Welcome to the Administrative IT Summit 2014!

Administrative IT is at a crossroads. We have diverse institutional challenges—increased accountability pressures from within and beyond our institutions to justify costs, growing demand for IT to provide solutions for institutional business challenges, and a growing awareness of the value of administrative systems data in institutional decision making—at a time when the solution space and best practices are changing dramatically with the cloud, growing adoption of outsourcing, and frameworks for shared services, process redesign, and service management. Advances in consumer-level technology have entered the enterprise equation, and of course information security is an enduring risk to manage. We are at a crossroads, and the path we choose will be consequential. What better time to engage IT and institutional business leaders, as well as executives from a handful of leading solution providers, in a thoughtful exploration of these challenges and new models?

Welcome to the 2014 EDUCAUSE Administrative IT Summit, held in collaboration with NACUBO. This event has been crafted to broaden your thinking by exposing you to new models and the leaders who are applying them and by giving you opportunities to reflect and debate with your peers. We are delighted to host you and eager to learn with and from you.

Sincerely,
Susan Grajek
Vice President, EDUCAUSE
WIRELESS ACCESS
Wireless is available throughout the Administrative IT event meeting space.
- Select the network SSID: Educause (case sensitive).
- Launch a web browser.
- Enter the passphrase: educaus1 (case sensitive).

NAME BADGE
Your name badge verifies your registration and provides admission to functions. Please wear your name badge at all times.

PARTICIPANT LIST
Use the list of your fellow participants as a way to connect with peers and sort by their designated interests or geographic location: educause.edu/AdminIT14/Reg-Policies. For noncommercial use by conference participants only; login required.

RECEPTION
Wednesday, 6:30–8:00 p.m. | Crystal Ballroom Foyer
Start off the conference with this valuable networking opportunity.

EVALUATION FEEDBACK
Your feedback is critical to our continuous improvement. Please evaluate your experience.
Sessions: Share your thoughts on sessions and speakers through the online conference program: educause.edu/AdminIT14/Agenda.
Overall: Watch for the overall evaluation e-mail shortly after the conference. Coming soon to your inbox!

AUDIO/VIDEOTAPING, DIGITAL RECORDING, AND PHOTOGRAPHY
Because all presentations and associated materials are the intellectual property of the speaker, attendees must obtain speaker permission to record a session or other activity in any medium. Attendees are allowed to record for commercial purposes only with prior permission from both EDUCAUSE and the speakers. EDUCAUSE reserves the right to ask attendees to move within or to leave a session venue if their use of technology is disruptive. By attending the conference, attendees agree to the terms of the EDUCAUSE Image/ Audio/Video Release Form, which allows images, audio, and video recorded on-site to be used for educational and promotional purposes.
Disclaimer: Content from conference speeches, presentations, blogs, wikis, and feeds reflects the opinions of the authors and not necessarily those of EDUCAUSE or its members.

MOBILE DEVICE ETIQUETTE
As a courtesy to the speakers and other participants, we ask that you silence all mobile devices during summit sessions. In addition, please limit your mobile device use so bandwidth is not exceeded.

SESSION RESOURCES
All speakers are invited to upload their session resources including slides, videos, handouts, etc., to the listing in the online agenda. These resources are made available to participants through the Administrative IT Summit 2014 agenda and proceedings web pages.

EDUCAUSE OPPORTUNITIES
1. Give a Presentation: Submit a proposal to share your experience and “lessons learned” by answering a call for proposals for any of the available events at educause.edu/Events.
2. Serve on a Committee or Contribute as a Session Proposal Reviewer, Convener, or Photographer: Click the "Volunteer Now" button at the bottom of educause.edu/Volunteer.
3. Participate in an EDUCAUSE Live! Webinar: Information and a schedule can be found at educause.edu/Live.
4. Seek out Professional Development Opportunities: Explore constituent groups, mentoring opportunities, Institute programs, a Career Center, conferences, and more at educause.edu/PDopportunities.
5. Apply for Financial Assistance for Professional Development: Learn about EDUCAUSE fellowships at educause.edu/Fellow.

EDUCAUSE ADMINISTRATIVE IT PROGRAM
EDUCAUSE is developing an Administrative IT Program to provide members with products and services that address challenges and opportunities associated with administrative/enterprise information technology. Learn more at educause.edu/Admin-IT.

