Avoiding Technology Ping-Pong
Finding the Right Place on the Ed Tech Continuum
Avoiding Technology Ping-Pong

AGENDA

• Review the EdTech Continuum
• Discuss the drivers and impacts of technology selection along the continuum
• Explore proposed approach to inform technology selection
• View examples of how the proposed solution may help technology evaluation and selection
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EdTech Continuum
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**EDTECH CONTINUUM**

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Drivers and Impact
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DRIVERS: NOISY MARKETPLACE
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DRIVERS: OTHERS

- Solution Integration
- Teaching and Learning Changes
- IT – Business Maturity
- Student Journey Support
- Student Success Alignment
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IMPACT: MULTIPLE SOLUTIONS
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IMPACT: CHAOTIC ECOSYSTEM
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Proposed Solution
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PROPOSED SOLUTION
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PROPOSED SOLUTION
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Proposed Solution: IT Principles
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OVERVIEW OF IT PRINCIPLES

• Overall, principles are general rules and guidelines that inform and support the way in which an institution seeks to fulfil its mission

• Likewise, they may be subject to adjustments as the enterprise refocusses its objectives and mission

• They are, however, are intended to be enduring and not subject to frequent changes
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OVERVIEW OF IT PRINCIPLES

• Provide a context to support explicit, evidence-based decision-making
• Help establish relevant evaluation criteria
• Assist in defining the functional requirements of products and technology ecosystems
• Allow for a rationale for justifying activities around products and technology ecosystems
• Provide valuable inputs to future transition initiatives and planning activities
• Support information technology governance activities
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### PRINCIPLES

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<tr>
<td>Compliance</td>
<td>Data and information management processes comply with all relevant internal and external laws, policies, and regulations</td>
<td>Policy is to abide by laws, policies, and regulations</td>
<td>Continual training on regulations</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Awareness of changes in regulations (GDPR, etc.)</td>
</tr>
<tr>
<td>Maximum Benefit</td>
<td>Information management decisions are made to provide maximum benefit to the institution as a whole</td>
<td>Greater long-term value and ROI of decisions made from an enterprise-wide perspective than decisions made from the perspective of a department</td>
<td>Development of governance approach</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Executive buy-in</td>
</tr>
<tr>
<td>Common Use Applications</td>
<td>Solutions that can be applied across the institution are preferred to solutions which are only provided to a single department</td>
<td>Storing data in different solutions is time-consuming and inefficient</td>
<td>Reviewing solutions across departments</td>
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<tr>
<td></td>
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<td>Data Security</td>
<td>◆ Protecting all confidential, sensitive or personal data from unauthorized use and disclosure</td>
<td>◆ Restricting availability, while considering open sharing and release of information</td>
<td>◆ Developing the classification of and release policies for data</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>◆ Identifying security needs at the application and data levels</td>
</tr>
<tr>
<td>Data as an Enterprise Asset</td>
<td>◆ Data is an asset that has value to the institution and is managed accordingly ◆ Data is shareable and accessible to all</td>
<td>◆ Data is the foundation of institutional decision-making ◆ Institution must ensure that it knows where it is, can rely upon its accuracy, and can obtain it when and where it is needed</td>
<td>◆ Cultural shift from &quot;ownership&quot; to &quot;stewardship&quot; ◆ Executive buy-in ◆ Data dictionary</td>
</tr>
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<td>Data Trustee</td>
<td>◆ Each data element has a trustee accountable for data quality</td>
<td>◆ Eliminating redundant human effort and data storage resources</td>
<td>◆ Determining data quality dimensions</td>
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| Data will be Analyzable         | ❖ Allows institutional teams to perform decision-making                   | ❖ Aids sound decisions, by allowing access to quality data, presented in the most appropriate way | ❖ Possibly developing a centralized data repository  
❖ Identifying the repeatable data needs of teams |
| Control Technical Diversity     | ❖ Minimizing the cost of maintaining expertise in and connectivity between multiple solutions | ❖ Limiting the number of supported solutions will simplify maintainability and reduce costs  
❖ Develop policies and standards  
❖ Determine how to maintain flexibility to accommodate technological changes |
| Requirements-Based Change       | ❖ Changes to applications, data, and technology are only made in response to business needs | ❖ Minimizing the impact on the institution by IT changes and vice versa                        | ❖ Developing impact analyses |
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<td>Business Continuity</td>
<td>Institutional operations are maintained despite technology interruptions</td>
<td>Consider the reliability of solutions throughout their design and use</td>
<td>Develop SLA’s; Determine dependencies between solutions</td>
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<td>IT Responsibility</td>
<td>IT is responsible and accountable for owning and implementing all IT processes and infrastructure to meet business-defined requirements</td>
<td>IT is best suited to align expectations with business requirements, so that all projects are cost-effective and can be completed in a timely manner</td>
<td>Define processes to manage business expectations and priorities</td>
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<td>Buy over Build</td>
<td>Applications shall, as much as possible, be purchased off the shelf</td>
<td>Commercial products provide a greater longevity, supportability and are therefore more sustainable</td>
<td>Deliver formal training for users; Develop standards for sustainability</td>
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| Ease of Use  | Solutions should not require deep understanding of technology and should be easy to use | The more institutional users need understand the underlying technology, the less productive they are | Dictate common look and feel for all solutions  
Vendors should have User Acceptance Testing/quality documentation |
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Role of IT Principles
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Common Use Applications

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Requirements-Based Change
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SUMMARY

Institutions

• Consider the role of IT principles in technology evaluation to avoid “ping pong” decision-making
• Recognize that IT principles are matters of policy

Vendors

• Consider how their products impact the technology-related policies at institutions
• Avoid simply focusing on functionality
Thank you.

For questions or briefings, please email Techlandscape@nrccua.org

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