



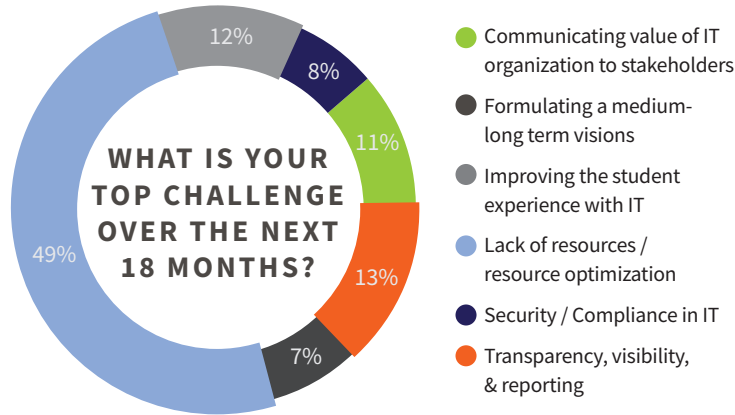
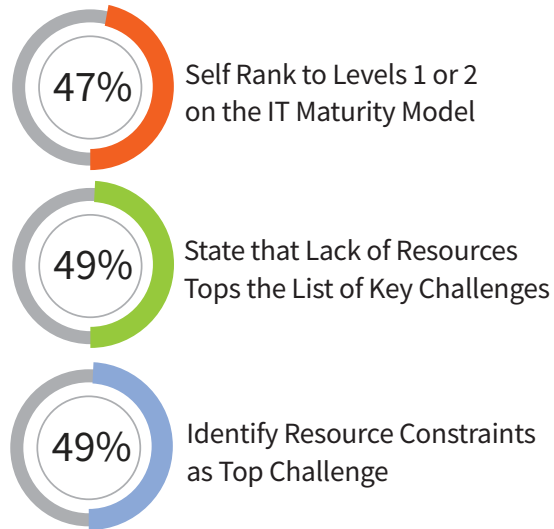
# TDX 2017 **Pulse Study**

HIGHER ED IT MATURITY: **GROWTH & VISION**

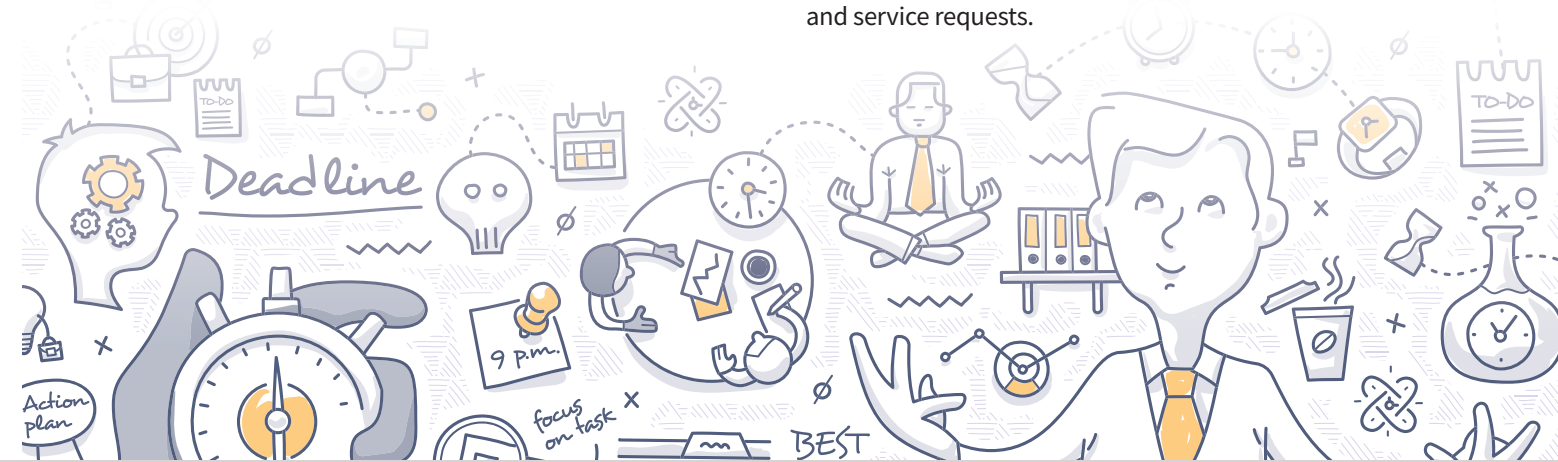
**TeamDynamix**

## STUDY PURPOSE

In an effort to understand the emerging challenges facing Higher Ed IT, TeamDynamix has conducted a pulse study to evaluate IT organizational maturity. The study included 179 participants from two- and four- year institutions ranging in size from under 5,000 undergraduates to more than 50,000. The purpose of the study is to understand in the specific opportunities, requirements and obstacles facing the unique segment of Higher Ed IT.



