

TOP 10 Enterprise Systems issues

What **trends** are demanding your peers' attention?

IT directors have long lamented to the IT Forum the absence of a mechanism to compare notes with their peers at other institutions. While directors are intimately familiar with their own campuses' issues, they lack confirmation that they have identified all potential threats or that perceived risks do in fact warrant urgent attention.

This infographic offers an industry-wide perspective by presenting the key themes that emerged from conversations with more than 50 directors of enterprise systems. Use it to:

- Understand how your own campus's challenges fit with industry-wide trends
- Identify looming challenges you may not yet have encountered
- Validate the need for investments in new projects and major undertakings

TRANSITIONING FROM LEGACY TO CLOUD



1 Making Principled Decisions About System Replacement

Enterprise systems are reaching the end of their expected useful life spans at the same time that vendors' SaaS offerings are maturing.

Major decisions with long-term ramifications must be made: Do we breathe new life into tried-and-true systems? Do we start over with the next generation? And most importantly, how should we decide?

17

Average age, in years, of an SIS



2 Staffing in the Cloud Era

Enterprise systems leaders recognize that the day-to-day activities their staffs perform are changing, particularly as systems move to the cloud.

What skills will they need to be effective in the future? In what time frame and in what proportion? How should IT organizations acquire those skills?

60%

Percentage of skills needed in near future that are currently weak or absent at one R1

MANAGING PROLIFERATING POINT SOLUTIONS



3 Helping Users Acclimate to Widespread Change

As vendors develop new point solutions, many business units are eager to adopt the latest technology. Yet without any individual coordinating the rollout of new systems or explaining the rationale, major changes to users' workflows pile up.

Users are exhausted. How can IT better space out and communicate major changes?

12

Number of institution-wide applications implemented at one R1 in last three years



4 Reducing Uncertainty Around Vendors' Promises

More users are acquiring more technology, so fully vetting the fitness of every purchase is increasingly challenging.

Some vendors misrepresent or overpromise what their product can easily accomplish; others' visions are undermined by a changing business and technology environment. How can leaders probe vendors' promises and identify those with poor track records?

250

Number of contracts reviewed annually by CIO at one liberal arts college



5 Crafting a Sustainable Integration Strategy

Spreading point solutions require a never-ending parade of connections to be built between them.

Leaders recognize that this approach is both unsatisfactory and unsustainable but struggle to identify a superior and achievable strategy. What approaches and tools are successful peers leveraging?

25%

Additional up-front cost to optimally integrate a new system



6 Prioritizing Users' Project Requests

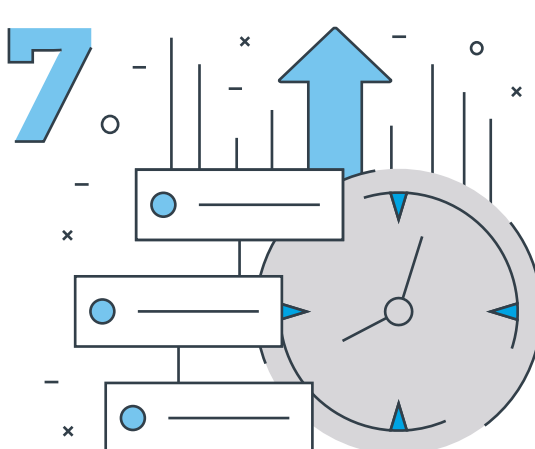
A once-manageable trickle of project requests has swelled into an unmanageable flood. But simply shutting off the spigot isn't viable: leaders recognize that many requests have real value and that the culture of higher education precludes outright rejecting requests (particularly when requesters have p-cards and grants).

How can leaders systematically identify projects with the greatest value for the whole campus?

80K

Person-hours of backlogged work awaiting approval at one public research university

LEVERAGING INSTITUTIONAL DATA ASSETS



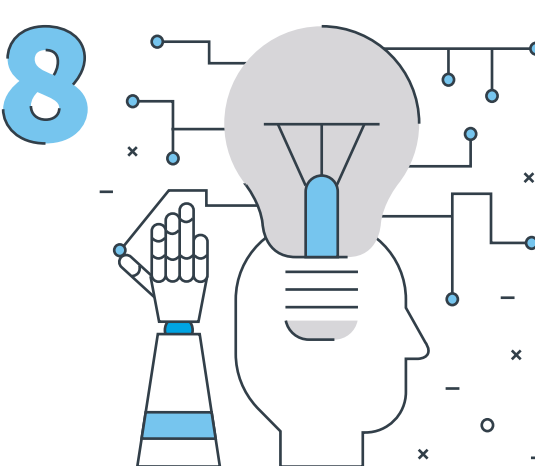
7 Sustaining Data Warehousing Initiatives

Though many administrators want to be data-driven, they are often uncertain what data they want or how they will use it. As a result, support for data warehousing can be short-lived or too fragile to withstand post-launch challenges.

How can IT leaders convey data warehousing's benefits to generate durable support for a long-term initiative?

18

Years it took one R1 to build a modern data clearinghouse



8 Exploring Applications of Machine Learning and Artificial Intelligence

Given the impact that machine learning and artificial intelligence are having in the broader economy, applications of machine learning in higher education, such as chatbots or automated maintenance routines, are gaining attention.

What key lessons are early movers discovering? What steps should later movers take now to prepare their institutions for future applications?

21%

Reduction in summer melt with new AI-powered chatbot

MANAGING COMPLIANCE AND RISK



9 Responding to General Data Protection Regulation (GDPR)

As enterprise systems leaders prepare for the EU's GDPR to take effect, substantial confusion remains. Some leaders struggle to convince campus peers to take the new regulation seriously.

Other leaders have won their peers' attention but are overwhelmed by the task of overhauling data collection processes and cataloging existing data stores. What path can institutions follow toward compliance?

0

Number of fully GDPR-compliant respondents in EAB survey



10 Elevating Security Awareness

Cyber security is only becoming more critical to the university's well-being. Yet at the same time, users are bringing more discrete systems and devices to campus, and they often feel autonomy and ownership over their computing behavior.

How can IT leaders help users understand the potential impact of individual behavior on the university?

\$294

Cost per compromised record in event of breach