

Bi-Weekly Conference Call

Call Time:

11AM Pacific, Noon Mountain, 1PM Central,
2PM Eastern Time

Agenda:

[Conference Calls \(Wiki\)](#)

Zoom Info

Meeting ID: 928 4053 9502

Passcode: Itana2020

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We follow the Internet2 Intellectual Property Framework: <http://www.internet2.edu/membership/ip.html>

<http://itana.org>

Agenda

- **Roll Call** (by time zone - East to West, Name and Institution)
- ~~Call for a Scribe~~
- **Main Topic - EDUCAUSE Top 10 2023**
 - **Guest: Susan Grajek, Ph.D. Vice President of Partnerships, Communities, and Research; EDUCAUSE**
- **Organizational Updates**
 - Ways to connect
 - [2022-2023 Itana Program](#)
 - Calendar of [Events](#)
 - Itana Slack Channel: itanahq.slack.com (email Itana Steering for an invite)
 - [Working Group](#) Updates
 - API Working Group
 - Business Architecture WG
 - Book Club
 - New2EA Program
 - Steering Committee Update

EDUCAUSE Top 10 Issues

- #1. A Seat at the Table:** Ensuring IT leadership is a full partner in institutional strategic planning
- #2. Privacy and Cybersecurity 101:** Embedding privacy and cybersecurity education and awareness in the curriculum and in the workplace
- #3. Evolve, Adapt, or Lose Talent:** Creating a workplace that allows for and supports movement up down and sideways to accommodate shifts in personal and professional goals and to foster healthier work/life balance
- #4. Smooth Sailing for the Student Experience:** Using technology, data insight, and agility to create a frictionless student experience
- #5. Enriching the Leadership Playbook:** Leading with humility and candor to engage, empower, and retain the IT workforce
- #6. Expanding Enrollments and the Bottom Line:** Focusing data and analytics initiatives on identifying academic programs with high potential for recruitment ROI
- #7. Moving from Data Insight to Data Action:** Converting data analytics into action plans to power institutional performance, enhance operational efficiency, and improve student success
- #8. A New Era of IT Support:** Updating IT services to support remote/hybrid work
- #9. Online, In-Person, or Hybrid? Yes:** Developing a learning-first, technology-enabled learning strategy
- #10. SaaS, ERP, and CRM: An Alphabet Soup of Opportunity:** Managing cost, risk, and value of investments in new ERP solutions

EDUCAUSE Top 10 Themes



Leading with Wisdom

#1. A Seat at the Table

Ensuring IT leadership is a full partner in institutional strategic planning

#3. Evolve, Adapt, or Lose Talent

Creating a workplace that allows for and supports movement up, down, and sideways to accommodate shifts in personal and professional goals and to foster healthier work/life balance

#5. Enriching the Leadership Playbook

Leading with humility and candor to engage, empower, and retain the IT workforce



The Ultra-Intelligent Institution

#2. Privacy and Cybersecurity 101

Embedding privacy and cybersecurity education and awareness in the curriculum and in the workplace

#4. Smooth Sailing for the Student Experience

Using technology, data, insight, and agility to create a frictionless student experience

#6. Expanding Enrollments and the Bottom Line

Focusing data and analytics initiatives on identifying academic programs with high potential for recruitment ROI

#7. Moving from Data Insight to Data Action

Converting data analytics into action plans to power institutional performance, enhance operational efficiency, and improve student success



Everything Is Anywhere

#8. A New Era of IT Support

Updating IT services to support remote/hybrid work

#9. Online, In Person, or Hybrid? Yes.

