

Strategic Priorities

Enterprise Technology

Accomplishments July-September

We utilized an inclusive design approach and stakeholder model to gather input from the technology community and establish the strategic priorities for the fiscal year 2024. This process demonstrates our commitment to fostering a collaborative environment and promoting cross-functional planning.

The priorities outlined here reflect the work accomplished from July to September 2023.



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 enable students and learners to thrive.

Accomplishments:

- The Creativity Commons atrium was redesigned for the launch of the school year. This new space provides updated services to assist students with personal devices, learning technologies, and creative technologies such as Adobe tools and podcasting. Visit our online presence at [The Collective](#).
- Work has progressed with the general education requirements implementation project. Class Search/Course Catalog product workstream is continuing the process of gathering approved text updates to support identified user interface (UI) change needs from key stakeholders.
- The Transfer Guide product is waiting to complete the Faculty Senate Gen Ed review process to proceed with the identified changes. The tentative timeline for the initial Faculty Senate Gen. Ed discussion is late October 2023.

2. Generative AI strategy for scaled learning

Leverage deep learning, machine learning, and, more generally, AI and emerging technologies to advance learning across the university and all of its campuses, including ASU Online, at scale.

Accomplishments:

- The Generative AI Application Platform is preparing for a version one release date in November. This model and cloud-agnostic platform will have six different large language models in a private, secure cloud environment available in order to enable stakeholders from across the ASU community to develop and deploy generative AI products at scale.
- We enabled infinitely scalable learning with the Learning Engineering Institute (LEI). LEI will be leveraging the platform and internal AI staffing for this purpose. Members of Enterprise Technology are embedded in the work of the first LEI Learning Engineering Action Project (LEAP) focused on AI leading in communication, pedagogical practices, instructional materials and guidelines.
- In collaboration with the Office of the Provost, EdPlus and academic units, we launched a self-paced Canvas course to support Generative AI usage by faculty and staff, including template resources to assist the rapid and safe adoption of AI into the curriculum.
- The first meeting of AI @ ASU Community of Practice was held on September 18, 2023, and has since launched work groups for the ASU Community on AI topics such as teaching and learning, digital trust, product development and upskilling.

3. Learning innovation

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

Accomplishments:

- The SuperSTEM Digital Equity Program engaged 70 Arizona Title 1 middle school students in technology used to create STEM experiences in virtual reality VR. These experiences teach the students future skills that enhance their opportunities in the field of STEM.
- The Course Enrollment System (CES) launched and has reinvented the process of connecting Canvas courses with instructors and students. It launched with 301 pilot courses this fall and has received positive feedback on the amount of time saved manually correcting courses before the launch of the semester. The business impact of this product saves time for our employees and instructional designers in the academic units and EdPlus, who typically request around 11k courses each semester.
- Portfolio MVP, a new enterprise product for learner-centered digital portfolios, launched at the start of the school year and is being piloted in first-year writing program courses.



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.

Accomplishments:

- Our teams prepared and ran our first [AI Hacking for Humanity hackathon](#). More than 40 students participated in this two-day event focused on prompt engineering. The goal of this hackathon was to help shape and amplify the impact of AI in the humanities field.
- Efforts are underway for the Fall convening of the Principled Innovation Gathering, featuring a keynote presentation on AI.
- Our teams were extensively engaged in the AI communities of practice group and worked closely with the AI Acceleration team as we began developing ASU’s first Enterprise-wide AI website, [ai.asu.edu](#), which launched on October 25, 2023. The new site is designed to foster a comprehensive understanding of AI’s role across learning, research, and technical infrastructure, as well as the many creative approaches these tools offer faculty, staff, and students.
- From forming a [generative AI community of practice](#) to [smart cities](#) benefiting from this technology, the CxC team showcased five AI-specific stories this quarter. In addition, the team launched it’s inaugural season of [Carpool Convos](#) with five episodes. This new video series brings together ASU students, staff and leaders for lively conversations about innovative, tech-enhanced teaching and learning initiatives while traversing through Tempe in an autonomous vehicle. To date, this series has gotten 26,000 views.

