

Enterprise Technology Strategic Priorities

Accomplishments

Quarter 2 | October-December 2022

The 2023 Enterprise Technology strategic priorities were created with input from the IT community and stakeholders using our inclusive design approach and stakeholder inclusion model. This reflects our culture of collaboration and cross-functional planning. These priorities are based on work from October through December 2022.



1. Student Success and Learning Initiatives

Design and deliver to learners tools and services that enable them to thrive academically.

In Q2, Enterprise Technology made significant strides in advancing its Student Success and Learner Initiatives.

Among the notable achievements were completing the designs for enhanced digital communication and interaction for the Interactive Degree Planner; finalizing the contract to develop a Course Enrollment System; securing approval for Pocket to design an alignment strategy with ASU's Learning Experience for Life initiative; started development on the Digital Learning Portfolios; and collaborated with the Academic Enterprise and Learning Enterprise stakeholders to roll out new teaching and learning tools for faculty and students, such as Equatio and Airtable.

Additionally, we identified vital data elements and drafted the Product and Projects list for the Academic Enterprise and successfully transitioned its Salesforce platform from the Thunderbird School to Learning Enterprise to support the 100M Learner initiative.

Finally, we finalized a contract to develop the Course Enrollment System and submitted Phase 2 of the 100M Learner initiative for leadership buy-in.



2. Culture, Communications and Talent

Take a whole systems approach to advance ASU Enterprise Technology culture to foster a collaborative and cohesive environment that cultivates diversity, equity, inclusion and belonging to attract, develop and retain new and existing talented people to activate the ASU Charter.

The Enterprise Technology Culture, Communications and Talent's workstream focused on amplifying the organization's initiatives during Q2.

Our **culture teams** hosted the Enneagram workshop with the Emerging Leaders cohort and several other several high-level speaking events across ASU with the Organizational Excellence Community of Practice and Culture Ripples. Additionally, the culture team conducted the annual Culture Survey check-in and hit the halfway mark with Cohort 1 of T4 Leadership Academy.

Our **talent teams** focused on recruiting and retaining high-level IT professionals – decreasing the number of open positions from over 125 to about 100 (20%). During this time, the second cohort for Upskilling Program launched, helping to train all Experience Center positions for the Spring – providing the infrastructure for continued professional development.

Our **communications team** rebranded the organization and has continued to amplify stories showcasing how the ASU community work, learns and thrives. In Q2, this team produced 21 news stories, several of which received media attention outside of ASU, including a feature in Forbes. Our LinkedIn saw a 172% increase in followers. During this time, we completed nine strategic communication adoption plans; supported event communications for five large-scale community engagement events and published the Year in Review magazine.



3. Learning Innovation

Enhance the creative and digital fluency of all learners in next-generation learning environments. In doing so, we advance what President Crow refers to as the fourth and fifth teaching and learning realms by facilitating technology-enhanced education through exploration and infinitely scalable learning.

In Q2, ASU Learning Futures made progress in expanding the 4th teaching and learning realm, designing innovative learning spaces and implementing various educational initiatives.

One key event in expanding partnerships includes the 4th Realm Summit, which took place from Dec. 18-19. The summit brought together representatives from Learning Futures, Media and Immersive eXperience Center, Dreamscape, Meteor, Interplanetary Science, EdPlus and the Center for Education Through Exploration to discuss the future of technology-enhanced education.

Additionally, the team participated in a monthly Meta/Unity classroom pilot and set up a virtual reality studio using donated headsets from Meta and HTC Vive. A proposal for the "Teaching in the Metaverse" project secured funding to advance a pilot platform, which will incorporate virtual reality headsets into the curriculum, which is expected to launch in future quarters.

To enhance teaching and learning practices, the LF team also focused on the design and implementation of innovative learning spaces. Some of the initiatives include:

- Launching the Zoom Innovation Lab, Zoom Hackathon and Zoom/Metaverse digital twin projects.
- Participating in the "Classroom of 2050" with Zoom.
- Collaborating with Highway9 to create a PoV prototype of immersive video over CBRS (Citizens Broadband Radio Service) in a stadium environment.
- Developing virtual reality courses such as "The Historians Craft in VR" and "Semiconductor clean room in VR."
- Creating VR authoring tools for cross-Cultural Communication, 360 Collab and ASU Water (Piper Trust Fund Project).
- Developing nursing simulations in virtual reality.
- Starting new project opportunities with Decision Theater, Career Catalyst, Educational Outreach and Student Services and ASU's Smart City Innovation Center.



