connect face-to-face with fellow attendees. Join us for the reception, where you can relax over food and drink and get to know your colleagues. A hosted bar will be available.

NOTE: Please wear your name badge for admittance.

TUESDAY
May 3

7:00–8:00 a.m.

一杯 Networking Breakfast
WATERBURY BALLROOM, SECOND FLOOR
A complete, hot breakfast will be served.

7:00 a.m.–5:00 p.m.
Registration Desk Open
RHYTHMS FOYER, SECOND FLOOR

8:00–8:15 a.m.
Welcome
RHYTHMS BALLROOM, SECOND FLOOR
Betsy Tippens Reinitz, Director of Enterprise IT Programs, EDUCAUSE; William L. Dillon, Executive Vice President, NACUBO

8:15–9:00 a.m.
Beyond the Technology: The Broader Context of Enterprise IT
RHYTHMS BALLROOM, SECOND FLOOR
John O’Brien, President and CEO, EDUCAUSE; John Walda, President and CEO, NACUBO
In this opening session, the presidents of EDUCAUSE and NACUBO will set the stage for the summit as they look beyond enterprise IT to the larger dynamic of change in the higher education landscape. Their discussion of new opportunities, new models, and new challenges will provide context for the conversations that follow throughout the event.
Leading Transformational Change
RHYTHMS BALLROOM, SECOND FLOOR

Tracy Schroeder, Vice President, Information Services and Technology, Boston University; Susan Grajek, Vice President, Data, Research, and Analytics, EDUCAUSE; Joseph A. Sergi, Executive Vice President, Finance and Administration, CFO, Southern New Hampshire University; Robert Solis, Vice President and CIO, University of Massachusetts Central Office

As the enterprise shifts from managing technologies to managing services, what does this mean for enterprise leadership? This session will address the role that IT and business leaders can play in institutional transformation and will help attendees develop actionable steps they can take to lead their own institutions through this process.

10:30–11:00 a.m.

Refreshment Break
RHYTHMS FOYER, SECOND FLOOR

11:00 a.m.–12:00 noon

Corporate Future Focus, Part 1: Lightning Round
RHYTHMS BALLROOM, SECOND FLOOR

James Willey, VP of Product Management–Technology, Ellucian; Charlie Moran, Sr. Partner and CEO, Moran Technology Consulting; and an executive representative from Dropbox for Education and Juniper Networks

Executive representatives from the summit’s corporate sponsors will highlight their visions of the future of enterprise service delivery, focusing on the opportunities that cloud technologies and services provide that can help enterprise IT align with and better support institutional strategy.

12:00 noon–1:00 p.m.

Networking Lunch and Roundtable Discussions
WATERBURY BALLROOM, SECOND FLOOR

Pick up your lunch and then either join an informal roundtable discussion or participate in the workshop.

Roundtable topics:
• Contracts
• Costing and funding
• Data centers in the cloud
• Privacy and security
• Service management
• Shared services
• Small institutions
• Sustainability
• Workforce issues

Additional tables will be available if you would like to eat and network more informally.

Workshop: IT Governance—How Do You Measure Up?
BORGNE ROOM, THIRD FLOOR

Catherine Watt, Senior Analyst for Analytics Services, EDUCAUSE

Is your IT Governance initiative top-notch? Or, are you hitting a roadblock, but you just don’t know why? Building on successful benchmarking initiatives, EDUCAUSE has built a new online service that helps IT leaders assess and benchmark maturity and technology deployment for a suite of strategic initiatives. This workshop will help you identify your IT Governance strengths and opportunities for improvement as well as how to improve in areas of difficulty. Pick up your lunch and join us for an introduction to this new EDUCAUSE service.
Corporate Future Focus, Part 2: Desserts and Discussions
RHYTHMS BALLROOM, SECOND FLOOR
Enjoy coffee and desserts while you join focused conversations led by representatives from our corporate sponsors about future challenges and opportunities. Topics will be announced at the summit and might include living in a hybrid world, communicating about total cost of ownership with your campus leadership, issues related to changing workforce needs, business continuity in the cloud, etc. Choose one topic or move from discussion to discussion as you like.

