

Strategic Priorities

Enterprise Technology

Accomplishments January - March 2024



FY24 Strategic Priorities

Enterprise Technology advances the dynamic digital ecosystem that drives how the ASU community learns, works, and thrives. Through advancing student and learning success and accelerating artificial intelligence, the following nine strategic priorities and accomplishments illustrate our commitment to this goal.

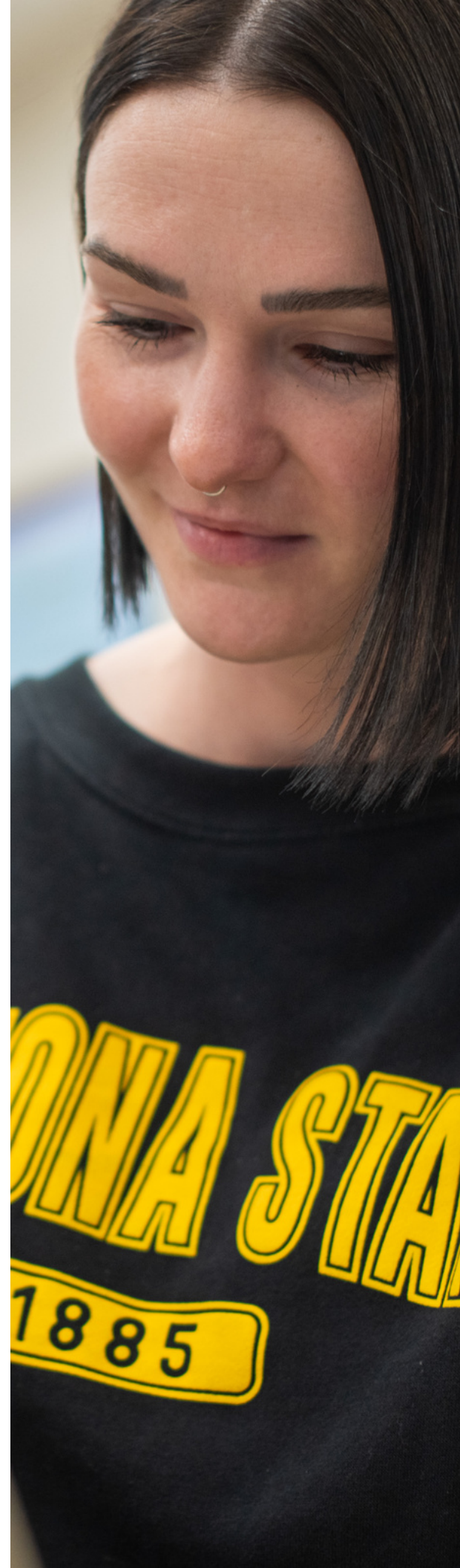
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- A silhouette of a city skyline, likely San Francisco, is visible in the background. The skyline includes several prominent skyscrapers and a bridge, set against a warm, orange-hued sky. The foreground is dark, suggesting a body of water or a dark foreground.
1. Student and learner success
 2. Generative AI strategy for scaled learning
 3. Learning innovation
 4. Cultural transformation towards an AI-centric organization
 5. Alignment and agility
 6. Digital Trust and cybersecurity
 7. Digital equity and social impact
 8. Data, analytics, and insight
 9. Digital infrastructure

1. Student and learner success

Accelerate our focus on student (Academic Enterprise) and learner (Learning Enterprise) success by designing and delivering learning solutions and supporting technologies, including AI game-based learning and spatial computing, that enable students and learners to thrive.

Accomplishments:

- Major updates to **My ASU, My Major Maps, Major Maps, Major Map Archives, Class Search, and Course Catalog** all went live for fall 2024 registration to ensure ease of registration for students.
- In support of the new **Gold General Education** degree changes, all tools, including Peoplesoft and uAchieve, have been validated and are working as expected with both maroon and gold general studies requirements.
- In collaboration with **EOSS** we designed, tested and delivered **9x Career mini-games** in VR and on Chromebook to engage and motivate K12 students in exploring careers and ASU pathways. Early feedback from 125 ASU Prep students shows that 96% think this is a good way to learn about careers.
- **Credit Maximizer** developer with partner **Interactive Degree Planner** is nearing completion. April feature #1 release has been completed.
- Completed enrollment into the **Future 17** program. ASU is one of 12 universities participating in solving the 17 United Nations Sustainable Development Goals through student-led collaborative projects. The fall pilot was completed, and the spring enrollment began with a full cohort from the School for Innovation in Society.



