

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

Connecting the Dots: Holistic Approaches to IT Challenges

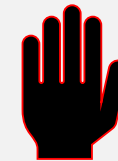
November 12, 2024



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

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



John Dunning
Assistant Chancellor
University of Wisconsin-
Platteville

Holistic Approaches to IT Challenges

What to expect from this session....

- What does holistic mean in this context?
- Why is a holistic approach important?
- How is IT unique in its ability to operate holistically?
- What are the challenges to holistic operation?
- What practical tools do you use to operate holistically?

Holistic Approaches to IT Challenges

What does holistic mean?

Each unit is both part of a larger whole and composed of smaller units...

A human is made of cells.

A family is made of humans.

A community is made of families.

A nation is made of communities...

- Interconnected
- You can explain a part only through reference to the whole
- Systems theory/thinking



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Holistic Approaches to IT Challenges

Why is a holistic approach important (or even valid?)

- Interconnected
 - What happens when IT changes something without communicating/seeking input?
 - What happens when another part of the organization changes something without consulting IT?
- You can explain a part only through reference to the whole
 - What is a Higher Ed IT office without students? Without faculty?
- Systems theory/thinking
 - Exceptional complexity of today's higher education operations and solutions environment.

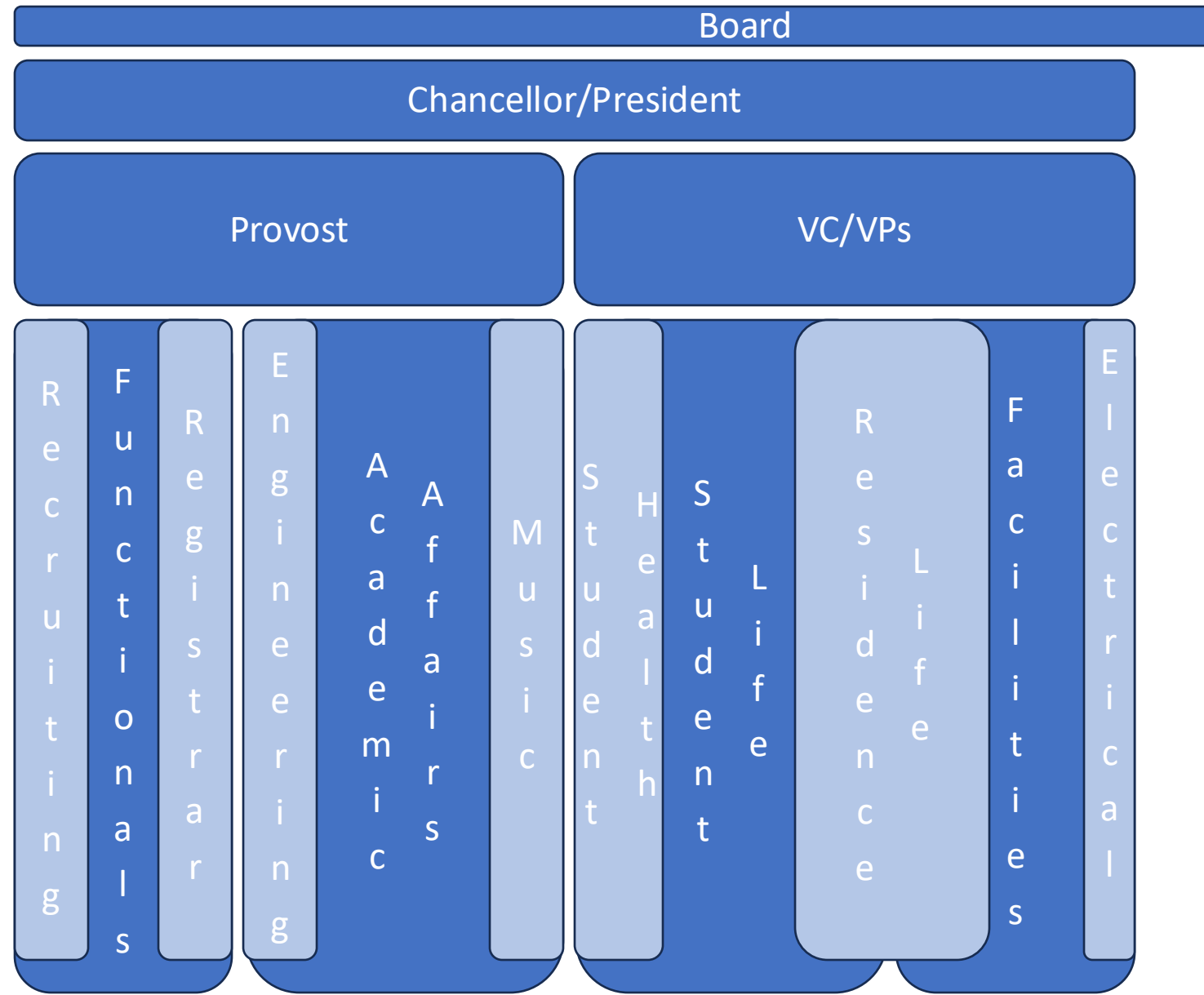


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Holistic Approaches to IT Challenges

How is IT unique in its ability to be operate holistically?

