

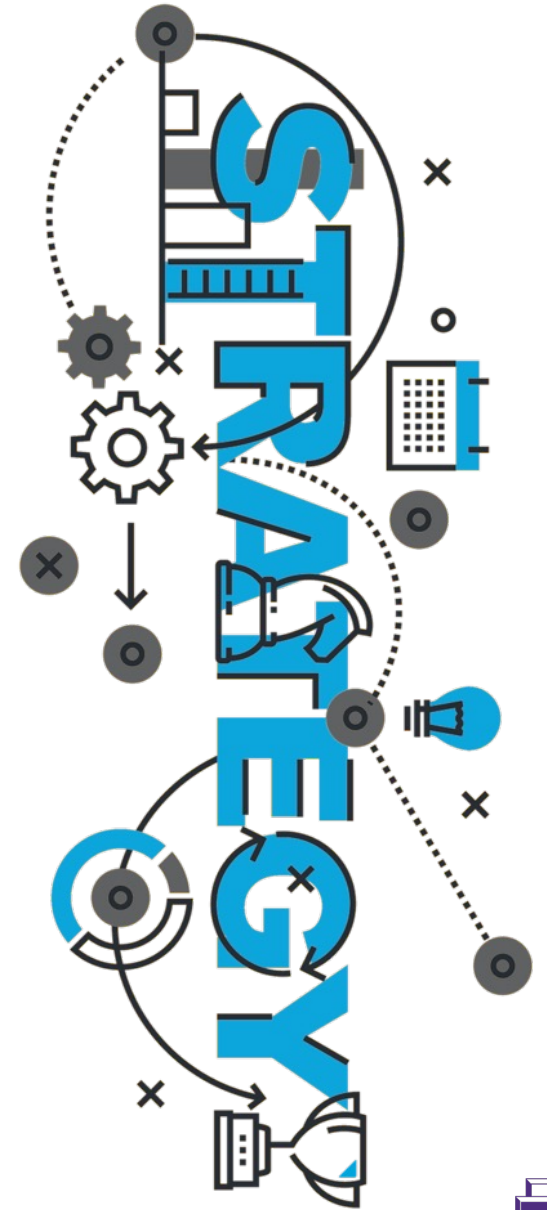


TARLETON
STATE UNIVERSITY™
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ALIGNING TECHNOLOGY AND UNIVERSITY STRATEGIES

The Seven Pillars of Technology

- **LOGISTICS**
- **INTRO**
- **STRATEGY/TACTICS/OPS**
- **STRATEGIC PARTNER?**
- **SEVEN PILLARS**
- **ALIGNING STRATEGIES**