2. Generative AI strategy for scaled learning

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

Accomplishments:

- **CreateAI Platform** has launched. [CreateAI, ASU's AI platform](#), is designed to streamline and democratize AI application development, enabling individuals, particularly educators, to leverage the power of generative AI. With CreateAI, the ASU community has access to both AI-powered enterprise products and simple-to-use tools to develop their own AI agents. The platform prioritizes digital trust and security for our community while adhering to a responsible and ethical approach.
- Our proof of concept (POC) **Course Builder Assistant** project is in the planning phase with Learning Enterprise. This toolkit is used to develop AI models and prompting strategies to build an application for this experience.
- The AI Acceleration team delivered a toolkit for non-engineers to experiment, prototype, and build AI-enabled experiences.
 - ASUGPT transforms user-uploaded data into engaging conversational agents, customized for unique use case needs and powered by ASU's institutional data.
 - Model Comparison allows anyone at ASU to explore and experiment with 20+ LLMs to gauge strengths and capabilities.
 - MyAI Builder enables users to develop and deploy their AI-enabled products, including specifying their data collection and instructions for AI behavior.
 - Syllabot, a Syllabus bot developed in collaboration with the Provost office, is currently in beta testing until the end of Spring B 2024. Available for immediate answers 24/7, Syllabot turns any syllabus into a conversational agent to answer FAQs, reducing faculty load and increasing academic engagement.
 - Degree Recommender Engine (DRE) is on its way. We have partnered with EdPlus to enable the back-end AI infrastructure for DRE, which intelligently recommends the top three ASU degrees that best match a student's interests based on their answer to a short interest quiz.
- Provost and Enterprise Technology teams launched round two of the **AI Innovation Challenge as part of the OpenAI Collaboration** with **200+ submissions** in partnership with the **Academic Enterprise and EdPlus**. The Round 2 challenge allows proposals for student use of AI products built by faculty, staff, and student researchers.
- In partnership with EdPlus and Dreamscape, our teams have begun a POC for an **AI personalized companion to journey with learners through Dreamscape**. This POC will begin with experimenting with which models, data, and prompting strategies result in personalized and interactive experiences for Dreamscape learners.

3. Learning innovation

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

Accomplishments:

- In a program led by the Academic Enterprise, we supported the design and implementation of the **486 participants** who attended the convening of the [Future of Learning Festival \(FOLC Fest\)](#) event.
- The **CareerCatalyst team** has finished initial development to integrate **Bluebird** with the CareerCatalyst platform.
- [ASU Portfolio](#) completed the second round of development, enabling templates and roles that are key to university adoption. The Provost Office's feedback on the new release was positive, with commitments to adopt fully in the fall 2024 semester.
- MediaPlus received a new user interface on April 8, 2024. Visit the [MediaPlus Resources website](#) to learn more.
- College of Health Care Solutions **360 video recruitment** filming has been slated for summer 2024. A new camera that captures content suitable for the new Apple Vision Pro and standard YouTube usage will be used.



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:

- Two communities of practice were created this quarter. **AI Upskilling and AI Development** groups are open for anyone in the ASU community interested in joining. The hour-long monthly session explores building relationships and knowledge sharing around AI across ASU.
- In the AI Development community of practice, teams are invited to collaborate and attend monthly sessions to learn about AI products and projects from teams from Enterprise Technology, EdPlus, Learning Enterprise, and Knowledge Enterprise. Teams share upcoming releases, products, platforms, and everything AI!
- The prioritized platform features in the CreateAI Platform enable **principled innovation** and human-centered design, including the **Ethical AI Engine**, which evaluates bias, accuracy, speed, and other ethical AI concerns across the whole platform, plus a toolkit for responsibly innovating by understanding/comparing model strengths/costs, experimentation with prompting, data ingestion and quality measures.