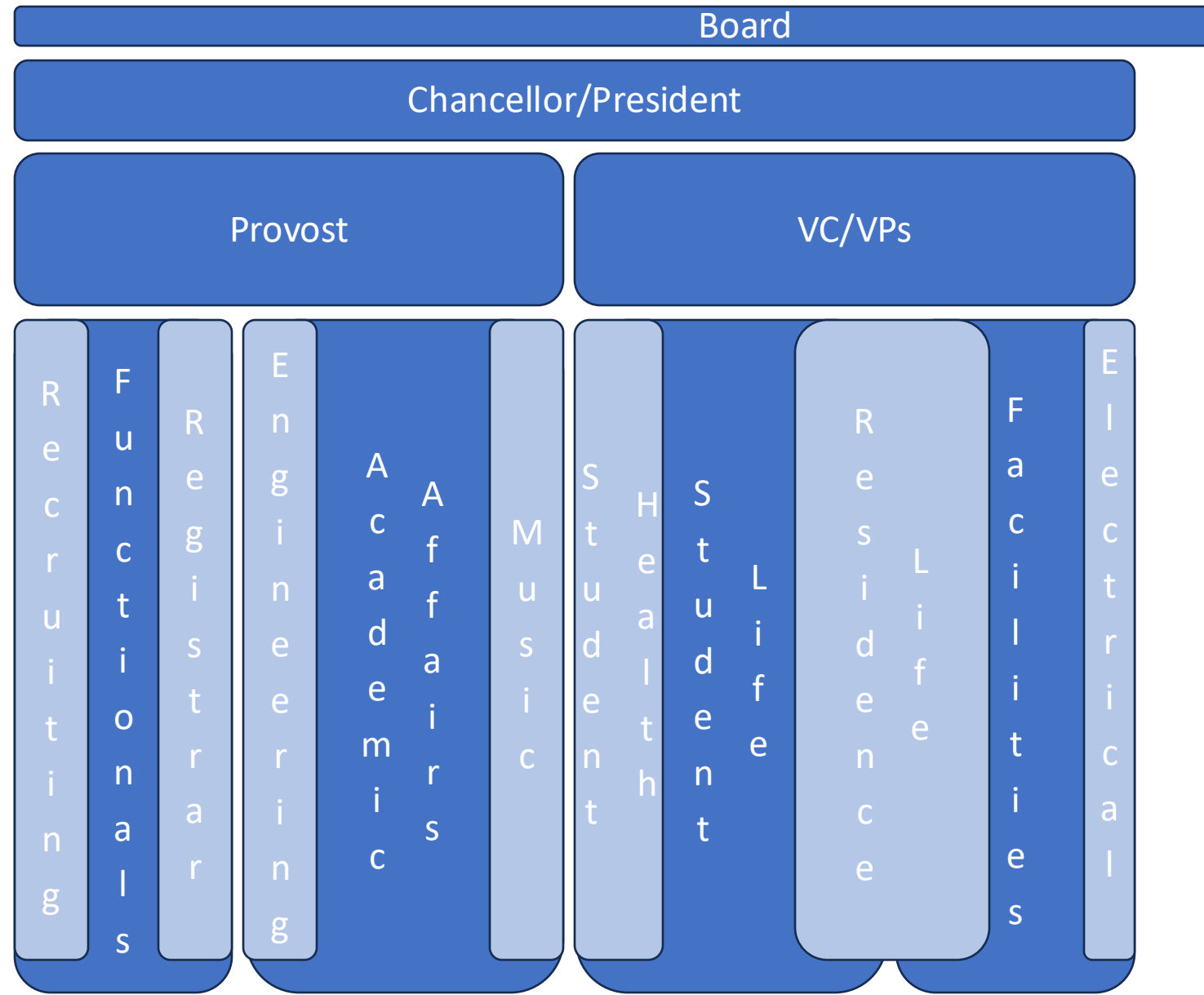
- Generalist expertise....
 - Know a little bit about everything
 - “Broad knowledge”
- Specialist expertise....
 - Know a whole lot about a narrow area
 - “Deep knowledge”



Holistic Approaches to IT Challenges

How is IT unique in its ability to be operate holistically?

- Where is IT in this????
- (Where is IT NOT in this???)
- IT has unparalleled coverage in both Breadth and Depth
- **What do you see at your institution?**



Holistic Approaches to IT Challenges

What are the challenges to holistic operation?