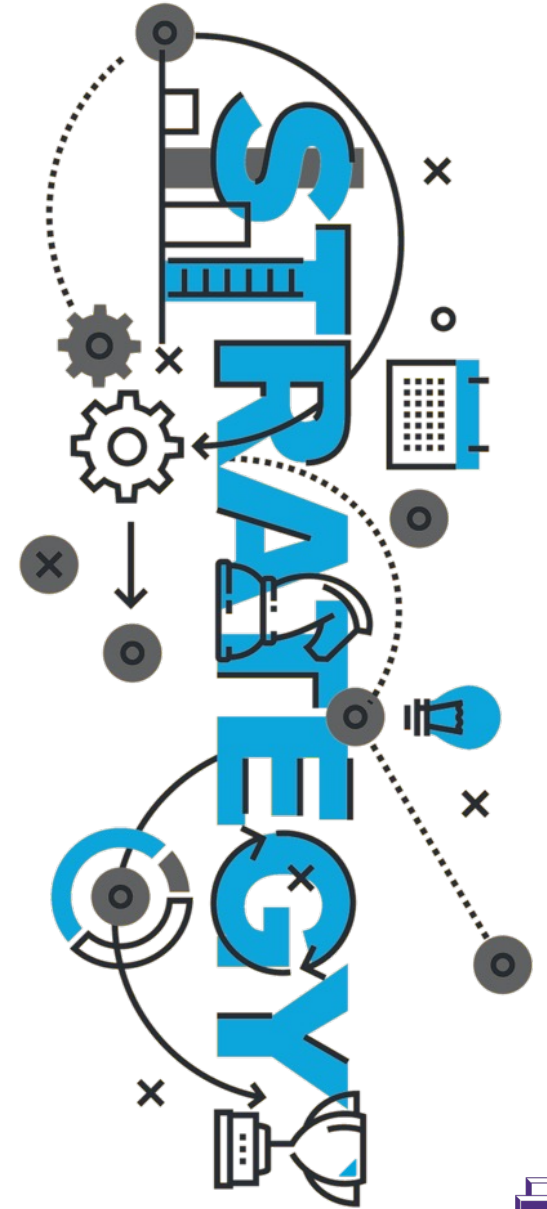


INTRO

- **Toby Buckalew**
Interim Chief Information Office – Tarleton State University
 - Experience in multiple industries over 30 years
 - Multiple Segments of Healthcare
 - Military Retail Industry
 - Mortgage Banking Financial Services
 - Higher Education
 - Consulting



Strategy, Tactics, and Operations



THE BEGINNING OF WISDOM...

- Strategy - Merriam-Webster

1. :a careful plan or method: a clever stratagem

2. : the art of devising or employing plans or stratagems toward a goal



THE BEGINNING OF WISDOM...

- Strategy
- The big picture view of the future
 - Where we are going?
 - Not how we are going to get there



THE BEGINNING OF WISDOM...

- Tactics - Merriam-Webster

1. :the art or skill of employing available means to accomplish an end



THE BEGINNING OF WISDOM...

- Tactics
- The near picture
 - How are we getting there?



THE BEGINNING OF WISDOM...

- Operations - Merriam-Webster
 1. :performance of a practical work or of something involving the practical application of principles or processes

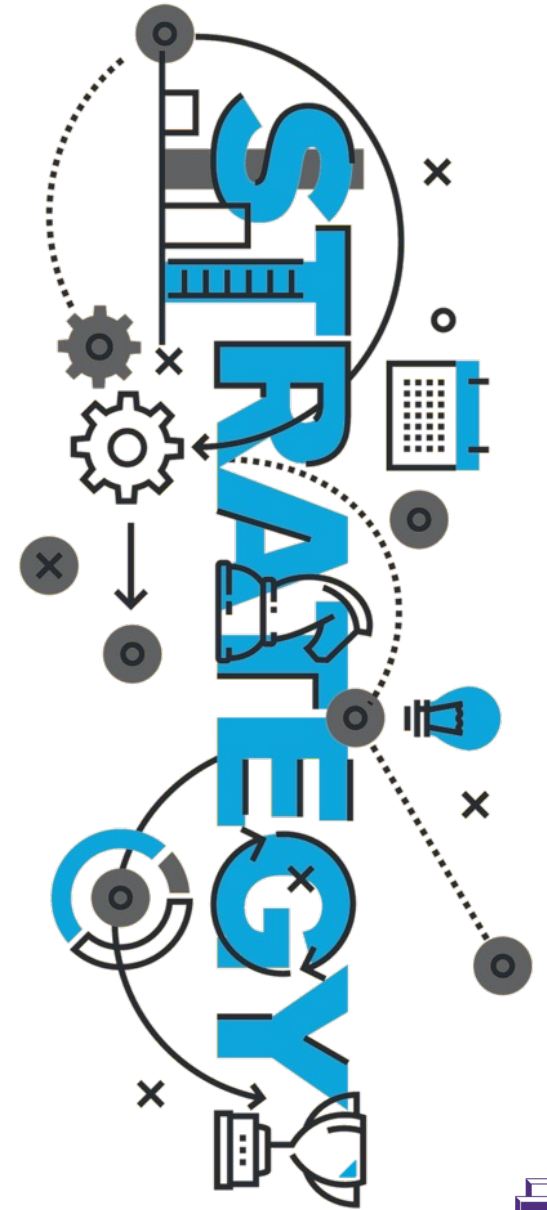


THE BEGINNING OF WISDOM...

- Operations
- Day-to-day practices
 - What are we doing today to take the next step to make our plan a reality?



