

*IT Leadership Launchpad Series:  
Transforming Real-World  
Challenges into Triumphs*

# Culture Club: Navigating Your Institution's Unique Landscape

October 8, 2024



Host: Deb Kidwell,  
Director of Technology  
Initiatives, MHEC



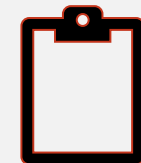
Any resources available  
will be posted on the  
MHEC website post-event.



Raise your hand, let's  
make this interactive.



OR submit your  
questions in the chat.



Please complete our  
survey.

# Learn More - MHEC Technologies Community

- The Technologies Community engages IT innovators and specialists from services areas for technology, academia, students, and administration. The community provides strategic guidance to MHEC on technology-related topics in support of the mission of higher education institutions and states in the Midwest.
- Navigate to: <https://www.mhec.org/tech-community>
- Contact Deb Kidwell to get involved: [debk@mhec.org](mailto:debk@mhec.org)

# *Conveying the Value of Information Technology*

- A peer guide to IT governance, highlighting IT's strategic role in institutional success
- Special thanks:
  - **Dirk Huggett**  
Assistant CIO, Administration  
North Dakota University System
  - **John Rathje**  
Vice President for Information Technology and  
Chief Information Officer  
Kent State University



# Facilitator



**Marty Mark**  
*Chief Information Officer*  
University of Northern Iowa

# Culture Club: Navigating Your Institutions' Unique Landscape

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Every campus has its own personality.

We'll delve into strategies for aligning IT initiatives with specific institutional values and cultures, using relatable examples to spark discussion and inspire creative solutions.

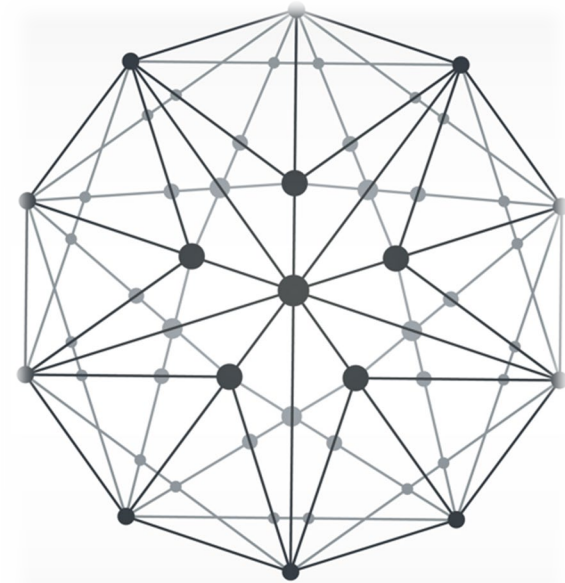
# Agenda for Today



1. Introductions
2. The Institutional Landscape
3. Incorporating Institutional Values Into Your Work
4. Closing Thoughts
5. MHEC Series: Conveying the Value of Information Technology

# The Institutional Landscape

- Institutional Mission & Values
- Leadership & Governance
- Constituents
- Student Success, Engagement, & Experience
- Academic Environment
- Campus Operations & Infrastructure
- Institutional Priorities
- Research & Innovation
- Risk Management
- Communication & Transparency
- Social Norms



# Discussion

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1. What type of institution do you work for and what has been your experience? Are there other factors or influences to consider as we work to better understand the culture of an institution?
2. Do influences differ based on the type of institution, including Carnegie Classification?
3. How does the approach to understanding and navigating your institution vary if you are new to an institution vs. having moved through an organizational hierarchy to a leadership role?
4. Does your institution offer remote and/or hybrid working options? How does this influence your efforts to build and support institutional and departmental culture?



