

# Enterprise Technology Strategic Priorities Accomplishments

## Quarter 3 | January - March 2023

Utilizing an inclusive design approach and stakeholder model, we gathered input from the technology community to establish the strategic priorities for FY2023. This process demonstrates our commitment to fostering a collaborative environment and promoting cross-functional planning.

The priorities outlined here reflect the work completed from January to March 2023.



### 1. Student Success and Learning Initiatives

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

In Q3, Enterprise Technology has continued to evolve and integrate with the broader Academic Enterprise in the delivery of Curriculum Management, Interactive Degree Planner and Critical Tracking. This allowed for progress, the creation of collaborative teams, and the delivery of the first functional reviews.

Additionally, in partnership with Academic Enterprise, we completed the architecture for Phase 1 of the Undergraduate App and sprints are on target for a July 1 release. We are also on target and on budget for Enterprise Credit Mobility efforts including those with the Trusted Learner Network and Pocket. Progress continues on the development of ASU Portfolio.

We continue to support the Learning Enterprise in its partnership with the Thunderbird School of Global Management for the 100M Learner initiative, which will help scale other LE initiatives. Strategic Enterprise Technology Priorities have been identified with AE and LE. Currently, we are scoping the requirements and costs expected in the next fiscal year.



### 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.**

Last quarter, the Culture, Communications, and Talent workstream focused on amplifying work from across the organization and the Enterprise aligned with these key initiatives:

Our **culture team** held the T4 Leadership Academy during the winter and spring and launched the #et-meet-and-treat Slack channel which included 16 participants engaging in activities that enrich our culture work. Additionally, we launched monthly Culture Weavers and Culture Ripples events and created a Resume Workshop.

The **talent team** introduced an Enterprise Technology Cohort for ASU's Emerging Supervisor Pathway program; launched an internal professional development newsletter; made progress with the onboarding program; and reduced open recruitments from 75 to 50, a 33% reduction.

The **communications team** significantly increased online engagement, particularly on Enterprise Technology's LinkedIn page. This increase included 499 new followers, over 1,500 post reactions and over 1,400 page views. They completed 11 strategic communication plans, created eight event communication plans, wrote 20 articles (published in our newsroom, ASU News, Cox Collaboratory and TLN News), had five media placements (including EdScoop and CIO.com) crafted and storyboarded, directed and produced 15+ videos, redesigned 14 websites, and photographed 17 events.

We also worked closely with Dr. Chris Howard and the Office of the COO to co-design and launch their brand including websites, graphics, informational videos, articles and social media presence.

This surge in engagement and productivity underscores the impact of the work being done by Creative and Communications to amplify the voices and experiences of learners, faculty and staff across the university. Explore compelling stories and images at [tech.asu.edu/stories](https://tech.asu.edu/stories).



### 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 Q3, Enterprise Technology worked with colleges and units across the three ASU Enterprises to organize and host multiple events to empower learners to collaborate in an inclusive, educationally diverse environment.

We collaborated on several events to promote STEM education and career exploration. In collaboration with Verizon and EOSS, we hosted the Roblox Game Jam at ASU Prep School to empower students through game design. During Super Bowl week, we held the SuperSTEM event, connecting local elementary students with Cardinal players for a day of STEM exploration at ASU. Additionally, the ASU Impact Water Idea Jam brought students together using storytelling to raise awareness about water scarcity.

To advance learning space design and enable impactful teaching, we worked with the Academic Enterprise on various projects. We initiated the 'Teaching in the Metaverse' project by co-designing a virtual campus with VictoryXR, set for a Q4 pilot with faculty. We collaborated with CHS at Health North to create a virtual sim lab utilizing Oxford Medical Simulations and Tailspin. Additionally, we co-designed a virtual commencement experience for a Q4 pilot with Barrett Honors College.

Our engagement efforts included hosting over 80 attendees at the ASU Open Door and participating in the EdTech Open House. We contributed to the Generative AI committee for the Office of the Provost, focusing on production, development and partnerships. We also hosted tours and visits from various organizations, such as the USAF, Air Education and Training Command, US Space Force, Pro Vice Chancellor of Charles Sturt University, Starbucks, HIDA XRTS network, British Standards Institute, Omani Ministries Group, and the University of Vassa.

Furthermore, we contributed to ASU Thrive on Principled Innovation and finalized the ver 1.0 build of the ASUniverse digital twin.



### 4. Capacity to Advance Business Agility and Outcomes

**Partner with the 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 Q3, Enterprise Technology refined the technology governance community of practice model, publishing a participatory and shared governance approach to institutional strategy, budget prioritization and collaboration for work delivery. Key improvements involved maturing the Liaisons group and the Distributed Leads Technology community, and intersecting these communities of practice for enhanced strategy, alignment, and experience. By Q3's end, ASU Enterprises and Enterprise Offices shared FY24 technology priorities, with finalized costs being gathered.

Additionally, Enterprise Technology presented mid-FY FY23 and FY24 funding needs to the Central Budget Office and EVPs. We requested \$1.4M for year one of the Arista EA and \$128K for the Sun Corridor Middle Mile project in FY23. For FY24, we requested \$12.6M in growth funding and permanent funding for the ongoing Compliance (\$1.58M) and Digital Signage (\$550K) projects.