Student portals ranked 2.69 out of 5 stars, **showing room for improvement.**



There is no doubt about it—Higher Ed IT professionals are strained and the pressure continues to mount. With thousands of new users (students, faculty, and staff), devices (from mobile to desktop computers to gaming systems), and requests (from minor password requests to major project requests), managing resources in this environment can be daunting—and communicating the efforts to stakeholders is even more difficult.

In order to optimize resources, there needs to be a systematic process and workflow in place. In addition, to saving precious resource time, non-value added tasks—like manual processing, ad-hoc reporting requests, gaps in hand-offs, and poorly defined workflows—need to be identified and removed. To accomplish this, many institutions are moving to a single platform approach for managing projects and service requests.

# EDTECH SPEND WILL REACH \$252B BY 2020:

*Are you ready to support the EdTech Explosion?*

## Working Together: SMARTER, FASTER, BETTER

### IT MATURITY IN HIGHER ED

According to a recent study, EdTech spend is projected to reach \$252B by 2020\*. Organizations gearing up for this accelerated adoption of on campus technology are looking for ways to improve IT maturity and streamline internal processes in order to manage the influx of demand.

The 2017 TDX Pulse Study takes a look at IT maturity and key initiatives at play across 179 campuses ranging in size from under 5,000 to well over 50,000 in enrollment. While resource constraints tops the list in terms of organizational challenges, the remedy will manifest in improved processes and technology.

To begin, participants evaluated their maturity levels across a set of specific criteria vs. following categories as a backdrop to identifying key areas for improvement.

*\*IBIS Capital*

### IT Maturity Evaluation:

- Onboarding New Students
- Following the ITIL Framework
- Change Management
- Integrated Project / Service Platform
- IT Support Response Time
- Online Student / Faculty Portal
- Non-IT Service Management
- Clear Technology Strategy
- Project Management
- Student Experience
- IT Alignment with Strategic Goals
- SLAs with Students & Faculty

# IT Maturity Rankings

	LEVEL 1	LEVEL 2	LEVEL 3	LEVEL 4	LEVEL 5
Onboarding Students	4%	28%	32%	30%	6%
IT Response Time	7%	25%	31%	31%	6%
Project Collaboration	14%	36%	30%	18%	2%
ITIL Framework	8%	42%	22%	23%	5%
Student Portal	16%	27%	29%	22%	6%
Student Experience	9%	29%	39%	20%	3%
Change Management	15%	40%	28%	15%	2%
Non-IT Services	28%	36%	19%	14%	3%
Alignment of IT & Strategy	11%	26%	31%	23%	9%
Integrated Projects / Service	22%	30%	27%	20%	1%
Clear Tech Strategy	18%	28%	30%	20%	4%
SLAs in Place	33%	32%	20%	14%	1%

### IT MATURITY LEVELS

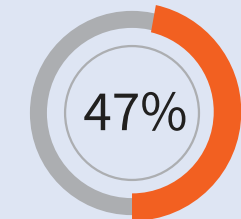
**Level 1 Ad-hoc / Manual:** No system or process in place to manage service requests or projects. In this environment, the organization is operating purely via emails and manual processes.

**Level 2 Some Process / Systems:** There are some processes in place, including systems for intake and tracking, but they are not well defined. Workflows are often absent and expectations for service levels are usually unmanageable.

**Level 3 Defined System / Approach:** In this environment, there is a defined and articulated process and system to support the process. Any deviations from the process are detected. Workflow is embedded into the system and there is some level of control in place.

**Level 4 Managed / Repeatable:** This is a highly evolved organization with a defined system, embedded workflow, exception processing, and a level of oversight that allows for the creation of service level agreements. Expectations are closely managed and there is the ability to manage resources and workloads in real-time.