5. Alignment & agility

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

Accomplishments:

- Multiple assessments and consultancies are underway to advance operational alignment.
- Our teams defined clear consultancy goals and identified consultancy membership and partners.
- We have leveraged multiple communication channels within the consultancy group and continue to monitor and evaluate the effectiveness of the consultancy.

6. Digital Trust & Cybersecurity

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

Accomplishments:

- Our teams have partnered with the Academic Enterprise, EdPlus and Learning Enterprise teams on use-case modeling around which the IAM design collateral will be our focus.
 - These projects include:
 - The Undergraduate Admissions Application
 - Study Hall
 - ULC
 - Workday HCM
- The privacy training development will kick off once the Privacy Work Team is established. Prep work to identify and leverage material from sources like the Future of Privacy Forum is in progress.
- Initial engineering to prototype the customer data portal "universal profile" has begun.
- Cloudflare Magic Wide Area Network pilot has been initiated.
- GRE tunnels have been created over a dedicated Cox backhaul circuit installed in the Network Engineering Lab.

7. Digital equity & social impact

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

Accomplishments:

- The Digital Equity and Social Impact team made significant strides in Q1. Notably, the collaboration among Enterprise Technology, Digital Equity Institute and Apple, which aims to serve 1,500 community members in two marginalized Maricopa County communities, advanced.
- The contract between DEI and our Experience Center was executed. The contract enables the expansion and diversification of the digital navigator and digital health navigator programs. The navigators will support 20,000 touchpoints by the end of Q2. The navigators reached 3,000+ high-need families in the East Valley via a back-to-school campaign and over 200 families in the West Valley at community and government events.
- We launched the AZ-1 (pronounced “as one”) website. The site provides a repository of resources for a diverse range of stakeholders.
- Through the Sun Corridor Network, partnerships with Cox and Triad were formed. These partnerships will undergird the building of the Maricopa County fiber loops. Construction in Maryvale continued, and 124 homes in the Capri Village mobile home park will be connected by late October. Progress was also made with the City of Phoenix (CoP) and Capri/Isaac School District, with a contract being executed with the City of Phoenix Public Housing.



8. Data, analytics, & 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.

Accomplishments:

- [The Analytics Portal redesign](#) is on track for a December 2023 launch. Discussions with Learning Enterprise continue to create a Data Mart in Redshift. Finally, discussions with EdPlus continue for future Tealium plans.
- This past quarter, our team worked hard on two platforms that will be the foundations for AI efforts at scale at ASU:
- AI Model Development Platform: (current status: version 0 is live and version 1 is in development). These models support models developed and deployed by Enterprise Technology for the ASU Experience Center, Financial Aid Student Services, Student Business Services and Academic Enterprise more broadly for sentiment analysis and topic modeling of student outreach. Version 1 is on track for spring release and will allow other units outside of Enterprise Technology to develop, train and deploy AI and ML models and support the operationalization of AI and ML models for analytics purposes. Models developed for application purposes on this platform can be deployed on the second platform.
- Generative AI Application Platform: (current status: version 0 is live, and version 1 is in development and on track for October release). These models support Learning Enterprise, EdPlus, and Enterprise Technology development efforts. Version 1 will expand to support development efforts within all enterprises and units. The platform streamlines AI application creation, including chatbots, leveraging generative AI for engaging experiences at scale. It offers cost-effective development, empowering non-technical users and handling updates, allowing developers to focus on creativity and innovation.

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.

Accomplishments:

- The IAM engineering team is developing the Enterprise Event Lake, which will serve as the orchestrator for event (i.e., data) propagation. An early prototype was delivered this quarter. Phase II will begin in Q2 and will leverage both platforms to push applicant data directly to Peoplesoft.
- Additionally, foundational prototypes for the Enterprise Identity Cloud and its associated GraphQL API, the Identity Resolver API, and the Enterprise Event Lake have been released for internal testing and demonstration.
- Initial research and prototyping of Passkey--specifically platform token--authentication flow is underway, targeting Q3 for a demonstration implementation of SSO integration.