# Institutional Values & Resource Allocation

Example	Description
<b>Project Prioritization</b>	<ul style="list-style-type: none"><li>• Each large project (5+ weeks or greater) scored based on:<ul style="list-style-type: none"><li>• Alignment with University Strategic Plan</li><li>• Organizational Priority</li><li>• Mandate</li><li>• Risk Mitigation</li><li>• Production Problem</li><li>• Process Improvement</li><li>• Cost Savings</li></ul></li><li>• Total Score determines place in the queue</li><li>• Outcomes shared with institutional leadership who have the ability to override</li></ul>

# Institutional Values & Resource Allocation

Example	Description
<b>Technology Procurement Process</b>	<ul style="list-style-type: none"><li>• Partnership - Procurement Services &amp; IT</li><li>• ERP Implementation &amp; Procurement Workflow</li><li>• All Technology Purchases are Routed to IT for Review:<ul style="list-style-type: none"><li>• Is Licensing Already in Place?</li><li>• Does an Existing Alternative Solution Meet the Need?</li><li>• Existing System-Level Contract Available?</li><li>• Security (VPAT)</li><li>• Accessibility (HECVAT)</li><li>• Data Privacy and Ownership</li><li>• Support Requirements</li><li>• Review of Specific Terms &amp; Conditions</li></ul></li></ul>

# Institutional Values & Resource Allocation

Example	Description
<b>IT Efficiency &amp; Effectiveness Study</b>	<ul style="list-style-type: none"><li>• Visibility into Campus IT Spend &amp; Cost of Ownership</li><li>• Streamline the Applications Portfolio</li><li>• Technologies Standardization and Consolidation <i>(e.g., Learning Spaces, User Devices, Configuration Standards, Software, Virtual &amp; Physical Server Platforms, DBA Services, etc.)</i></li><li>• Transform the Services Delivery Model<ul style="list-style-type: none"><li>• IT Organization &amp; Effective Staffing Levels</li><li>• Professional Development &amp; Career Paths</li><li>• Compensation &amp; Flexible Scheduling</li><li>• Office Locations</li><li>• Communications Strategy</li><li>• Consistent Services &amp; Support Framework <i>(e.g., Single Point of Contact, Consistent Toolsets, Device Lifecycle Management Procedures, Systems Administration, etc.)</i></li><li>• Business Continuity</li></ul></li></ul>

# Institutional Values & Resource Allocation: Budget Reduction Scenario

## Conveying the Value of Information Technology (IT): Highlighting IT's Strategic Role in Institutional Success

*A peer guide to IT governance*



TECHNOLOGIES COMMUNITY  
PAPER  
MAY 2024

### UNDERSTANDING INSTITUTIONAL VALUES AND CULTURE

*Scenario: The Annual Budget Cut*

As happens every year, the institution has asked all departments to cut 5% from their budget – including IT. Your cost to maintain the current level of services will increase at least 12%.

Reaction	1	2	3	4
Title	Woe is me.	Let's be rational about IT.	Let's work with those that will be impacted.	Let's do this...right.
Description	CIO makes unilateral cuts to meet the set goal.	CIO shows CFO the imbalance, who nods their head in agreement.	CIO talks to individual division leaders and is successful in sharing some costs or in obtaining agreement on the elimination of some tools/services.	CIO uses the trust they have built with senior leadership to have a discussion based on the needs of the institution, not the needs of IT. Together, they consider options and agree on where cuts can be made if it comes to that. In budget meetings, there are many voices wanting to ensure IT is funded.

# Discussion

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1. What strategies do you use to align IT efforts with the priorities of your institution?
2. Can Generative AI play a role in understanding your institution?
  - What does Generative AI say about your institution's values and goals?
  - Does what AI reports align with the intentions of your organization?
  - Does AI offer you viable suggestions for providing IT services that align with the reported values and goals?
3. What strategic decisions are you facing? Can your institution's values and goals help guide the decision-making process?
4. How can your information technology organization evolve to align with current and future institutional priorities?

# Closing Thoughts

- Get Connected & Stay Involved
- Listen & Observe
- Ask Questions
- Build & Maintain Relationships
- Solutions Oriented
- Seek Feedback
- Be Adaptable
- Articulate the Key Role of IT in the Success of the Institution



# MHEC Series: Conveying the Value of Information Technology



- ✓ Breaking Down Silos: Communication Strategies That Work
  - September 24, 2024, 1:30 p.m. CT
- ✓ Culture Club: Navigating Your Institution's Unique Landscape
  - October 8, 2024, 1:30 p.m. CT
- Agility Bootcamp: Fostering Innovation in Times of Change
  - October 29, 2024, 3:00 p.m. CT
- Connecting the Dots: Holistic Approaches to IT Challenges
  - November 12, 2024, 3:00 p.m. CT
- Hidden Gems: Maximizing Your Current IT Assets
  - December 10, 2024, 3:00 p.m. CT

