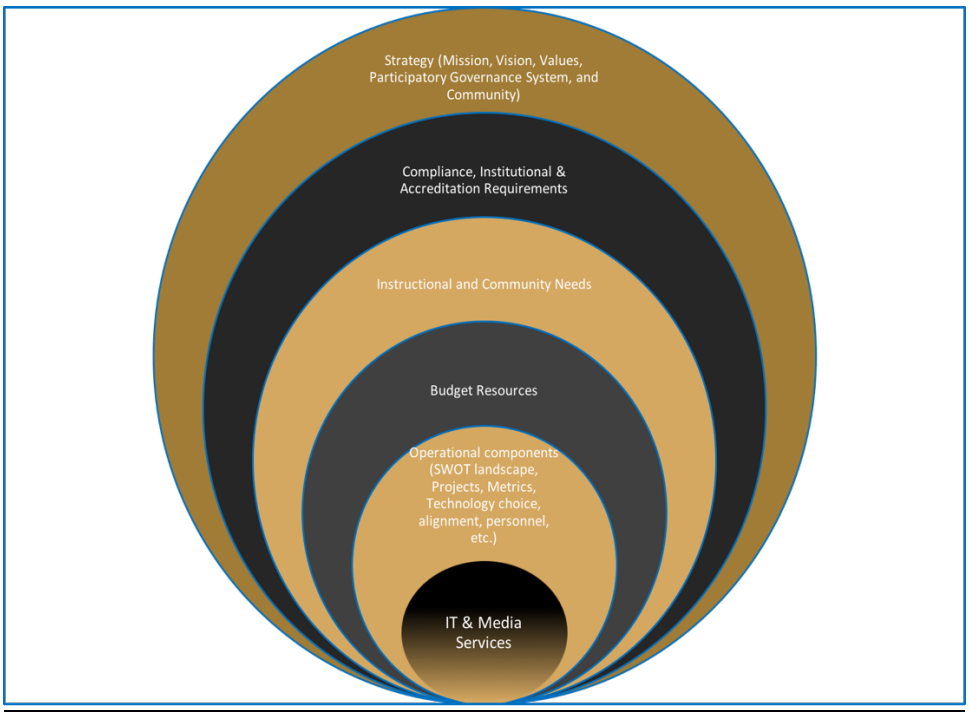
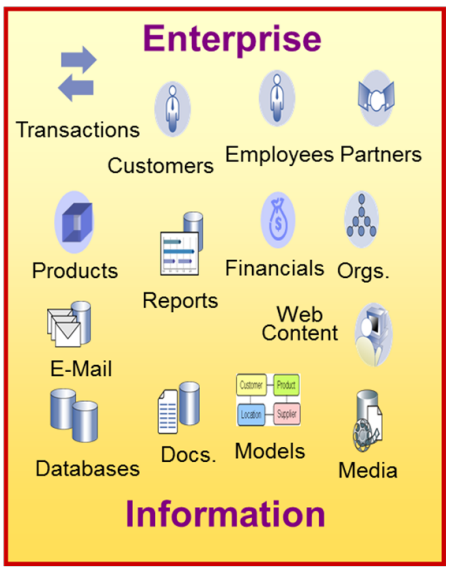
COM IT Maturity Model: Discussion topics

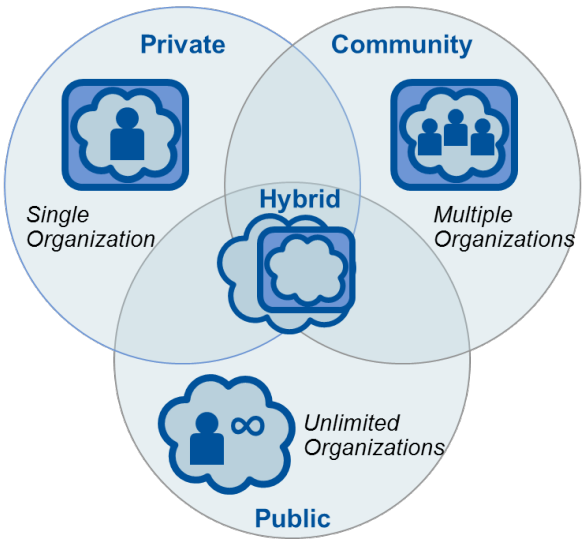
February 2017

The following are a few talking points related to the *COM IT Maturity Model* presentation. In the interest of time, we are sending the below graphs out ahead of time. Our primary objective is to seek your thoughts on areas where IT needs to further contribute to the District's mission. We will also share preliminary findings from the recent district-wide surveys. Thank You!

