

Enterprise Technology Strategic Priorities

ASU Enterprise Technology advances 9 strategic priorities for 2023-2024

Enterprise Technology advances the dynamic digital ecosystem that drives how the ASU community learns, works and thrives. Our commitment to deliver on this promise this year is illustrated by 9 strategic priorities that will guide our teams' collaborative work, in support of ASU Enterprises, to design and deliver an exceptional human-centered technology experience.

We accomplish these priorities through a series of objectives and goals that guide our work and create a benchmark to measure our success.

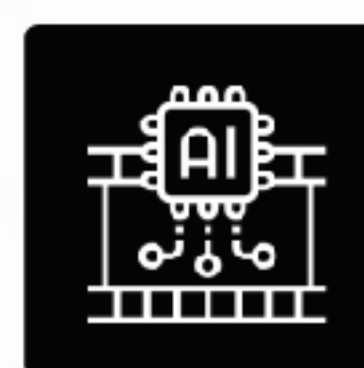


1. Student and learner success

Accelerate our focus on student (Academic Enterprise) and learner (Learning Enterprise) success through the design and delivery of learning solutions and supporting technologies, including AI, that enables students and learners to thrive.

Objectives:

- Partner with the Academic Enterprise to advance new and improved undergraduate education solutions
- Advance student success tools that empower learners to navigate and maximize their learner journeys
- Partner with the Learning Enterprise to advance learning resources and environments
- Collaborate with the Academic and Learning Enterprises to pioneer AI-powered technologies that support teaching and learning
- Expanded course pilots for AI-assisted writing tools
- Develop new AI-enabled technologies that enable adaptability
- Create an environment to support faculty experimentation with AI platforms 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. Generative AI strategy for scaled learning

Leverage deep learning, machine learning and more generally, AI and emerging technologies, to advance learning at scale.

Objectives:

- Develop a Realm 5 deep learning enterprise-wide data initiative
- Advance AI-powered learning workstreams in partnership with the President's Office, Office of the COO, Academic Enterprise and the Learning Enterprise to support the delivery of AI-enabled services and support
- Co-create and activate Realm 5 learning strategy to learner agency



3. Learning innovation

Enhance teaching and learning through novel instructional strategies enabled through technology and physical environments.

Objectives:

- Align with the Academic Enterprise and Learning Enterprise to support faculty professional development
- Collaborate across the enterprise to conduct and report on pilots of emerging social and digital technologies for teaching and learning
- Develop new educational technologies to support the growing needs of the enterprises
- Activate and accelerate stakeholder and partner collaborations (e.g. Verizon and Zoom) through active events (e.g. hackathons and jams)
- Explore emerging technologies and evaluate their impact, develop proof points and establish a visual direction with ASU stakeholders



4. Cultural transformation towards an AI-centric organization

Through a holistic approach to advancing cultural transformation, we support an intentional exploration of aligning how we work with leveraging AI across the ASU Enterprise.

Objectives

- Promote operational excellence and rapid reconfiguration by embracing a human-centered, AI-augmented model that enhances work identification, prioritization, activation, and delivery.
- Practice Principled Innovation to integrate AI into culture and organization development work by designing and implementing a practice model for leveraging both Appreciative Inquiry (AI) and artificial intelligence (ai) to enhance our human-centered, ai-augmented work.





5. Alignment and agility

Advance operational alignment and ensure strategic execution through the maturation of how we identify, define, prioritize, activate and deliver work.

Objectives

- Execute against specific strategic and tactical directives from the Office of the COO and the President's Office
- Continue to mature alignment with ASU Enterprise model, including Distributed Technology Leads, Liaisons, Executive Vice Presidents and their designees, the Office of the Enterprise COO, and the President's Office
- Engage and advance coordination with the ASU Public Enterprise to mature the entire Enterprise as we evolve "the way we work" (org model) to be an AI-centric organization
- Re-architect our capacity to assure that ASU can understand and capitalize on emerging technologies
- Anchor to well-regarded frameworks to inform process adoption while advancing digital transformation and integrate rigor into how we work
- Establish a coordinated 'consultancy model' for ASU-wide learning engagement
- Advance Enterprise-wide Culture, Communications and Talent practices to strengthen a culture of belonging, community, and innovation



6. Digital trust and cybersecurity

Advance distributed technologies, build digital trust and ensure an antifragile and future-proofed technology foundation that provides data dignity for all ASU stakeholders.

Objectives

- Solidify the ASU Cybersecurity Program by establishing critical and operational teams
- Modernize IAM and digital trust relationships with the ASU Community and trusted third parties
- Mature IT security posture and reduce risk
- Mature privacy and data protection practices
- Advance the design and implementation of the nextgen firewall strategy
- Pilot work in digital provenance (verifiable and auditable origins), launch a public minimum viable product for Pocket and scale the work of the Trusted Learner Network through key strategic partners and the pursuit of funded pilots.
- Optimize security data used for monitoring, forensics, and attack surface reduction



7. Digital equity and social impact

Advance next-generation digital infrastructure, broadband technology and community solutions to cultivate digital equity and inclusion.

Objectives

- Drive opportunities across the ASU Public Enterprise for participation in and partnership with our digital equity and social impact work tied to ASU's Charter
- Advance ASU's opportunities to partner with the ACA, State of Arizona and federal funding opportunities to advance ASU's Charter and commitment to being socially embedded
- Advance execution of Maricopa Digital Equity grant deployment
- Focus on supporting state success for federal resources through Broadband Equity, Access and Deployment investments
- Organize and host (inter)national Summit on Digital Equity in March of 2024



8. Data, analytics, and insight

Build and mature data and analytics capacity, transform legacy systems to a data-first approach, and enable technology acceleration towards an AI-enabled enterprise.

Objectives

- Create a robust foundation to drive ASU-wide data maturity
- Transform legacy systems and processes and support technologies that accelerate enhanced analytics capacity
- Enable AI efforts at scale
- Measure and optimize data-informed outcomes



9. Digital infrastructure

Mature and hardened enterprise technology digital and cloud infrastructure and availability of ASU resources to learn, work and thrive throughout multi-year initiatives.

Objectives

- Mature run environment for ASU and maintain a resilient and responsive digital infrastructure environment
- Advanced evolution of ASU's Identity and Access environment in service of hyper-scale needs of ASU students, learners, researchers, and administrative needs including the rebranding of ASURITE and EDNA
- Evolve enterprise data integration architectures from batch processing workloads to real-time transaction workflows
- Advance work on an integrated operations environment to include network, security, experience center and data center
- Advance our back office cloud transformation.
- Advance enterprise firewall redesign
- Pursue operational excellence, automation, and orchestration of software-defined networking
- Expand ASU's multi-cloud and cross-cloud infrastructure
- Mature IT Service Management practices
- Preparation for FY25 Capital Budget for Digital Infrastructure