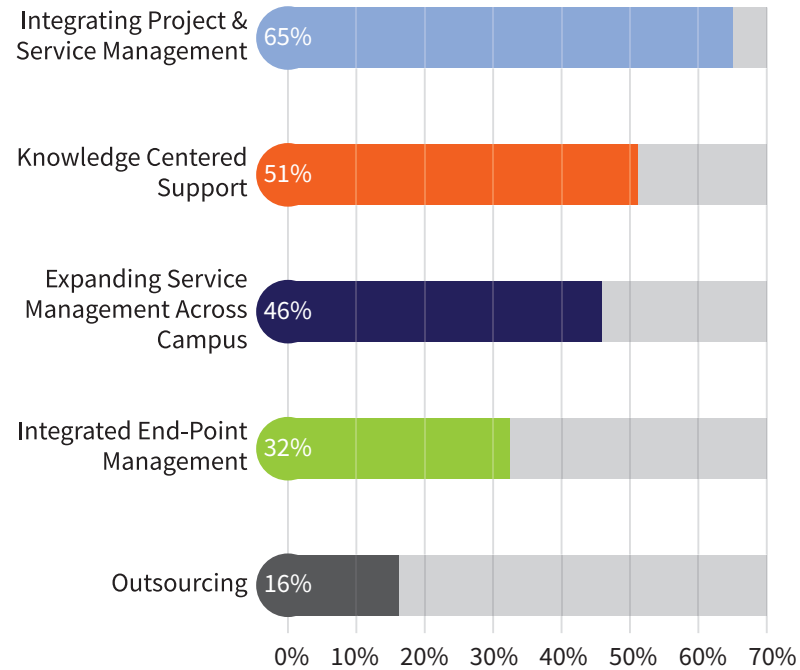
**Level 5 Calibrated & Optimized:** The entire system is optimized. Process and workflow can be iterated to accommodate shifts in demand, resources, and service delivery. There is a feedback loop that allows for the entire organization to adjust in an effort to provide optimal service.



47% of study participants self-rank to Levels 1 or 2.

*This is a significant reduction from 2016 where 59% placed themselves in these lower categories.*

# Top Initiatives



1 Integrate Project & Service Management

2 Implement Knowledge Centered Support

3 Going Beyond IT: Campus Wide Services

## 1 Integrating Project & Service Management

Higher Ed IT departments are struggling with limited resources and the pressure continues to mount with a constant influx of new users (students, faculty, and staff) expecting a seamless technology experience. We see this as the top challenge identified in the study was resource constraints.

However, there is good news for colleges and universities looking for answers – resource constraints can be largely reduced with a systematic approach to resource optimization and effectively communicating the value of IT. There are two proven software solutions that help organizations across a wide array of industries to streamline operations and manage resources – IT ServiceManagement (ITSM) and Project Portfolio Management (PPM). Individually, ITSM and PPM are established, relatively well-known solutions among IT pros, but a fairly new approach to resource optimization in Higher Ed includes the combination of ITSM and PPM on a single platform.

Integrating the two solutions provides a clear view of the interdependencies between the functions of IT service delivery and IT project management. This enhanced insight coupled with systematic processes and workflows make it possible to eliminate inefficiencies and optimize resources. With greater visibility and reliable tracking, Higher Ed IT teams can convey their value and communicate additional needs with clear proof points. For IT teams buried in ad-hoc work, ever-shifting priorities, and chaotic project management, it might be time to ask yourself if you have the right platform to move your organization forward.

## 2 Enterprise Wide Service Management

If you look across IT, Facilities, HR, Residential Life, Marketing and more – each department has a unique set of requirements, challenges, and opportunities. However, if institutions continue to view each group separately, they will miss an opportunity to improve the student experience. By implementing a single platform for all groups, institutions can leverage one portal for all services campus wide... one platform and one investment.

## 3 Knowledge Centered Support (KCS) – a crowd-sourced information resource.

Those who have implemented KCS are now seeing significant improvements in incident resolution, student satisfaction and improved self-service adoption.

Essentially, the knowledge base is your user base, and the challenge is how to document and enhance this knowledge for crowd consumption.

KCS can be used campus wide in IT, Media Services, HR, Marketing, Facilities and more. By harnessing the information, offering a clear structure and framework for gaining feedback, organizations can publish more information, more accurately.



