Top 10 IT Issues 2019

The Student Genome Project

Mark Askren, Vice President for Information Technology, University of Nebraska
Michael Berman, Chief Innovation Officer, California State University, Office of the Chancellor
Colleen Carmean, Associate Vice Chancellor, Academic Innovation, University of Washington, Tacoma
Chris Gill, Chief Information Technology Officer, Drake University
Susan Grajek, Vice President, Communities and Research, EDUCAUSE

Today’s Panelists

Mark Askren
Vice President for Information Technology, University of Nebraska

Michael Berman
Chief Innovation Officer, California State University, Office of the Chancellor

Colleen Carmean
Associate Vice Chancellor, Academic Innovation, University of Washington, Tacoma

Chris Gill
Chief Information Technology Officer, Drake University

Susan Grajek
Vice President, Communities and Research, EDUCAUSE
Poll question

What do you hope to get out of today’s session?

• Learn what the Top 10 IT issues are
• Learn what the Top 10 mean to my institution
• Learn about the differing views of the panel

Outline for Today

• Introduction to the Top 10 IT Issues
• Institutional differences (there is more than one Top 10 list)
• DEI: The missing issue
• Advice for how to use the Top 10 at your institution
• Q and A
• Closing
Introduction to the Top 10 IT Issues

The Vote

- Academic experience
- Change leadership
- Data management & governance
- Data-enabled institution
- Digital integrations
- Diversity, equity, and inclusion
- Higher education affordability
- Information security strategy
- Institutional innovation
- Integrative CIO
- IT accessibility
- IT staffing & organizational models
- Privacy
- Service strategy
- Student success
- Student-centered institution
- Sustainable funding
## EDUCAUSE 2019 Top 10 IT Issues

1. **Information Security Strategy**: Developing a risk-based security strategy that effectively detects, responds to, and prevents security threats and challenges.

2. **Student Success**: Serving as a trusted partner with other campus units to drive and achieve student success initiatives.

3. **Privacy**: Safeguarding institutional constituents’ privacy rights and maintaining accountability for protecting all types of restricted data.

4. **Student-Centered Institution**: Understanding and advancing technology’s role in optimizing the student experience (from applicants to alumni).

5. **Digital Integrations**: Ensuring system interoperability, scalability, and extensibility, as well as data integrity, security, standards, and governance, across multiple applications and platforms.

6. **Data-Enabled Institution**: Taking a service-based approach to data and analytics to reskill, retool, and reshape a culture to be adept at data-enabled decision-making.

7. **Sustainable Funding**: Developing funding models that can maintain quality and accommodate both new needs and the growing use of IT services in an era of increasing budget constraints.

8. **Data Management and Governance**: Implementing effective institutional data-governance practices and organizational structures.

9. **Integrative CIO**: Repositioning or reinforcing the role of IT leadership as an integral strategic partner of institutional leadership in achieving institutional missions.

10. **Higher Education Affordability**: Aligning IT’s priorities and resources with institutional priorities and resources to achieve a sustainable future.
Three Themes

**Empowered Students**
1. Student Success
2. Student Success
4. Student-Centered Institution

**Trusted Data**
1. Information Security Strategy
2. Privacy
5. Digital Integrations
6. Data-Enabled Institution
8. Data Management and Governance

**21st Century Business Strategies**
7. Sustainable Funding
9. Integrative CIO
10. Higher Education Affordability

Institutional differences
(there is more than one Top 10 list)
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The Other Issues

11. **Academic Experience**: Understanding and advancing technology’s role in optimizing the faculty experience (as teachers, researchers, advisors, and more)

12. **IT Staffing and Organizational Models**: Planning for adequate staffing capacity and staff retention in the face of retirements, new sourcing models, growing external competition, rising salaries, and the demands of technology initiatives on both IT and non-IT staff

13. **Change Leadership**: Helping institutional constituents (including the IT staff) adapt to the increasing pace of technology change

14. **Institutional Innovation**: Advancing the institution through the use of IT as higher education reimagines its future

15. **IT Accessibility**: Adopting policies, procedures, remediations, and technologies to ensure current and future IT can be used effectively by everyone, and collaborating across institutions to influence the vendor community to provide compliant solutions

16. **Service Strategy**: Balancing the provision of services and systems that a diverse environment requires with the need to consolidate and reduce certain services and systems to be more cost-effective

17. **Diversity, Equity, and Inclusion**: Developing an IT organization that reflects and supports institutional commitments to having a staff of diverse individuals who feel welcome and valued
Poll: Which of these issues do you think would be on your institution’s Top 10 list?

- Academic Experience
- IT Staffing and Organizational Models
- Change Leadership
- Institutional Innovation
- IT Accessibility
- Service Strategy
- Diversity, Equity, and Inclusion
- None: The original Top 10 best fit my institution

Institutional Differences Discussion

**Mark Askren**
Vice President for Information Technology, University of Nebraska

**Colleen Carmean**
Associate Vice Chancellor, Academic Innovation, University of Washington, Tacoma

**Michael Berman**
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DEI: The missing issue

Poll: How much influence does diversity, equity, and inclusion have on your current or emerging IT strategy?

• It’s fully incorporated into our strategy
• It has a major influence on our strategy
• It has a minor influence on our strategy
• We are tracking this, but haven’t yet done much with it
• None at all
DEI Discussion

Mark Askren
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Chief Innovation Officer, California State University, Office of the Chancellor

Colleen Carmean
Associate Vice Chancellor, Academic Innovation, University of Washington, Tacoma

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CIO Commitment to Diversity, Equity, and Inclusion

https://www.educause.edu/about/cio-commitment
Advice for how to use the Top 10 at your institution

Poll: How do you plan to use the 2019 Top 10 IT issues on your campus?

• Incorporate it into our strategic planning process
• Share and discuss within the IT organization
• Share and discuss with colleagues beyond the IT organization
• Use it for my own personal development
Advice for using the Top 10

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Questions?

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Susan Grajek
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Thank you!

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