



## 1. Student Success + Learning Initiatives

**Design and deliver technologies, services and environments that enable learners to thrive academically.**

**Objectives:**

1. Partner with Academic Enterprise to modernize and re-invent the eAdvisor suite of technologies into the Interactive Degree Planner enabling students to create individual pathways to learning at ASU.
2. Enable the Learning Enterprise technical strategy to achieve their bold vision through impactful solutions to meet scale needs.
3. Work in partnership with Academic and Learning Enterprises to design and execute new technology initiatives.
4. Support a Premium Experience through marketing/data integration and learning journeys.



## 2. Culture, Communications and Talent

**Take a whole systems approach to advance ASU Enterprise Technology culture to foster a collaborative and cohesive environment that cultivates diversity, equity, inclusion and belonging to attract, develop and retain new and existing talented people to activate the ASU Charter.**

**Objectives:**

1. Ensure high-impact recruitment and retention of IT professionals.
2. Develop a professional development infrastructure for our teams to learn and thrive.
3. Evolve Enterprise-wide Culture, Communications and Talent practices to strengthen culture and innovation.
4. Partner with teams to keep our community informed of timely developments that spark tech and culture adoption.
5. Generate and amplify stories that position Enterprise Technology as a leader and strategic partner for enabling the goals of the ASU Public Enterprise.

# ASU Enterprise Technology sets forth 9 Strategic Priorities to improve the experiences and services for ASU

Enterprise Technology advances the dynamic digital ecosystem that drives how the ASU community learns, works and thrives. To deliver on this promise, Enterprise Technology set forth 9 Strategic Priorities for FY2023 that will guide the collaborative work of our teams, in support of the ASU Enterprises, to design and deliver an exceptional human-centered technology experience for the communities we serve.

### ASU Enterprise Technology FY23 Strategic Priorities at a glance

1. Student Success and Learning Initiatives
2. Culture, Communications and Talent
3. Learning Innovation
4. Capacity to Advance Business Agility and Outcomes
5. Digital Trust and Cybersecurity
6. Service Alignment
7. Advance Research
8. Digital Equity
9. Digital Infrastructure

We accomplish these priorities through a series of objectives that guide our work and create a benchmark to measure success. See below for more details and objectives for these 9 Strategic Priorities.





### 3. Learning Innovation

**Enhance the creative and digital fluency of all learners in next-generation learning environments. In doing so, we advance what President Crow refers to as the fourth and fifth teaching and learning realms by facilitating technology-enhanced education through exploration and infinitely scalable learning.**

#### Objectives:

1. Work in partnership with the President's Office, Academic Enterprise and EdPlus to expand ASU's Realm 4 (Immersive) capabilities at scale with an emphasis on Dreamscape Learn.
2. Work in collaboration with the Academic Enterprise to evolve a model for jointly exploring innovative learning technologies across realms and modalities.
3. Work in partnership with the Academic Enterprise to advance learning space design and services to enable impactful teaching and learning practices.
4. Work in partnership with Learning and Academic Enterprises to scale and enhance technologies and services with focus on digital media delivery and learning portfolios.



### 4. Capacity to Advance Business Agility and Outcomes: Partner with Public Enterprise COO

**Partner to advance Enterprise Technology governance and alignment and craft a financial planning process that identifies Enterprise level spending, creates allocations for Enterprise initiatives and empowers unit-level decision-making to bolster capacity and reduce costs.**

#### Objectives:

1. Advance Enterprise Technology governance and alignment with inclusive models for decision making and work delivery that are aligned to institutional strategy and budget processes.
2. Assure linkages between Enterprise efforts and delivering priorities across ASU enterprises.
3. Advance top five financial planning opportunities for priorities across ASU enterprises. Advance top five financial planning opportunities for priorities across ASU enterprises.
4. Enhance Enterprise Technology budget planning to support operational needs for a growing institution.



### 5. Digital Trust and Cybersecurity

**Support learner agency, data empowerment, and Privacy by Design, while proactively identifying and protecting the ASU community from cyber risks.**

#### Objectives:

1. Facilitate the redesign of ASU's approach to privacy-informed institutional data governance, inclusive of the ASU Enterprises.
2. Advance next generation identity management in partnership with the Learning Enterprise and EdPlus.
3. Advance the design of the Trusted Learner Network by standing up core seed organizational design and begin building use cases.
4. Advance the Agent Learner Initiative through the design, development and testing of Pocket, a digital wallet and portfolio for learners.
5. Build, nurture and maintain the bench of Information Security talent across the Enterprise to strengthen the resilience of our colleges and enterprise units.
6. Mature the Enterprise security approach to regulatory compliance in order to advance Knowledge Enterprise research aspirations for CMMC and HIPAA capabilities.
7. Advance our cybersecurity approach to leverage the Zero Trust model for Enterprise Technology.
8. Evolve ASU's Cybersecurity Operations across the Enterprise to improve our security posture and reduce IT risks for all.



### 6. Service Alignment

**Optimize how ASU designs, delivers, and supports technical services across all learners, faculty, researchers and staff.**

#### Objectives:

1. Mature Enterprise Technology service management by enhancing service for customers while decreasing costs. Focus on standardization of knowledge and processes, expanding use of technology to deliver service value while developing resourcing to ensure a consistent and effective experience.
2. Optimize Enterprise service offerings by continuing to expand service value in alignment with Enterprise priorities and identified opportunities in the industry, and leveraging new innovations.
3. Align talent to emerging Enterprise needs and opportunities for professional growth, providing clear, expanded, horizontal, and vertical opportunity trajectories.



### 7. Advance Research

**Partner with Knowledge Enterprise on advancing the Enterprise research service model for firewall, data center, cybersecurity, and network management.**

#### Objectives:

1. Scope the effort and resources required to assume support and administration of Knowledge Enterprise technical services.
2. Define and scope the effort to create a HIPAA compliant storage framework for research.



### 8. Digital Equity

**Without negatively impacting ASU operations, design and support digital equity ecosystems that address the complexities of vulnerability and create equitable opportunity for everyone to fully participate and thrive in society, democracy and the economy.**

#### Objectives:

1. Foster an environment of belonging that creates space, access and motivation for cyber safety on the internet.
2. Design and support digital equity ecosystems that address the complexities of vulnerability and create equitable opportunity for everyone to fully participate and thrive in society, democracy, and the economy.
3. Define and scope internal and external Digital Equity framework and priorities.
4. Explore opportunities for and advance digital inclusion in our embedded social context.



### 9. Digital Infrastructure

**Ensure all learners are able to connect with each other and available ASU resources to learn, work and thrive.**

#### Objectives:

1. Complete plan to vacate on-premise ISTB 1 for Enterprise Technology infrastructure.
2. Implement a coherent monitoring and telemetry strategy to enable automated incident response.
3. Increase speed, power and connectivity of digital experience through software-defined networking to mature ASU's Next Generation Network.
4. Modernize wireless infrastructure for future devices and designs, accelerating toward better reliability and speed.
5. Execute refined segmentation strategy on the network on a path to advanced security policy and zero trust.