Strategic Partner or a Lights-On Organization



LIGHTS-ON ORGANIZATIONS

- Traditional IT
- Often found in groups around >10 years
- Service/Support Oriented



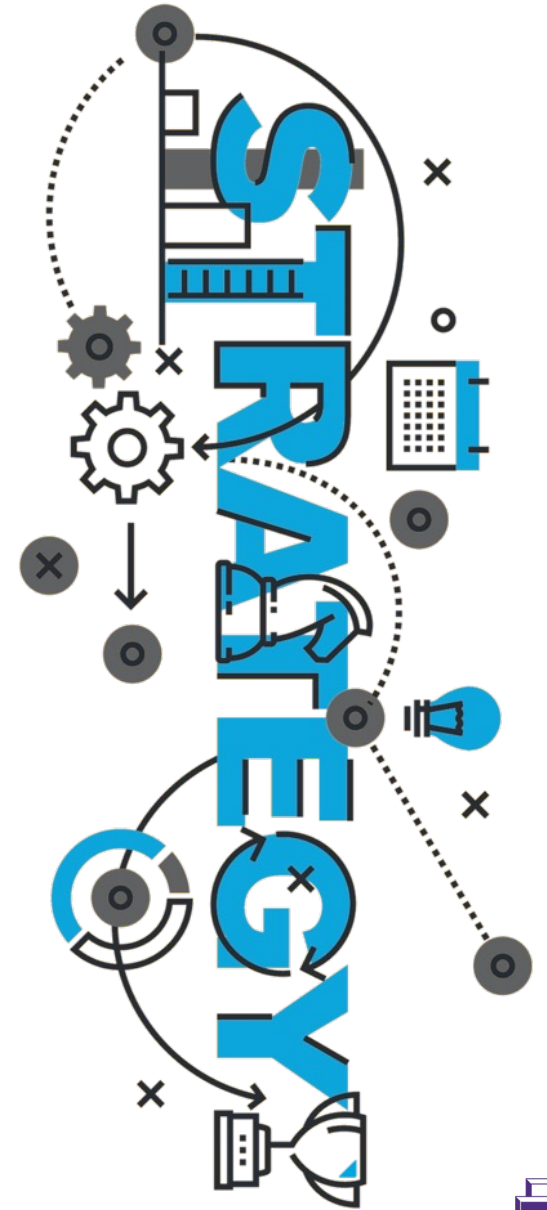
STRATEGIC PARTNER

- Part of the University decision-making process
- Collaborates with Faculty, Staff, Cabinet to define new, more efficient ways to leverage technology



7 Pillars of Technology

1. People
2. Communication
3. Data
4. Infrastructure
5. Applications/Systems
6. Security/Compliance
7. Service/Support



WHAT ARE THE 7 PILLARS

- It is a framework for defining comprehensive technology strategy
- Develop the strategy by defining each of the seven pillars in a way that supports the organization



WHAT IS THE UNIVERSITY STRATEGY?

- Technology strategy is not developed in a vacuum
- First – Review the University Strategy!
- Next – Identify where technology can lend value and support the University Strategy
- Finally – Define the seven pillars of the Technology Strategy

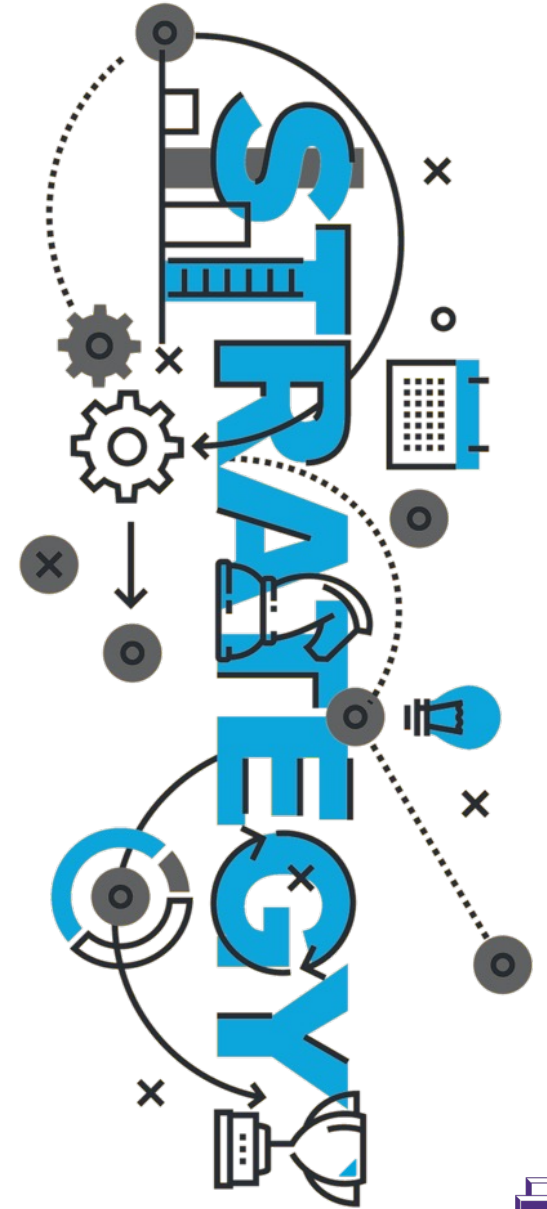


PROCESS

- What does the distant future hold (Strategy)
- What will get us there (Strategy/Tactics)
- What do we need to make that happen (Tactics)
- What are the steps to reach that first milestone (Operations)
- Develop the roadmap