Developing a learning-first, technology-enabled learning strategy

#10. SaaS, ERP, and CRM: An Alphabet Soup of Opportunity

Managing cost, risk, and value of investments in new ERP solutions

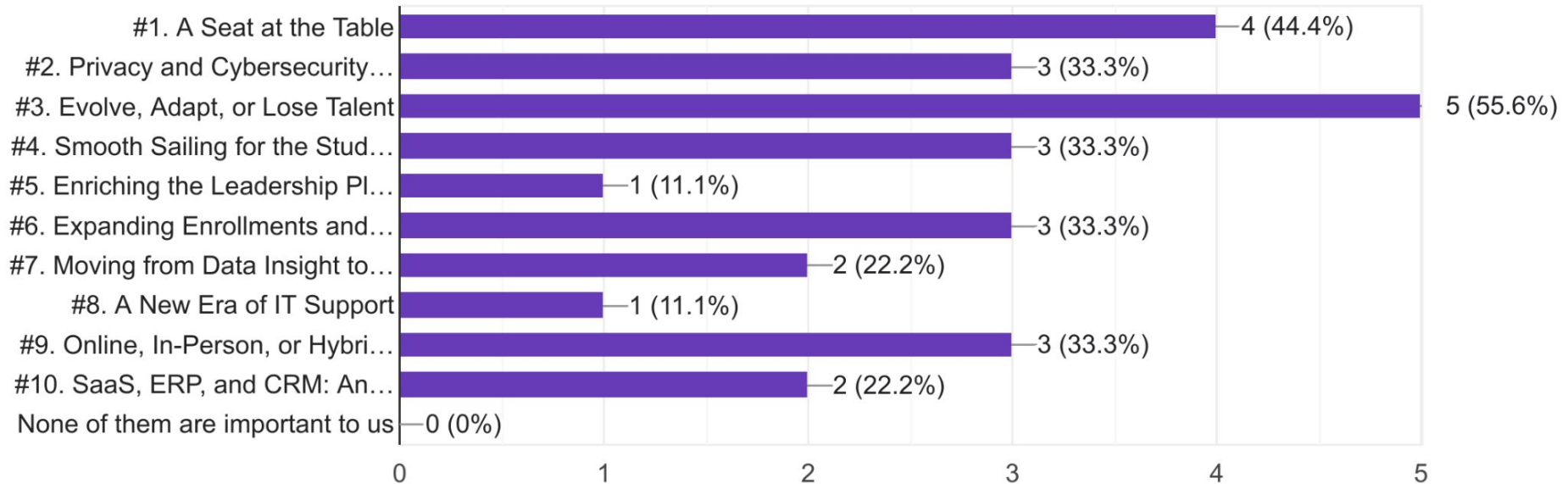


Survey Results ([link](#))

Survey Results

Which of the Top 10 Issues has the most impact for your organization (choose up to 3).

9 responses



Survey Results

“Our org is undergoing a lot of change, new cio, interim provost, figuring out the world post covid. Internally, these answers are all things that have come up on a very regular basis. Also, as I am trying to define and grow the practice plugging into the areas that can provide benefit to leadership is key to helping my practice to thrive.”

“Forging strong relationships is essential to success.

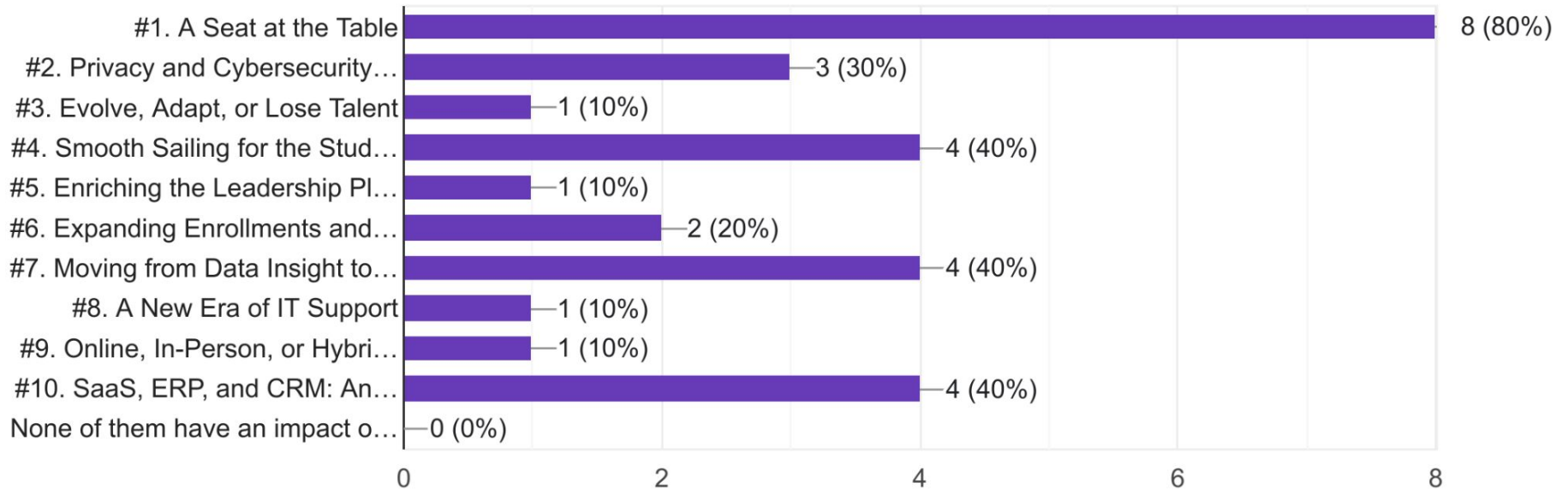
Cybersecurity is a growing problem, and seems to be an ever increasing risk.