IT & MEDIA SERVICE ALIGNMENT MODEL



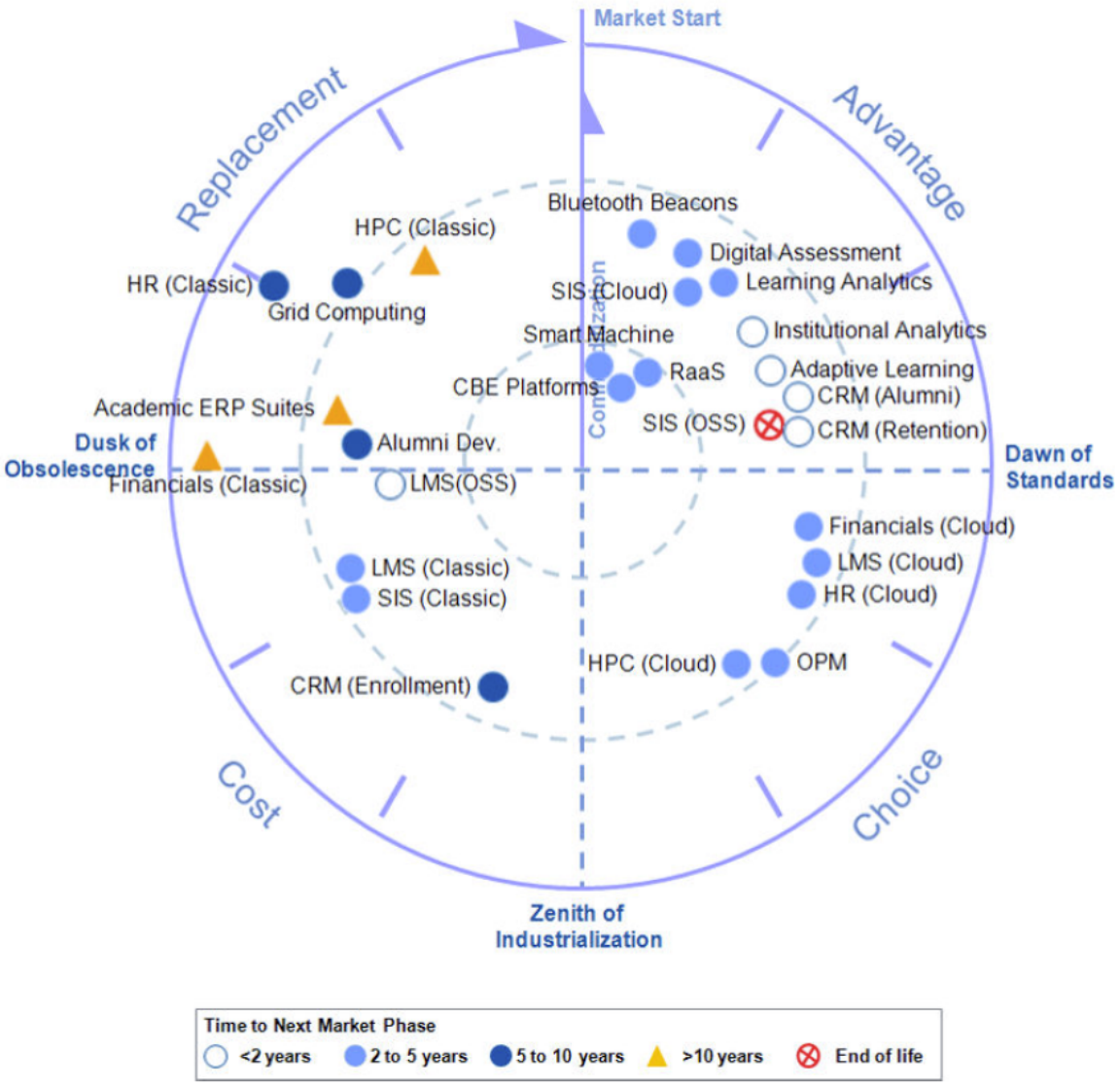




TOP 10 HIGHER EDUCATION IT TRENDS COMPARISON

2015	2016	2017
1. Evolving staffing models	1. Information security	1. Information security
2. Optimizing technology in teaching and learning	2. Optimizing educational technology	2. Student success and completion
3. Funding IT strategically	3. Student success technologies	3. Data-informed decision-making
4. Improving student outcomes	4. IT workforce	4. Strategic leadership
5. Demonstrating IT's value	5. Institutional data management	5. Sustainable funding
6. Increasing capacity for change	6. IT funding models	6. Data management and governance
7. Providing user support	7. Business intelligence and analytics	7. Higher education affordability