### 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 Q3, Enterprise Technology and an ASU-wide cross-functional team advanced the newly designed Privacy and Data Governance Program model, which gained approval from the Liaisons group representing ASU EVPs. The Privacy and Data Governance Advisory Committee is set to launch at the start of Q4, with key resourcing for data administration in active recruitment.

Trusted Learner Network progressed in its design and development, delivering prototype functionality for 3rd party data consumer services, showcasing a data architecture and learner experience for connecting students to value-added services like Interactive Degree Planner. TLN also introduced a Learner policy set through its governance body and is now planning and preparing for the TLN Unconference 4.0 scheduled for May 2023.

Pocket is enhancing its functionality and security with new features, such as onboarding screens that inform users about the app's value proposition, verified credentials, data ownership and security. We have streamlined ASU's connection and improved the data broker on-premise agent to enhance security. The app now populates a user's digital ID with their name, ASU roles, EMPLID, and photo using a direct connection to student data in the ODS non-prod.

Pocket aims to establish pilots with internal ASU partners to showcase its value. ASU Enterprise Technology will award a digital badge for completing the 2023 Information Security Training, automatically awarded upon successful completion of the training in Canvas. Once it is issued to Canvas Badges, the badge can be added to the learner's Pocket.

The ASU Cybersecurity Program is expanding, increasing the number of technologists in Enterprise Technology and the university. Several positions have been filled and more are being actively recruited to support ASU Cybersecurity operations as part of a major effort to adapt and scale with university growth. Further design work has guided new directions for supporting a Zero Trust approach to network security. Continued collaboration with Knowledge Enterprise will ensure the ASU Cybersecurity Program meets researchers' evolving needs.



### 6. Service Alignment

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

In Q3, Enterprise Technology continued to evolve service delivery for the Enterprise with several new offerings and advancements, including:

The My IT Support Service Offering is focused on expanding service support and controlling costs. The pilot is ongoing and set to expand throughout the year, with Level 1 Deskside Support targeted for facilitation through MyIT by December 2023. This will offer virtual IT support through various engagement channels, such as chat, phone, email, Slack and Zoom spaces.

Membership with the Knowledge Centered Service (KCS) has increased by engaging with different units to create a community-focused standardized capture of knowledge. Training is provided alongside a recurring meeting cadence to promote focused efforts toward gathering ASU's intellectual capital. ServiceNow utilization is also expanding, enhancing visibility into the Enterprise, identifying trends, troubleshooting systemic issues, and capturing valuable data.

IT Connection is a new enterprise-wide, centralized hub for IT professionals to engage, leverage, learn and participate in various training opportunities, including IT networks, associations, mentoring and stretch assignments in IT development spaces. Launching the week of April 24, this living program will continue to add opportunities for all IT professionals.

In Q3, we initiated the process improvement work with Identity and Access Management, streamlining, standardizing and documenting processes while seeking automation options, eliminating redundancies, and increasing service levels. Furthermore, chargebacks and billing processes are being revamped to simplify and condense billing for Enterprise units. We aim to consolidate billing to two to four times per year, automate where appropriate, and provide greater cost transparency. This process will also implement an approval step by a designated unit approver before software purchases.



### 7. Advance Research

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

In Q3, Enterprise Technology collaborated with Knowledge Enterprise to advance the HIPAA-compliant storage framework and develop its backlog system. This included refining user experience and onboarding new participants, now encompassing six departments/projects and 40 users.

Requirements for research desktop, server, and storage on-demand continue to evolve, leading to a proposed cross-enterprise project for multi-cloud server on-demand services maintained by Enterprise Technology. This will enable researchers and other users to request, provision and access server solutions for AWS, Azure and Google Cloud Platforms.



### 8. Digital Equity

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

In Q3, the digital equity program progressed toward bridging Maricopa County's digital divide. The digital equity team participated in an omnibus RFP process, vetted digital skills training options, built digital navigator training curricula and established public-private partnerships.

In collaboration with the broadband mapping team, the DEI core has completed a six-city community anchor identification effort to inform resource-community-fit assessments and digital equity activities. This data is best used in combination with the broadband mapping data to support efforts in Peoria, Phoenix and Maryvale.

Activities include a listening session, an in-person event and a community meeting. Thus far, total direct in-person reach is approximately 150 people, and our indirect reach is approximately 500 more through a tech 101 and train-the-trainer session hosted for parents and teachers in the Isaac School District. The digital equity collaborative launched an Affordable Connectivity Program pilot campaign that reached 1753 people.

Building on ACP pilot lessons, our team is partnering with the state library to launch a series of in-person, ACP sign-up events in Maricopa County to develop digital skills starting in May 2023. The Digital Equity Institute is planning upcoming events in several regions including a listening session and a community event in Guadalupe.

Supported by Guadalupe's Mayor and City Manager, DEI is establishing the first community HIVE in the Mercado, with a target launch date in early June. The team will also meet with leadership from El Mirage, Peoria and Surprise to discuss deeper collaboration and opportunities for braided funding support.



### 9. Digital Infrastructure

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

In Q3, Enterprise Technology enhanced the student experience by upgrading network technology in several student housing buildings, including Acourtia, Chuparosa, Mesquite, Mohave, Verbena, Taylor Place North and Taylor Place South.

During this quarter, we transitioned on prem Enterprise Technology infrastructure to cloud/off prem infrastructure, collaborating with HyeTech to decommission racks and move equipment to salvage. For critical services that couldn't be moved, justifications were provided by owners for remaining on-premises.