1. People



PEOPLE

- The most overlooked part of any strategy
- Your most valuable resource

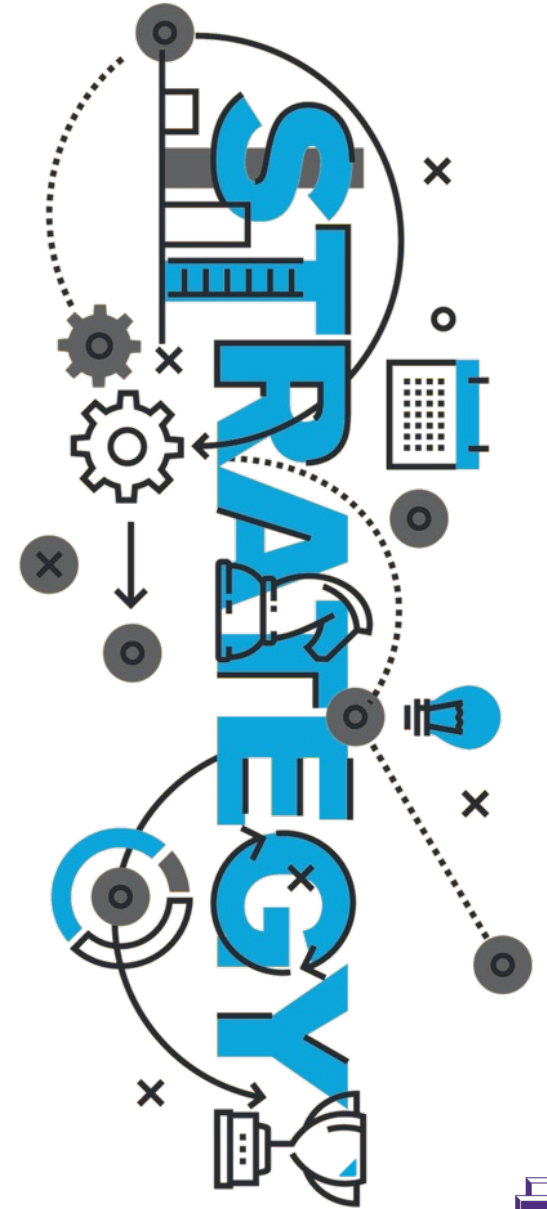


PEOPLE

- Talent (skills) inventory
- Interest inventory
- Employee development
- Career path
- Change Management



2. Communication



COMMUNICATION

- IT as a “black box”
- People become frustrated in a vacuum
- Who are your customers?
- Cannot grow and modernize without open, honest, communication