8. Developing security policies for the institution	8. Enterprise application integrations	8. Sustainable staffing
9. Developing enterprise IT architecture	9. IT organizational development	9. Next-gen enterprise IT
10. Balancing information security and openness	10. E-learning and online education	10. Digital transformation of learning

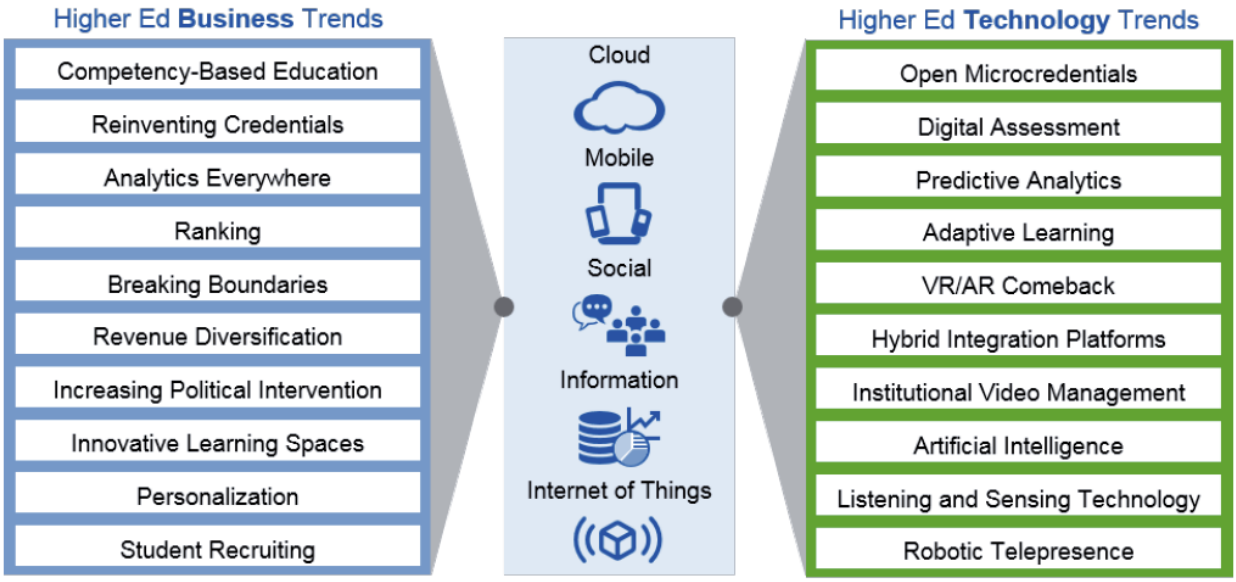
IT MARKET CLOCK FOR HIGHER EDUCATION



CBE = competency-based education; HPC = high-performance computing; LMS = learning management system
OPM = online program management; OSS = open-source software; RaaS = retention as a service
SIS = student information system

Source: Gartner (September 2016)