- Breadth & Depth
 - A phenomenal amount of information within one organization...
 - Unequalled exposure to risk indicators (and to opportunity indicators as well)
- Resource constraints (esp. when poorly managed)
- Cultures of blame or toxic competition
- **What do you experience??**

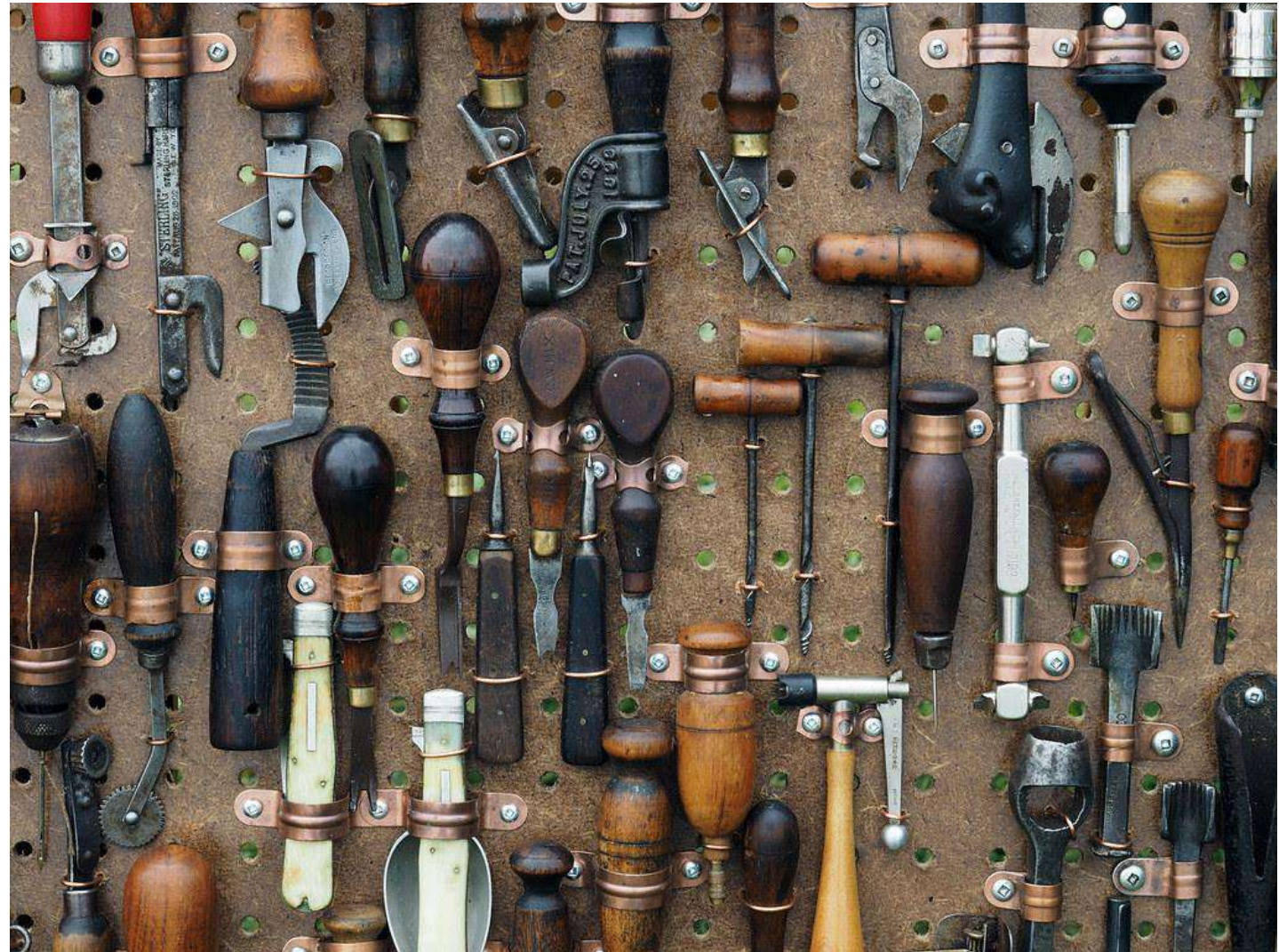


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Holistic Approaches to IT Challenges

What practical tools do you use to operate holistically?

- A unified mission for IT
 - Institutional Strategic Plan
 - Common understanding of values and operating principles
- Pronouns
 - Our vs my.
 - We vs I.
 - Us vs. Them.
 - The one exception??
- Listen. Listen. (then listen some more)
- Do our own internal work
 - My personal challenges:
 - Defensiveness
 - The “Need to be Right”
- **What works for you??**



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Conveying the Value of Information Technology

- A peer guide to IT governance, highlighting IT's strategic role in institutional success
- Questions?? Comments??
- dunningj@uwplatt.edu



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

- ✓ 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