



# **2020 Top Ten IT Issues for Higher Education**

**Educause 2019, Chicago**

**Sally Bogg**



# Four Grand Challenges

- **Student Success**
- **Financial Health**
- **Reputation & Relevance**
- **External Competition**



# 2020 Top Ten IT Issues

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**Top 10 IT Issues**

1. Information Security Strategy
2. Privacy
3. Sustainable Funding
4. Digital Integrations
5. Student-Centric Higher Education
6. Student Retention and Completion
7. Improved Enrollment
8. Higher Education Affordability
9. Administrative Simplification
10. The Integrative CIO



# 1. Information Security

How can our institutions develop a risk-based security strategy that effectively detects, responds to, and prevents security threats and challenges



## 2. Privacy

We need to ensure that we are safeguarding institutional constituents' privacy rights and maintaining accountability for protecting all types of restricted data



# 3. Sustainable Funding

We need to develop 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



# 4. Digital Integrations

Ensuring system interoperability, scalability, and extensibility, as well as data integrity, security, standards, and governance, across multiple applications and platforms



# 5. Student Centric Education

The need for higher education to create a student-services ecosystem to support the entire student life cycle, from prospecting to enrollment, learning, job placement, alumni engagement, and continuing education





# 6. Student Retention & Completion

Developing the capabilities and systems to incorporate artificial intelligence into student services to provide personalized, timely support



# 7. Improved Enrolment

Using technology, data, and analytics to develop an inclusive and financially sustainable enrolment strategy to serve more and new learners by personalizing recruitment, enrolment, and learning experiences



# 8. Higher Education Affordability

Aligning IT organizations, priorities, and resources with institutional priorities and resources to achieve a sustainable future



# 9. Administrative Simplification

Aligning IT organizations, priorities, and resources with institutional priorities and resources to achieve a sustainable future



# 10. The Integrative CIO

Repositioning or reinforcing the role of IT leadership as an integral strategic partner of institutional leadership in supporting institutional missions

# What is Digital Transformation?

“ *Efficient use of available technology.* ”

“ *Being connected to Gen Z, who are digital natives.* ”

“ *Innovation* ”

“ *Re-thinking how we provide service to our students, in an innovative way.* ”

“ *Information anywhere all the time.* ”

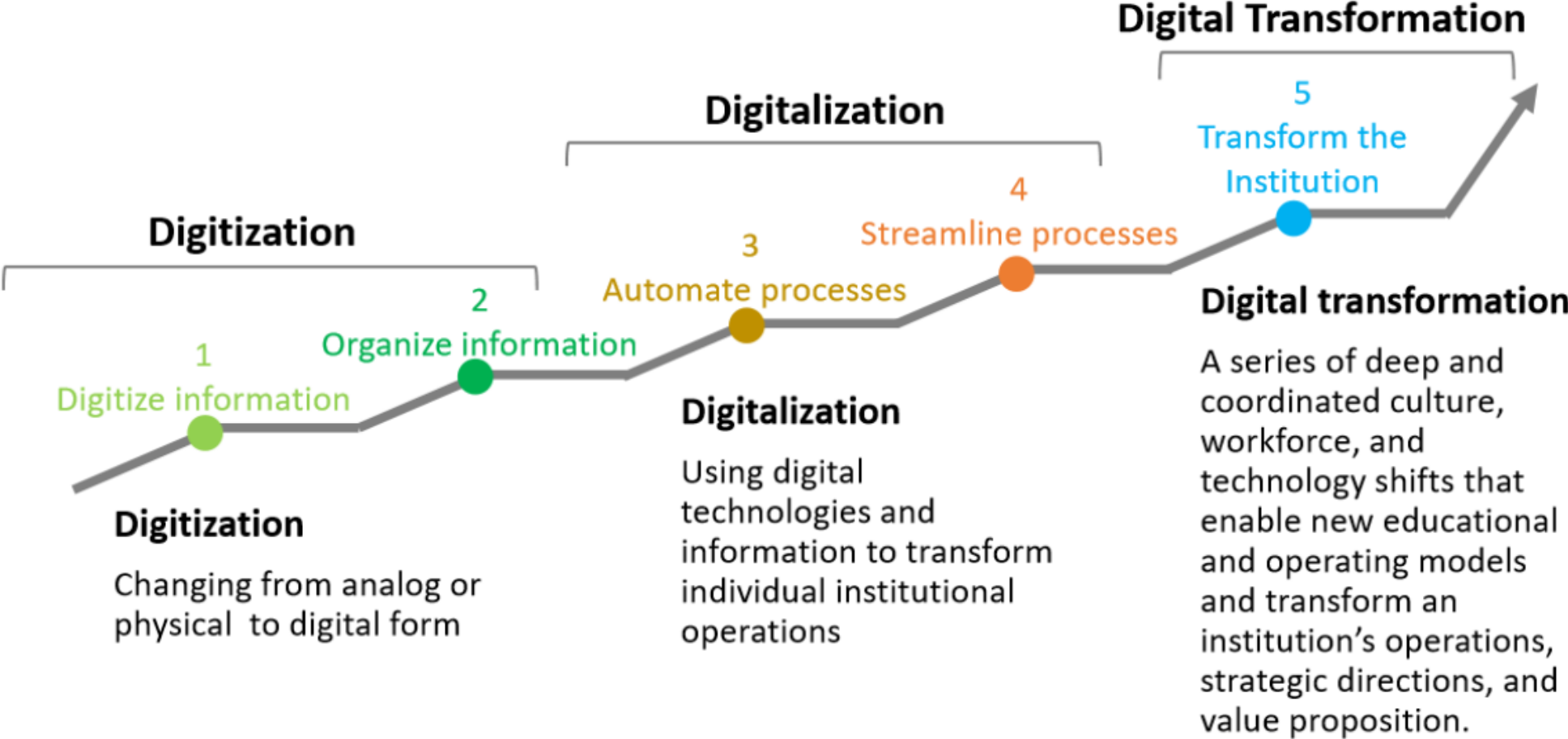
“ *Automation. Stop the manual madness.* ”

“ *Getting rid of paper* ”

# Digital Transformation is...

Digital transformation (Dx) is a series of deep and coordinated culture, workforce, and technology shifts that enable new educational and operating models and transform an institution's operations, strategic directions, and value proposition

# Digital Transformation in context







**Thank you  
Questions?**