BUSINESS TRENDS AFFECTING HIGHER EDUCATION IN 2017

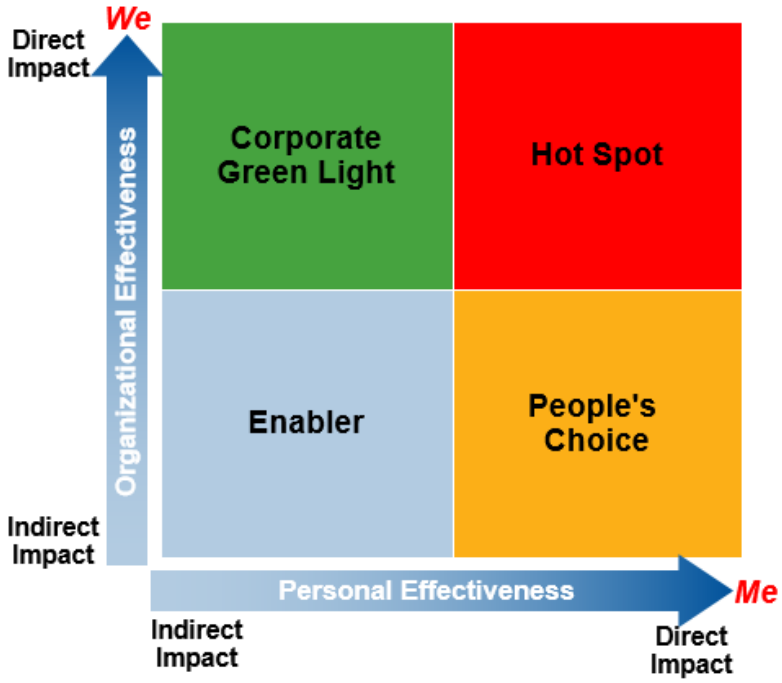


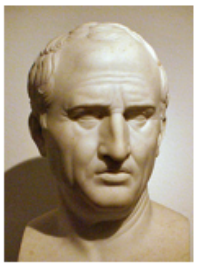
AR = augmented reality; VR = virtual reality

Source: Gartner (December 2016)

Cui Bono — Who Benefits?

Explaining the Strategic Technology Map or "Benefit Map"



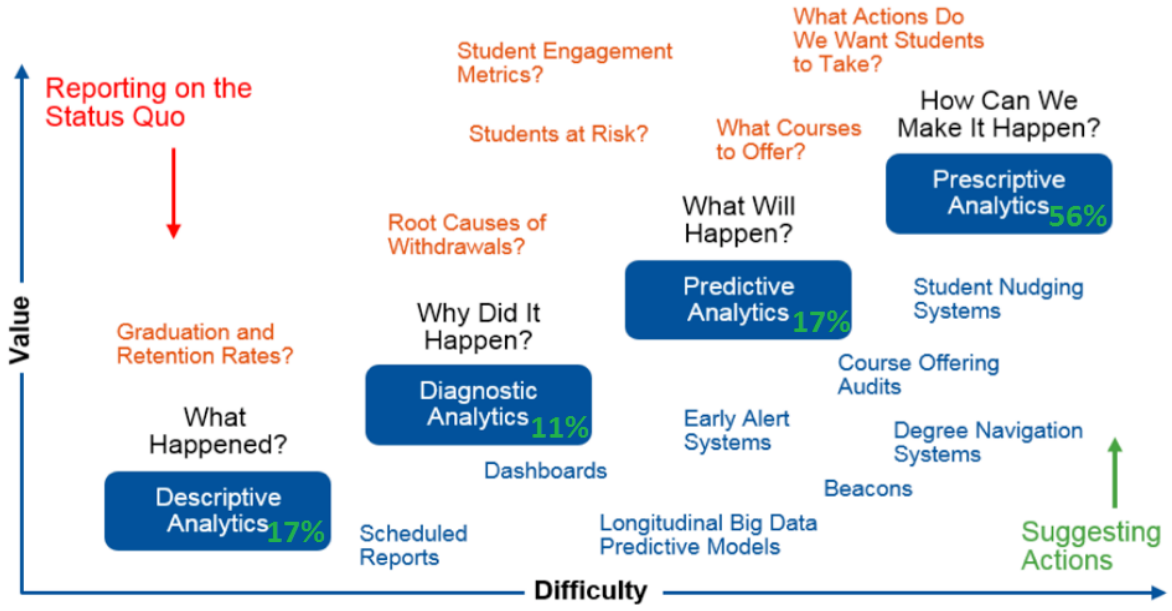


Marcus Tullius Cicero
(106-43 BC)

The fundamental question is "Cui bono" — Who benefits?