Resources available now include:
- The Future of Administrative IT, an executive briefing from an expert panel comprising higher education CIOs and representatives of the higher education chief business officer and administrative systems/services provider communities.
- NACUBO/EDUCAUSE Working Group on Administrative Services and Systems, a report summarizing the working group’s discussion on increasing value and cost-effectiveness of administrative IT in higher education.
Wednesday

5:00–6:30 p.m.
Registration Desk Open
CRYSTAL BALLROOM FOYER

6:30–8:00 p.m.

 Reception
CRYSTAL BALLROOM FOYER
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.

Thursday

7:00–7:45 a.m.
 Networking Breakfast
CRYSTAL BALLROOM FOYER
A complete, hot breakfast will be served.

7:00 a.m.–5:00 p.m.
Registration Desk Open
CRYSTAL BALLROOM FOYER

9:15–9:30 a.m.

 Break
CRYSTAL BALLROOM FOYER

9:30–9:45 a.m.
Introduction: Setting the Stage
CRYSTAL BALLROOM B
Susan Grajek, Vice President, EDUCAUSE
Given the resource pressures and challenges faced by higher education institutions, how can we best maximize the cost-effectiveness and value of enterprise and administrative systems and services? As we set the stage for the event’s conversations, we will present three different frameworks for defining and maximizing that value and set aside time for participants to discuss their own experiences in these areas.

9:45–10:45 a.m.
What Got Us Here Won’t Get Us There
CRYSTAL BALLROOM B
Craig Woody, Vice Chancellor, Financial Affairs, University of Denver; Eric L. Denna, CIO, University of Utah
While CIOs and CBOs might claim success to date, it would appear that past success is no predictor of future success. Craig Woody and Eric Denna will report on the work of a joint EDUCAUSE/NACUBO Task Force that lays out an agenda for CIOs and CBOs working together going forward.

10:45–11:30 a.m.
GROUP DISCUSSIONS
CRYSTAL BALLROOM A/B/C
Facilitated by: Philip J. Goldstein, Managing Partner, Next Generation Executive Search

11:30 a.m.–12:15 p.m.
Business Process Management: Loosening Controls to Enable Innovation and Rapid Change
CRYSTAL BALLROOM B
Bruce Robertson, Vice President, Research, Gartner
Many organizations constrain BPM techniques to very structured processes, yet most businesses have more nonroutine work to manage now. With digital business and the nexus of technology forces disrupting previous business models, business processes, people, and solutions must change. See how BPM methodology and solutions can bolster significant change delivery.
12:15–1:15 p.m.
Networking Lunch
CRYSTAL BALLROOM FOYER

1:15–2:00 p.m.

A Cloud Total Cost of Ownership Model for IT Decision Making
CRYSTAL BALLROOM B
Gabriel Youtsey, Interim Assistant CIO, University of California, Davis

Higher education lacks a consistent methodology to compare the costs of cloud- and campus-based IT services when considering alternatives. Hidden subsidies, apples-to-oranges costs, and qualitative factors prevent accurate total cost of ownership comparisons. In this session, we will discuss a flexible methodology for higher education institutions developed by the ECAR TCO Working Group.

2:00–2:15 p.m.

Introduction: Learning from Models in the Field
CRYSTAL BALLROOM B
Betsy Reinitz, Director, Administrative IT Programs, EDUCAUSE

Hear about best practices and lessons learned from institutions that have applied some of these frameworks to their own enterprise and administrative IT systems and services.

2:15–3:00 p.m.

Transforming Administrative Services through a Lean Philosophy
CRYSTAL BALLROOM B
David K. Creamer, Vice President for Finance and Business Services and Treasurer, Miami University

Miami University is using Lean to empower employees to transform operations. We will discuss the role of training and development in building employee-led teams and IT services’ role in the transformation, which has resulted in hundreds of process improvement teams that have delivered over $18M in annual improvements.

3:00–3:15 p.m.

Break
CRYSTAL BALLROOM FOYER

3:15–4:00 p.m.

The ERP Blame Game: It’s IT’s Fault!
CRYSTAL BALLROOM B
Steven D. Zink, Vice Chancellor for Information Technology, Nevada System of Higher Education

The reasons that large system implementations occasionally fail and almost never meet the lofty expectations that surrounded their purchase are well documented. The object of the blame is predictable: IT. Given this scenario, the IT professional has every incentive to push beyond traditional boundaries to craft a vision of a future not defined by technology. The reduction of complexity through comprehensive business process review must be undertaken before technology enters the discussion. Otherwise, the allure of the magic bullet of technology, buttressed by vendor claims and unrealistic expectations made to sell the project to the administration and the board, will rule. Leadership in this effort is not only the role but also the obligation of the modern higher education CIO. This discussion will reflect the ongoing efforts to replace legacy HR and financial systems at all public community and four-year colleges, research institutes, and universities that make up the Nevada System of Higher Education.