4. Capacity to Advance Business Agility and Outcomes

Partner with Public Enterprise COO to advance Enterprise Technology governance and alignment and craft a financial planning process that identifies Enterprise level spending, creates allocations for Enterprise initiatives and empowers unit-level decision-making to bolster capacity and reduce costs

In Q2, Enterprise Technology switched to a fiscal year planning cycle and identified nine Strategic Priorities, Objectives and Goals overseen by Champions and Leads. We also improved governance by creating the Enterprise Technology Liaison group and redesigned a Community of Practice for shared governance across the Enterprise.



5. Digital Trust and Cybersecurity

Support learner agency, data empowerment, and Privacy by Design, while proactively identifying and protecting the ASU community from cyber risks.

In Q2, Enterprise Technology established an enterprise-wide ASU Data Governance program with a focus on establishing privacy standards and digital trust. The team created a new community of practice, an advisory body, a charter, updated policy recommendations and a roadmap for maturity.

The new advisory body and community of practice – including Data Stewards – is set to launch in Q3. We implemented several regulatory processes to enhance ASU's risk posture, such as Data Privacy Impact Assessment (DPIA), Record of Processing Activities (RoPA) and Data Subject Access Request Process (DSRR). In cross-enterprise collaboration, we partnered to complete an ASU GLBA Safeguards Rule risk assessment, which will continue into Q3.

Additionally, work continued in The Trusted Learner Network (TLN), including the development of the issuance policy document and a foundational cloud deployment kit for credential issuers. Issuers can send verified credentials via the TLN to wallets aligned with Verified Credentials protocols.

In cybersecurity, we expanded professional career paths and reorganized teams to create a scalable, cross-disciplinary workforce while focusing on internet services for remote workers. In collaboration with Knowledge Enterprise, we published a website supporting researchers needing to be within compliance guidelines of the Cybersecurity Maturity Model Certification referenced in proposals.

6. Service Alignment

Optimize how ASU designs, delivers, and supports technical services across all learners, faculty, researchers and staff.

In Q2, we enhanced and aligned technology-based services, focusing on areas such as ServiceNow. During this time, we launched the My IT Support service to expand tech-based service while reducing costs. We established the Knowledge Centered Service and a KBA service – which is used as an authentication step in which the user is asked to answer at least one "secret" question – to enhance methods to showcase innovation consistent with cybersecurity efforts.

Additionally, we worked on developing Service Delivery development and career path mapping and made improvements to its Control-M Self Service security configuration using EDNA groups, which houses information about a user's id, access, and services a user is subscribed to. We also introduced a Technology Freeze Calendar site to increase transparency with the ASU community.

Furthermore, we improved audio-visual support for conference rooms and shared spaces by aligning four key departments across the Enterprise.

Finally, we enhanced the vendor risk management module and standardized the software purchasing and contract process in ServiceNow to streamline the security review process. During this time, we expanded ServiceNow utilization with the expansion of the Enterprise with Research Technology Support. Additionally, we implemented Servicenow's Catalog Builder allowing Service Owners to create and modify their basic catalog with an intuitive interface.

7. Advance Research

Partner with Knowledge Enterprise on advancing the Enterprise research service model for firewall, data center, cybersecurity, and network management.

In Q2, Enterprise Technology launched a HIPAA-compliant storage framework using Microsoft Sharepoint services. The current storage capacity is 10TB, with the potential for expansion. We are working with Knowledge Enterprise to improve onboarding and communication strategies for wide-scale implementation. Additionally, we collaborated with KE to research needs for desktop, server and storage on demand, with KE as an advising stakeholder to transition to the Academic Enterprise.

8. Digital Equity

Without negatively impacting ASU operations, design and support digital equity ecosystems that address the complexities of vulnerability and create equitable opportunity for everyone to fully participate and thrive in society, democracy and the economy.

In Q2, Enterprise Technology, in partnership with Digital Equity Institute and the Sun Corridor Network, deployed a collection of wireless networking links using Siklu mmWave technology. These links connect ASU's Fusion on First facility to Issac School District Headquarters, Isaac Middle School, Moya Elementary School and Udall Middle School – creating a "middle-mile" network for delivering residential internet services to surrounding communities. In the next period, networks linked to the Fusion on First facility will be established to directly serve households east of downtown Phoenix and public housing facilities in the Edison-Eastlake area.

9. Digital Infrastructure

Ensure all learners are able to connect with each other and available ASU resources to learn, work and thrive.

In Q2, Enterprise Technology completed the Infrastructure inventory in ISTB1 and began work on establishing dates for vacating. This effort is on target for the January 2024 deadline.