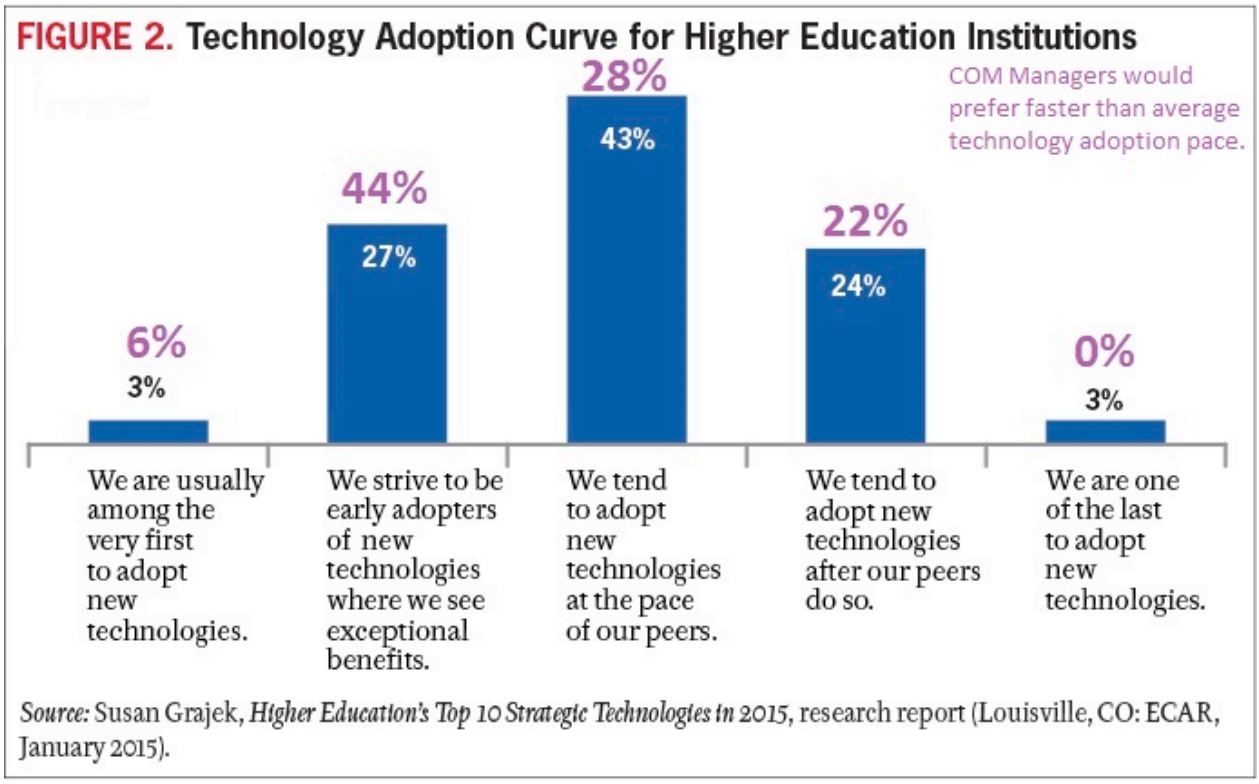
IT Survey: Preliminary Results

LEARNING ANALYTICS NEEDS – 3-YEARS PROJECTIONS

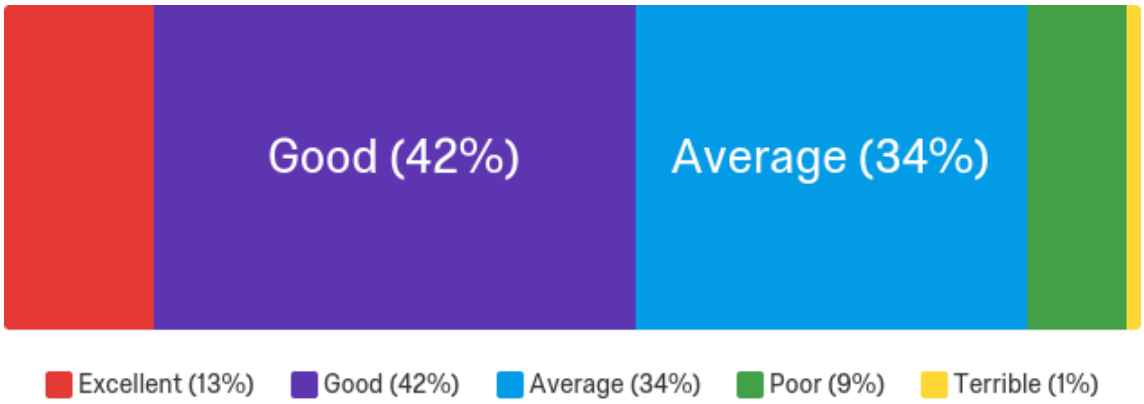


Source: Gartner (September 2016)