4:00–4:45 p.m.

Innovation and Shared Services: Odd Bedfellows, or a Marriage Made in Heaven?
CRYSTAL BALLROOM B
Curtis A. Carver Jr., Vice Chancellor and CIO, Board of Regents of the University System of Georgia; Timothy S. Mescon, President, Columbus State University; Steven Burrell, Vice President and CIO, Georgia Southern University

This panel will examine IT shared services in Georgia and how these services are providing a basis for innovation and transformation among 31 institutions and universities. We will examine private clouds, virtual library systems, software as a service, learning management systems, financials, contract negotiation, shared governance, and other opportunities not only for innovation but also for cost savings and efficiencies. Can institutional agility, economies of scale by acting as a system, and innovation at multiple levels be balanced to deliver transformational opportunities? Learn what has worked.

4:45–5:15 p.m.

DAILY REFLECTIONS AND GROUP DISCUSSIONS
CRYSTAL BALLROOM B
Facilitated by: Philip J. Goldstein, Managing Partner, Next Generation Executive Search
FRIDAY

7:00–8:00 a.m.

Networking Breakfast
CRYSTAL BALLROOM FOYER
A complete, hot breakfast will be served.

7:00–11:00 a.m.

Registration Desk Open
CRYSTAL BALLROOM FOYER

8:00–8:15 a.m.

Introduction: Collaborating and Planning for the Future
CRYSTAL BALLROOM B
Collaboration and partnerships are important considerations for enterprise and administrative IT. Institutions need to consider their own cultures, resource constraints, and expertise when considering partnerships with vendors and other institutions. We’ll examine relationships and partnerships between vendors and higher ed institutions, between IT and the business office, and among institutions that are partnering on enterprise/administrative IT issues.

8:15–9:00 a.m.

IT, the Business Office, and Vendors: Partnering for Better Outcomes
CRYSTAL BALLROOM B
Phillip Knutel, CIO, Bentley University; Robert Shea, Senior Fellow, NACUBO; Timothy Chester, Vice President for IT, University of Georgia; Gaspare LoDuca, Managing Director for Technology, Accenture Education Practice; Aletha Noonan, Vice President, Higher Education, CDW Government; Jack Kramer, Senior Vice President of Customer Perspective, Ellucian
How can institutions and vendors partner most effectively to maximize the value of enterprise and administrative IT? In this interactive session, a panel representing IT, the business office, and vendors will discuss the importance of collaboration among their groups.

9:00–9:45 a.m.

We Built, We Bought, We Shared: The Costs of Administrative Service Systems vs. the Academic Mission
CRYSTAL BALLROOM B
Thomas Dodds, CIO and Vice President for Information Technologies, Cornell University; Steve Fleagle, CIO and Associate Vice President, The University of Iowa; Laura Patterson, CIO and Associate Vice President, University of Michigan–Ann Arbor; Eric L. Denna, CIO, University of Utah
This panel will bring to life lessons learned from alternative approaches to managing the costs of ERP implementations, including building your own in the modern era, buying and implementing in smarter ways, implementing SaaS alternatives, and joining a higher education consortium that shares processes and software development. We will also address the leadership opportunities for finding ways to minimize the costs of administrative systems so our institutions can invest in our core missions—teaching and learning, service, and research.

9:45–10:00 a.m.

Break
CRYSTAL BALLROOM FOYER

10:00–11:15 a.m.

Next Steps: Taking It Home
CRYSTAL BALLROOM B
How can we take what we’ve learned during this summit and apply some lessons to our own institutions? Discussion groups will explore ideas that have emerged through the event and then report their ideas back to the larger group.

11:15–11:30 a.m.

Closing Remarks
CRYSTAL BALLROOM B
The program includes CIO discussions on leading institutional change, as well as sessions on analytics, applications, consumerization of IT, cloud sourcing, data curation, and mobile computing.

Register now: educause.edu/E14.
Ellucian delivers a broad portfolio of technology solutions, developed in collaboration with a global education community, and provides strategic guidance to help education institutions of all kinds navigate change, achieve greater transparency, and drive efficiencies.

CDW-G is a trusted partner to institutions, providing forward-thinking administrative IT solutions, campus technology-focused reports, and the understanding and resources required to successfully implement next-generation administrative systems and services.

Accenture’s innovative and visionary approach to administrative IT helps higher education institutions work across divisions to enable operations to be more scalable and agile while better supporting the institutional mission.