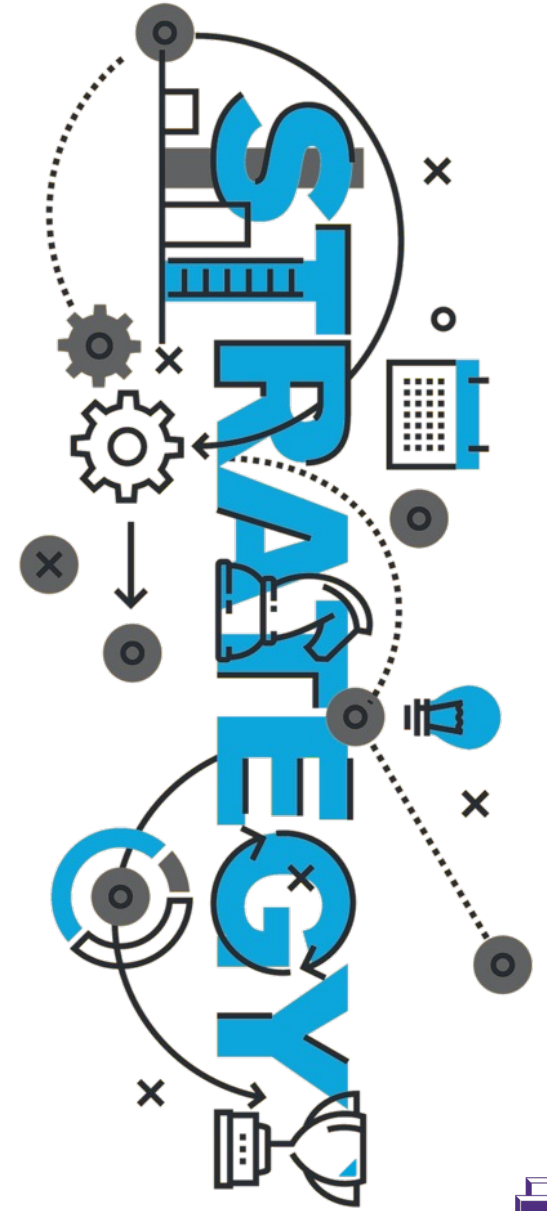


COMMUNICATION

- Communications plan
- Mutli-generational approach – multiple mediums
- Clear, consistent, everyday language (no tech-talk)
- Formula:
 - What you are doing
 - Why you are doing it
 - When you are doing it
 - Who will be affected
 - Expected outcome
 - Follow-up



3. Data



DATA

- All things data – reporting, storage, processing, analytics, backup...

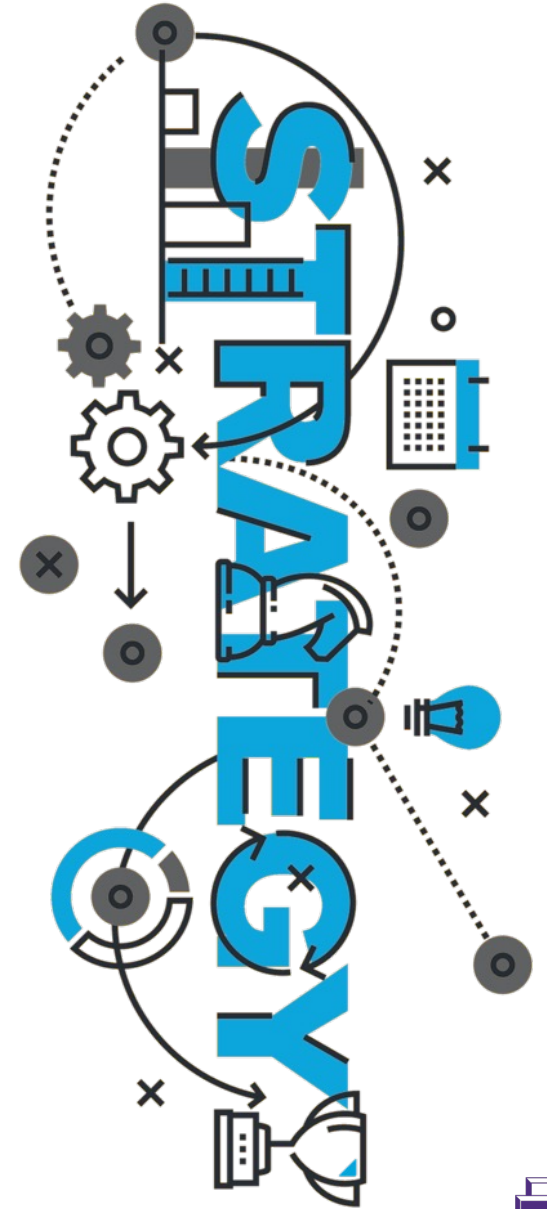


DATA

- How will data support the organization?
- Who manages the data?
- How is the data used?
- How can we provide the data in a meaningful way?
- Who needs the data – faculty, staff, students, researchers?



