

Strategic Priorities

Enterprise Technology

Accomplishments October - December



FY24 Strategic Priorities

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. Additionally, our teams dedicated themselves to giving back to the broader Phoenix community with over an 1100% increase in participation over last year, resulting in 14 events. This process demonstrates our commitment to fostering a collaborative community environment and promoting cross-functional planning Enterprise-wide.

The priorities outlined here reflect the work accomplished from October through December 2023.

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- A silhouette of the Phoenix skyline at sunset, with various skyscrapers and construction cranes visible against a warm, orange-hued sky. The mountains in the background are also silhouetted.
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, that enable students and learners to thrive.

Accomplishments:

- The Future 17 Pilot was completed, and the first cohort was awarded certificates. Dr. Crow noted, “ASU prioritizes its global engagement and responsibility to advance innovative, collaborative solutions capable of creating a more sustainable future for all. The Future17 Challenge Program will empower our learners to explore fresh perspectives, new knowledge exchanges, and growth opportunities while tackling society’s most complex and pressing issues. We are inspired and excited to engage in this transformative program.”
- The Tech Hub provided 1,346 consultations and managed 152 Zoom Innovation Lab reservations. Key projects this quarter included partnering with first-year writers to provide Adobe and portfolio support, creating AI visualizations with our Creative x Communications team, recording Gustavo Fischman's Keynote for WERA Focal Meeting and ERAS Conference 2023, partnering with Herberger Online Learning.
- We have partnered with [Occuspace](#) to pilot sensors installed in Creativity Commons on the Tempe campus to track traffic and usage of the space. The Provost Office, HIDA, MLFTC, and Prep Digital hosted classes and events in the space, including the [Hackathon for Humanity](#) and [We/Me&AI](#). A series of institutions have toured this space to learn about the design and application in their contexts, including UDI Mastercard universities from Rwanda and Uganda and Mary Lou Fulton Teachers College partner universities from Egypt and Morocco.



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:

- More than 1,100 ASU community members engaged in AI workshops and community of practice events. Additional upcoming events can be viewed in [this collection](#) or by visiting ai.asu.edu to learn more about how to join [an AI Community of Practice](#).
- Enrollment in the [AI Teaching and Learning course](#) passed 1,000 participants. Currently, more than 1,365 faculty have enrolled in the AI Teaching and Learning Course.
- Beginning in Q3, we will collaborate with Learning Enterprise to make the course externally accessible to ASU and create a version specific to ABOR and the other AZ universities.



3. Learning innovation

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

Accomplishments:

- In partnership with University College and SmartResume, we have been awarded funding as one of six [SkillsFWD grantees](#). Enterprise Technology will begin developing TLN integration with SmartResume, develop a digital credential issuer, and hire a Digital Credential Specialist to support development, programmatic, and enterprise needs for digital credentialing.
- Canvas Enrollment System pilot expanded last quarter, collecting data and feedback from the community with the intention of shifting service completely from CEM to CES for Fall 24.
- MediaPlus has completed integration with EDNA, enabling the automation of provisioning and deprovisioning of accounts, saving manual work for ET teams.



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:

- [Ai.asu.edu](https://ai.asu.edu) surpassed 10,000-page visits and averages 1,000 new and unique visitors weekly.
- 12 stories relating to AI were prominently featured on ASU News and the AI website; nearly 1 out of 2 stories the Creative X Communications team publishes relates to this topic.
- In September, the T4 program focused on specific AI learning objectives. This included defining and exploring key terms and concepts in artificial intelligence. Additionally, we focused on identifying real-world applications of AI across different fields, illustrating it's potential impact on daily life and across different units, and introducing ethical considerations inherent in AI technologies and their potential societal impact, setting the stage for discussions on responsible AI development and use.



5. Alignment & agility

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

Accomplishments:

- Established the Distributed Technology Leads Steering Committee for shared governance and a source of various working groups.
- Implemented an annual lifecycle of alignment between DT Leads and EVP liaisons, including sourcing of technology priorities from distributed technology units for liaisons to consider as they develop annual technology priorities for Enterprise Technology.
- Matured service management processes Change Management and Incident Management based on the ITIL framework. Both processes matured from Level 1 to Level 3 based on the CMMI model. This has resulted in improved communication, timely and more effective After Action Reviews to identify root causes and needed operational changes, and improved rigor for deploying production changes.