We are nearing the end of life for our student system and finance system; Salesforce continues to make inroads to the university in a fragmented way to address the CRM needs... so there are several areas where EA could help.”

Survey Results

Which of the Top 10 Issues has the most impact for your Architecture Practice (choose up to 3).

10 responses

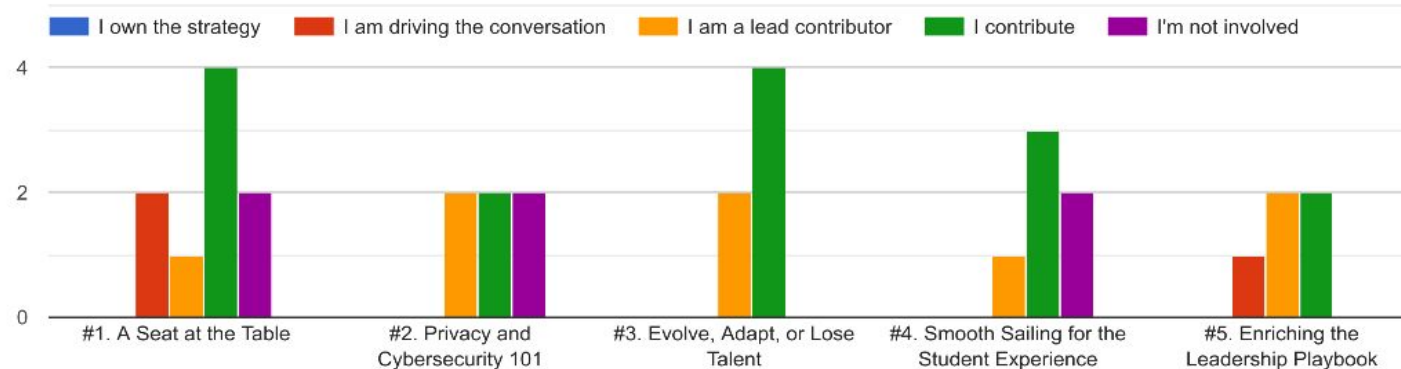


Survey Results

Which of the Top 10 Issues are you working on at your institution? (choose up to 3).

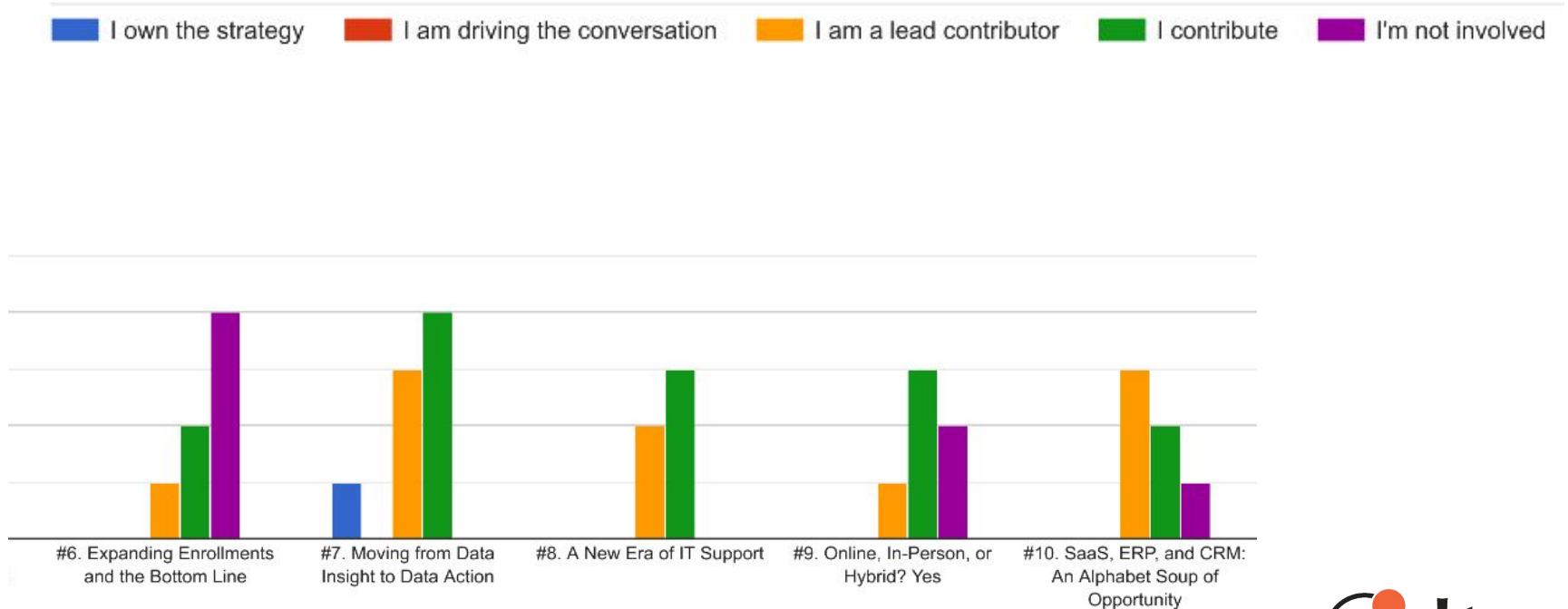
■ I own the strategy ■ I am driving the conversation ■ I am a lead contributor ■ I contribute ■ I'm not involved