5. Alignment & agility

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

Accomplishments:

- Christine Whitney Sanchez published “**Co-Creating a Transformative Technology Culture.**” The Creative x Communications team copyedited, provided photos and promoted its release.
- Dr. Donna Kidwell published “**Taking action for a trustworthy future.**” The Creative x Communications team copyedited and helped with production.
- [Tech.asu.edu/culture](https://tech.asu.edu/culture) was redesigned and published ahead of ASU+GSV.
- Our Talent teams created **CLIMB: Chapter Immersive Mastery Blueprint program.** This program engages over 100 leaders across Enterprise Technology. It focuses on leadership and team development, decision-making and problem-solving, performance management, communication and interpersonal skills, organizational awareness, time and task management, and ethical and legal compliance.
- Our Talent team delivered three sessions of Emerging Leaders to over 28 active members.
- Culture Weavers launched and evaluated the results of the annual ET Check-in survey. This survey provided valuable insights into staff engagement and satisfaction, which will guide our future initiatives.
- The **T4 Leadership Academy** delivered the third session of cohort two. Additionally, the team developed part of ASU Sunlite Coaching which is ready for launch in June.



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:

- **IT Risk Assessment Unit Progress** has led to attestations being provided to 13 units, 1 of which has been completed. There are 18 remaining. The assessment completion deadline is June 30. The new IT Risk Assessment Dashboard will be ready in June. The project is expected to wrap up in July.
- The **CyberFusion working group** charter was created and finalized.
- The **Data Classification Tool** has been launched into production on getprotected.asu.edu.
- The **Universal Profile** prototype is under development. It is built on top of and complementary to the recently released Enterprise Identity Cloud, Event Lake, and the Identity Resolver API. It will serve as the context for design/ideation sessions with Academic Enterprise partners that are currently underway.



7. Digital equity & social impact

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

Accomplishments:

- Digital Equity and Social Impact continue to advance collaborative work with ASU departments and programs. Students from Watts were invited to participate in Hive programming, and Cronkite students were invited to interview the navigators for impact storytelling.
- The DEI charity gala took place with ASU as a sponsor. Lev Gonick received the Impact Award. DEI sponsored ASU SRS. SRS VIP attendees were invited to the gala, and Gigi Sohn and Nicol Turner-Lee spoke at both events. The research summit is in planning. Conversations between DEI and Marconi continue.
- Preparation for the launch of Tempe and Guadalupe Hives and Mobile Hives with DEI is underway. A proposal for additional city investments is in development.



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 launched!** This portal is meant to be the first stop in one's search for reports, dashboards, and support for their analysis work. The newly redesigned portal will greatly improve the community's access through a more intuitive interface and logical classification of data areas across the Enterprise.
- **Learning Enterprise data warehouse** work is now active. **200 new Snaplogic jobs** for one pipeline have been created. Validation of these jobs is in progress This process helps improve efficiency efforts for both teams. Moving to the next pipeline for Canvas Data.
- We continue exploring Customer Data Platform solutions that will allow us to understand better and communicate with constituents. Top contenders have been identified and are being evaluated.



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 **Global Identity Directory** ("Enterprise Identity Cloud") MVP was delivered in January.
- The Network Platforms Engineering team has completed the Cloudflare Magic WAN POC at Skysong Network Lab. A New ASU Enterprise Technology product named **Internet Service Perimeter** was created for Cloudflare Magic WAN and Magic Transit to track pilot efforts at SkySong.
- Arista 5310 WAN Routing System for high-performance edge routing was installed and configured to perform the pilot. The team has configured and tested Cloudflare, including site-to-site testing. The team will order 5510 and 5310 equipment (loan-to-buy agreement). Next, we will initiate a pilot with a free limited license that meets enough success criteria to proceed with a paid license agreement.
- A customer WiFi pilot is being developed at Skysong Hive with Cloudflare. The objective is to collapse the ASU and guest SIDs and have one ASU SID. A private SID can be selected as needed.





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