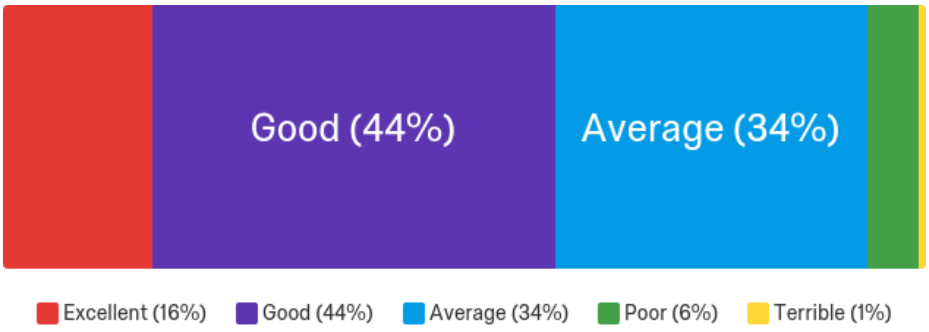
COM TECHNOLOGY ADOPTION CURVE BY MANAGERS



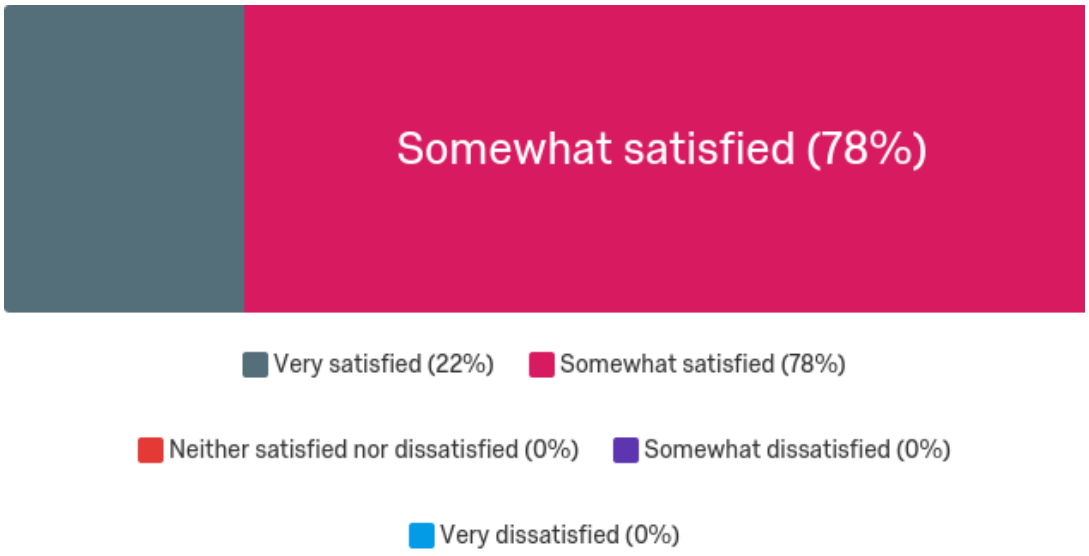
OVERALL RATING OF IT SERVICES BY STUDENTS



OVERALL RATING OF IT SERVICES BY STAFF



OVERALL SATISFACTION OF IT SERVICES BY MANAGERS



IT SCORECARD BY MANAGERS

COM IT Balanced Scorecard				
	Competency		Contribution	
Stages	**Costs**	**Quality**	**Agility**	**Innovation**
Strategy-focus	Cost decisions are informed by strategy 47%	No longer an issue 6%	Focus on time to delivery 25%	Technology is embedded in COM value proposition 47%
Responsive	Manage costs and understand needs 29%	Negotiate and manage to service level agreements 50%	Focus on cycle time reduction 25%	Aware of role in education strategy 41%
Reactive	Service level agreements and change-back systems 18%	Focus on availability and response time 39%	Driven by politics 10%	Use technology to reduce cost 12%
Defensive	Unreliable funding sources 6%	Focus on system availability 6%	Constrained by resources and internal priorities 40%	• Creative budgeting • consultancy avoidance 0%

Source: Gold, R., Enabling the Strategy-Focused IT Organization with the Balanced Scorecard, In: BSC Collaborative – Online Net Conference, 2002