Legal Risk and Uncertainty in Managing Services, Vendors, and Contracts
RHYTHMS BALLROOM, SECOND FLOOR
Joanna Lyn Grama, Director of Cybersecurity and IT GRC Programs, EDUCAUSE; Patrick J. Feehan, Information Security and Privacy Director, Montgomery College

What does the shift from managing technology and infrastructure to managing services, vendors, and contracts mean in terms of legal risk and how should IT and business leaders prepare to manage that risk for the enterprise? Focusing primarily on how institutions adopt cloud services, this session will explore legal concepts and offers suggestions on addressing legal risk as the enterprise shifts from technologies to services. Concepts explored will include establishing trust with the vendor, negotiating contracts when no negotiating is permitted, and leveraging the power of internet audit—your own and your vendor’s.

Communicate to Persuade
RHYTHMS BALLROOM, SECOND FLOOR
William L. Dillon, Executive Vice President, NACUBO

Whether you are raising a teenager or negotiating a multiyear cloud-based service agreement, you need to focus simultaneously on surviving the immediate encounter and elevating the longer-term relationship. Learn to recognize and counteract proven unsuccessful negotiating tactics and identify new, more positive approaches that best fit your personal management style.
WEDNESDAY

7:00–8:00 a.m.

uncia Breakfast
WATERBURY BALLROOM, SECOND FLOOR
A complete, hot breakfast will be served.

7:00–11:00 a.m.

Registration Desk Open
RHYTHMS FOYER, SECOND FLOOR

8:00–9:00 a.m.

Transitioning the Enterprise to the Cloud: A Business Approach
RHYTHMS BALLROOM, SECOND FLOOR
Edward Mahon, Vice President and CIO, Information Services, Kent State University

Transitioning an IT operation to the cloud is expensive and risky. The transition, in turn, adds complexity to the overall support model. And, until the transition is complete, recurring costs actually go up. And if additional costs, increasing risk, and added complexity were not enough, deciding where to start is perplexing. Furthermore, a cloud transition can be disruptive and requires structured risk planning that must take into account the appropriate pace of change for a particular company. Based on his book Transitioning the Enterprise to the Cloud: A Business Approach, Ed Mahon’s presentation will address these issues with a focus on the costs, complexities, risks, and benefits associated with building a complete cloud sourcing strategy. All EDUCAUSE and NACUBO member attendees will receive a copy of Mahon’s book at registration.

9:00–9:15 a.m.

Beverage Break
RHYTHMS FOYER, SECOND FLOOR

9:15–10:00 a.m.

Aligning Funding Models with the New Reality
RHYTHMS BALLROOM, SECOND FLOOR
Joanna Lyn Grama, Director of Cybersecurity and IT GRC Programs, EDUCAUSE; J. Michael Gower, Executive Vice President for Finance and Administration, Rutgers, The State University of New Jersey; John J. Suess, Vice President of IT and CIO, University of Maryland, Baltimore County

As service delivery models change, the way we think about budgets and funding needs to change as well. Enterprise systems that were once primarily capital purchases may become subscription-based services with regular monthly or annual payment schedules. Shifting to a cloud model may also provide an opportunity to realign the IT budget in a way that creates opportunities for new initiatives. In this session, the panelists will describe their own efforts to meet the challenges of shifting funding models and consider the importance of working across the institution as part of those efforts.
If It’s in the Cloud, Get It on Paper: Six Years Later
RHYTHMS BALLROOM, SECOND FLOOR
Thomas Trappler, Senior IT Commodity Manager, University of California, Office of the President

Transitioning to cloud computing entails a paradigm shift from a technically managed solution to a contractually managed relationship. Thomas Trappler’s 2010 EDUCAUSE Review article, “If It’s in the Cloud, Get It on Paper,” helped enterprises understand that shift and how best to mitigate the associated risks to maximize the benefits. In the intervening six years, nearly a lifetime in “cloud years,” use of cloud computing has grown exponentially. The technology, use cases, and risks have evolved as well. This session will highlight the evolution of key issues pertinent to cloud computing risk mitigation via contract negotiation and vendor management.

JOIN US NEXT YEAR!
THE 2017 EDUCAUSE/NACUBO ENTERPRISE IT SUMMIT will be held February 27–March 1 in Phoenix, Arizona.

HYATT REGENCY PHOENIX
YEAR-ROUND SUPPORT

The EDUCAUSE Enterprise IT Program offers year-round support to help you make enterprise IT at your institution more informed, efficient, and strategic.

In 2016, you can access background resources, recommendations, and action plans on the four themes below.

- Effective Sourcing Strategies
- Understanding and Defining Costs and Funding
- Analytics and Business Intelligence
- Business Process Management

[link to program resources] educause.edu/enterprise-it-program