IT’s Changing Business
2019 Higher Education Institution Trends

CIO Review
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- Educause Top 2019 Priorities
- Gartner Trends in Higher Education
- AI and Its impact
- Digital Trust
- Student Experience
- eSports
- Analytic Improvements
- New Business Models
2019 Top Priorities for Higher Education - Published by Educause

Empowered Students
#2 Student Success
#4 Student Centered Institutions

Trusted Data
#1 Information Security Strategy
#3 Privacy
#5 Digital Integrations
#6 Data-Enabled Institutions
#8 Data Management & Governance

21st-Century Business Strategies
#7 Sustainable Funding
#9 Integrative CIO
#10 Higher Education Affordability
2019 Gartner’s Top Business & Technology Trends in Higher Education

### Top Business and Technology Trends in Higher Education

**Business Trends**
- Reinventing Credentials
- Analytics Everywhere
- Ecosystem
- Ethical Use of Data
- Mergers and Acquisitions
- Online Differentiation
- Lifelong Learning
- Competition for Students
- New Business Models
- Collegiate Esports

**Themes**
- Data-Driven Academy
- Skills and Employment
- Security and Integrity
- Strained Business Models
- Space and Place
- Student Experience

**Technology Trends**
- NG Security and Risk Mgmt.
- AI Conversational Interface
- Predictive Analytics
- Nudge Tech
- Digital Credentials
- Hybrid Integ. Platforms
- Career Software
- Cross-Life-Cycle CRM
- Smart Campus
- Wireless Presentation Tech

Source: Gartner (February 2019)
Artificial Intelligence Organizational Impact

- Advanced Analytics
- Improved decision Making
- Machine Learning

- Cyber security threat
- Accelerated Data Collection
- Staff Changes
  - Reduce in repetitive tasks
  - Increase in grown areas

Administrative
Improved Productivity
Product Development
Security
Strategy
Sales/Marketing
Finance
Customer Service/Support
IT Operations
Digital Trust – Digital Credentials

Regulatory compliance is growing in complexity and forces institutions to address security from a multidimensional approach.
Current Student Experience
New Student Experience
Collegiate Esports
125 Varsity Programs
• University sanctioned teams
• Competing in various leagues
• Local Varsity Programs:
  • Texas Wesleyan (20/$2,000)
  • UTD
  • Schreiner University ($10,000/4yrs)
  • UTA (Launching in the fall)

UNT Esports
Fall 2018—launch varsity program
• UNT Teams in:
  • Overwatch (first person shooter)
  • League of Legends (multiplayer online battle arena)
  • Heroes of the Storm (multiplayer online battle arena)
  • Hearthstone (strategy card game)
• Practice in the Nest and Eyrie
• Stream on our very own twitch channel

Higher Education will focus on the academic opportunities;
• Esports degree marry new tech & game design
• Opportunities in eSports Management

“The rapid growth of esports brings with it new jobs and demands from the industry. That translates to tremendous career opportunities for our students,” Alan Ritacco, dean of Becker College’s School of Design and Technology
Higher Education will focus on the following areas:

- Examine historical data to predict what will happen
  - Predicting demand for a particular course
  - Identifying what courses early on predict future success
  - Identifying students at risk of dropping out
  - Identifying students that are more likely to enroll or transfer
  - Determining donors
Adaptive Governance

Foundation of Successful Digitalization

- Horizontal division of labor between the business and IT can not be maintained
  - Shadow IT
  - Shop Floor IT
  - Product IT
- Digitization increasingly penetrates business process with IT
- Requires active participation of the business

*Business departments no longer only consume IT services, they also create and operate them.*
Future of IT work

- Mobility
- Virtual computing
- Smart meeting rooms
- Enterprise Social Networks
- Endpoint management/Security
- Team collaboration, content sharing and collaboration
Questions