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:

- Drafted Cybersecurity [Charters](#) to clarify the scope of each work team.
- CyberFusion working group charter created & finalized. Relevant Cybersecurity updates are shared on an ongoing basis via Slack channel.
- Implemented enterprise-wide password escrow platform.
- Assessment & automation as part of the Operations Unification of ASU's Incident Management.
- Initial Privacy training goals and requirements have been drafted based on feedback from CISO. Working on forming WG-Privacy to review the plan and provide feedback.



7. Digital equity & social impact

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

Accomplishments:

- Digital Equity Institute stood up the first of several Hives in the region. The Hive @ Aeroterra is a collaboration with the City of Phoenix Housing. The Hive provides connectivity to the community through SCN, as well as access to devices, digital navigator support, and digital skills training, including ASU for You.
- Pathways to ASU are being integrated into the model. Through the contract with DEI, more than 10k Maricopa residents have received digital navigator support, including tech support, support with citizen services, and help with ACP sign-up.

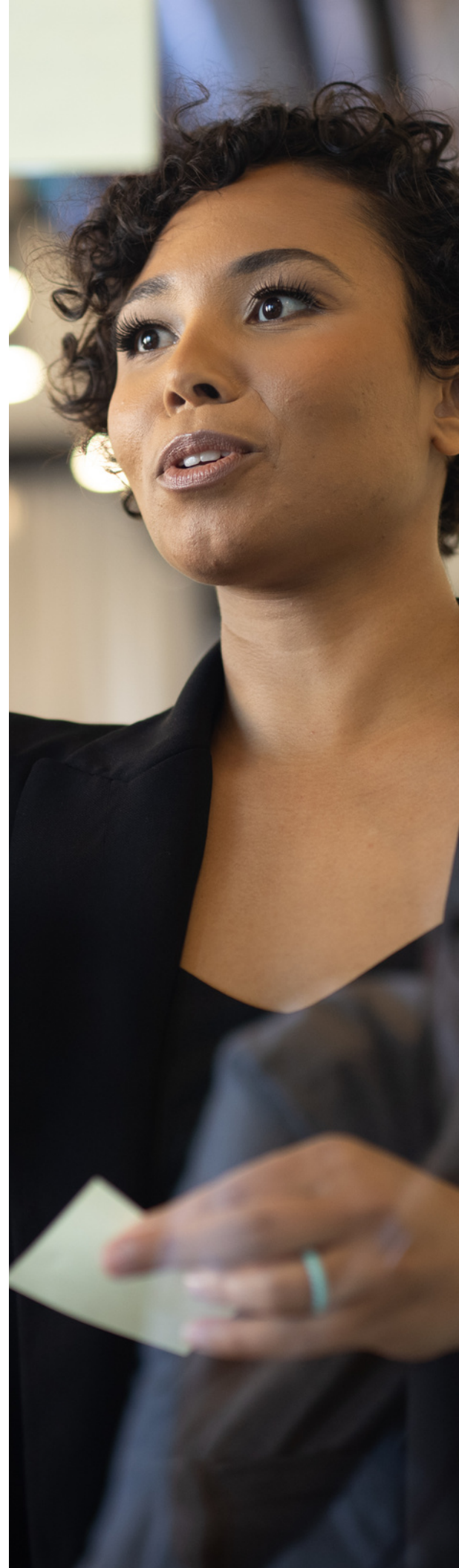


8. Data, analytics, & insight

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 Data Analytics portal is ready for launch in the first week of February. Working with our Creative x Communications team on marketing. One of the roles of the Data & Analysis team is to provide the ASU community access to the data and information they need in order to support their business decisions. This Analytics 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.
- The Data Dictionary project was initiated, and work is moving along nicely. The maturing of our Data Dictionary offering is so members of the ASU data community have a source for knowing what the data represents.
- The Learning Enterprise data warehouse work was initiated.



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:

- Continued to make steady progress on vacating ISTB1 Data Center. The team completed the decommissioning of 100 servers and services. There is ongoing collaboration with Knowledge Enterprise and other units on their plans to vacate this data center.
- Winter 2023 Network Transformation project accomplishments:
 - Nine buildings were migrated to the new Arista Network infrastructure, including Memorial Union, Gammage Auditory, Bio-Design A, B, and C, BYENG, Mercado Buildings and California Grand
 - 12 Major Network Gateways
 - 271 building switches
 - 949 Wireless access points
- Over half a million feet of cabling
- Major power upgrades





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