Which of the Top 10 Issues are you working on at your institution? (choose up to 3).



Survey Results

Which of the Top 10 Issues are you working on at your institution? (choose up to 3).



EDUCAUSE Top 10 Themes



Leading with Wisdom

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#8. A New Era of IT Support

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#9. Online, In Person, or Hybrid? Yes.

Developing a learning-first, technology-enabled learning strategy

#10. SaaS, ERP, and CRM: An Alphabet Soup of Opportunity

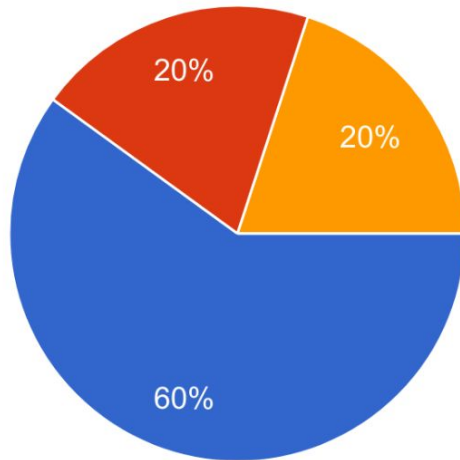
Managing cost, risk, and value of investments in new ERP solutions



Survey Results

Which of these themes resonates with you? Choose the one that most resonates with you if any.

10 responses



- Leading with Wisdom?
- The Ultra-Intelligent Institution
- Everything is Anywhere
- None resonate with me and my work

Survey Results

Strong leadership and the ability to adapt to change are essential at present.

People and relationships are key to long term success.

Leadership needs to evolve to understand the whole enterprise system and how change impacts the system.

The leadership (in the sense of being able to surface and navigate the right conversations, founded with the right evidence, bringing voice-of-customer to bear, introducing the changing landscape and longer-term planning horizons) is completely essential for the practice of enterprise architecture in higher education, and we cannot have the "ultra intelligent institution" or "everything is anywhere" without bringing the institution along on the journey, together, through the difficult conversations and the ability to deliver change in difficult times.

I spend a great deal of effort on developing the planning and leadership capability of service team leads. In short, working with them to move their relationships to the "right" seat at the table.

As an Architect...which of these are you working on?

- My highest priority is **claiming and securing my seat at the leadership table** it is important to show value, and understand how my practice can benefit [the CIO] and the organization as it evolves.
- Working on **getting a seat at the table**, being the bridge between business objectives and technology.
- Gathering **information and creating views** that can be used to influence our strategy and direction.
- The architectural role I was hired for was to support the implementation of the university strategy and this means **developing institution-wide relationships and artifacts that support better decision making**.
- I believe working on Issue #1. A **Seat at the Table** will provide downstream positive impacts on all the other issues.
- It's really that **_cluster_** of top-ten issues that is triggered by #7 (use of data) for #4 (experience) using #10 (cloud) in an environment packed with #3 (talent and potential) to deliver a new university and a new higher-education experience #9 (online), which can only happen with #1 (seat at the table).
- I am working **through my relationships to have the opportunity to weigh in on the future strategy capability** at my University. I am working to do the same in our own practice. **Developing less experienced colleagues...** I am working to **engage design thinkers** in a broader and deeper conversation about our architecture and opportunities for large improvement.

Working Groups

Useful Links

Itana [Program 2020-2021](#)

Itana [Calendar of Events](#)

Discussion