Enterprise Tech Adoption: Balancing User Needs and IT Resources

Marty Ringle, CIO, Reed College
Borre Ulrichsen, CIO, Gonzaga University
The Challenge of Technology Adoption

What problem are we trying to solve?
What role does IT governance play?

How do colleges and universities address other dimensions of technology adoption?
Dimensions of Technology Adoption

- Strategic alignment
- Financial resources
- Infrastructure integration
- Security/privacy risk
- Organizational readiness
- Project management
<table>
<thead>
<tr>
<th>Criteria</th>
<th>Description</th>
</tr>
</thead>
</table>
| Aligns with University Strategic Plan        | Requestor is expected to describe how this aligns with Institutional Priorities and Strategic Objectives. Is the project aligned with one or more University strategic objectives?  
1 = weak alignment, 5 = strong alignment |
| Does the project support a financial return to the University? | ROI information done during financial analysis  
1 = $0 - $25k, 3 = $25k - $75k, 5 = $75k+ |
| Does this project increase entrepreneurial spirit and innovation | Requestor is expected to describe innovation and entrepreneurial spirit  
1 = low, 5 = high |
| Is the project supported by a well-developed Business Plan? | 1 = low, 5 = high |
| Will business rules, business processes, or operational effectiveness improve? | 1 = low, 5 = high |
| Will teaching and learning directly improve? | 1 = low, 5 = high |
| How broadly will the University be effected? | "narrow" is equivalent to 1 department, "broad" is equivalent to University-wide  
1 = narrow, 5 = broad |
<table>
<thead>
<tr>
<th>Overall Risk</th>
<th>Combination of Technical Risk, Project Management Risk, Security Risk, and Financial Risk scores</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>4 = high risk, 20 = low risk</td>
</tr>
</tbody>
</table>

- Scored by ITS and Finance
- Complexity
- Completeness of information available
Time to Collaborate!

- [https://docs.google.com/document/d/1h7PYS_cWsJRmfy48BFtwfXEoSvCNGYWkBcaA9mZyu7j4/edit?usp=sharing](https://docs.google.com/document/d/1h7PYS_cWsJRmfy48BFtwfXEoSvCNGYWkBcaA9mZyu7j4/edit?usp=sharing)

- [https://tinyurl.com/ECPortland](https://tinyurl.com/ECPortland)

- Twitter: @GonzagaCIO