4. Infrastructure



INFRASTRUCTURE

- ..is what makes things work

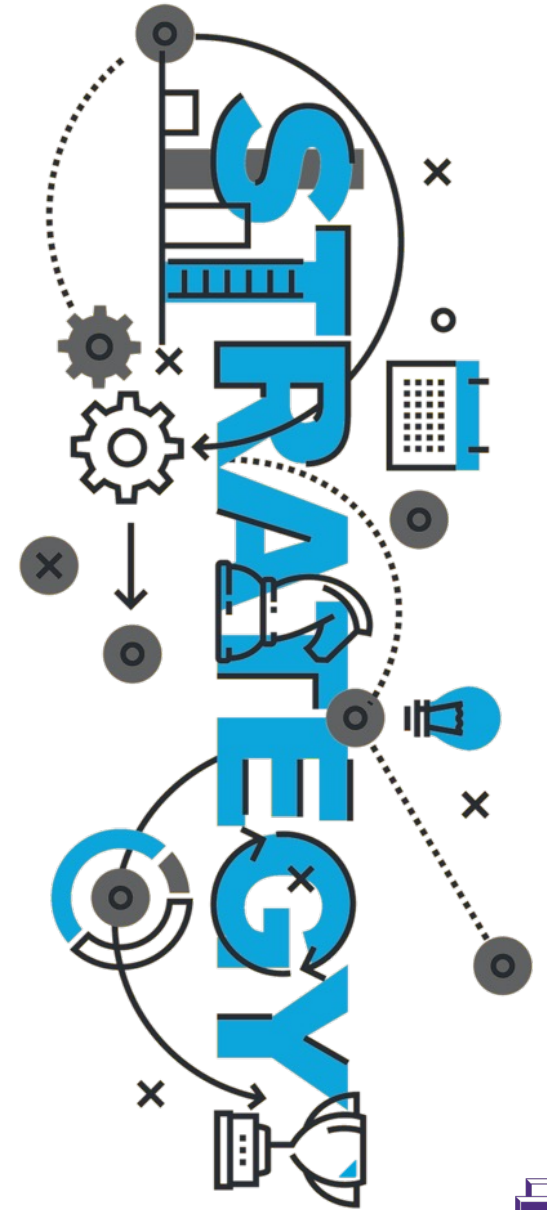


INFRASTRUCTURE

- What would the perfect classroom/conference room/lab look like?
- Are there sufficient resources to support that vision? If not, what is needed?
- How will you keep it up-to-date and current?



5. Applications/Systems



APPLICATIONS/SYSTEMS

- The infrastructure supports the use of applications and systems
- Core to what generates data/information and allows it to be processed

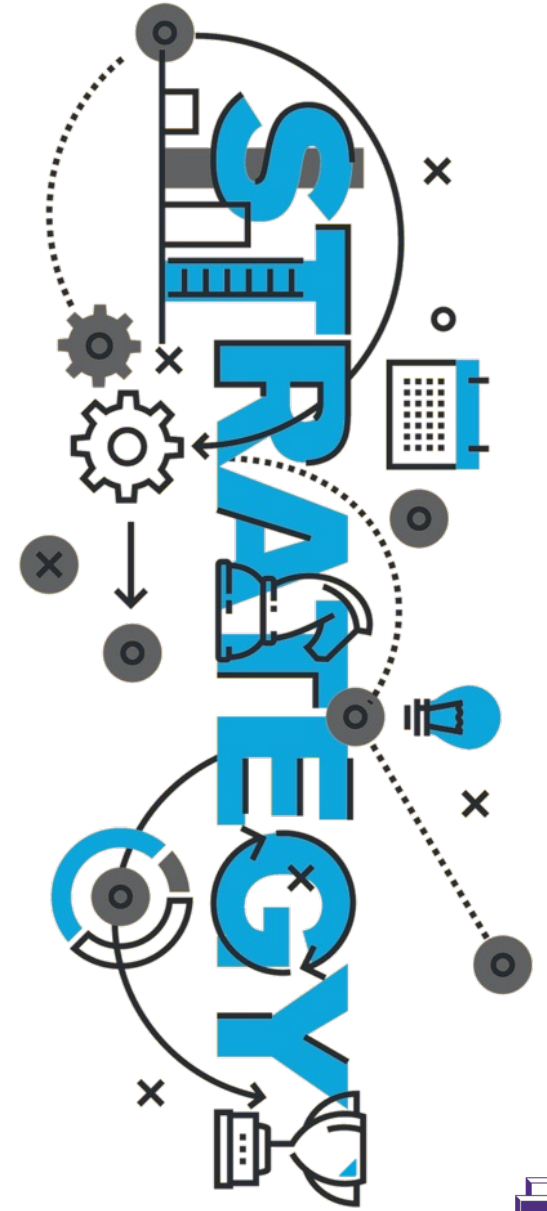


APPLICATIONS/SYSTEMS

- Consolidated or disparate?
- Controlling sprawl
- Can we support this?



6. Security/Compliance



SECURITY/COMPLIANCE

- Covers physical and electronic security
- Audit and compliance needs (State, Federal, System, PCI, HIPAA...)
- Governance/Control

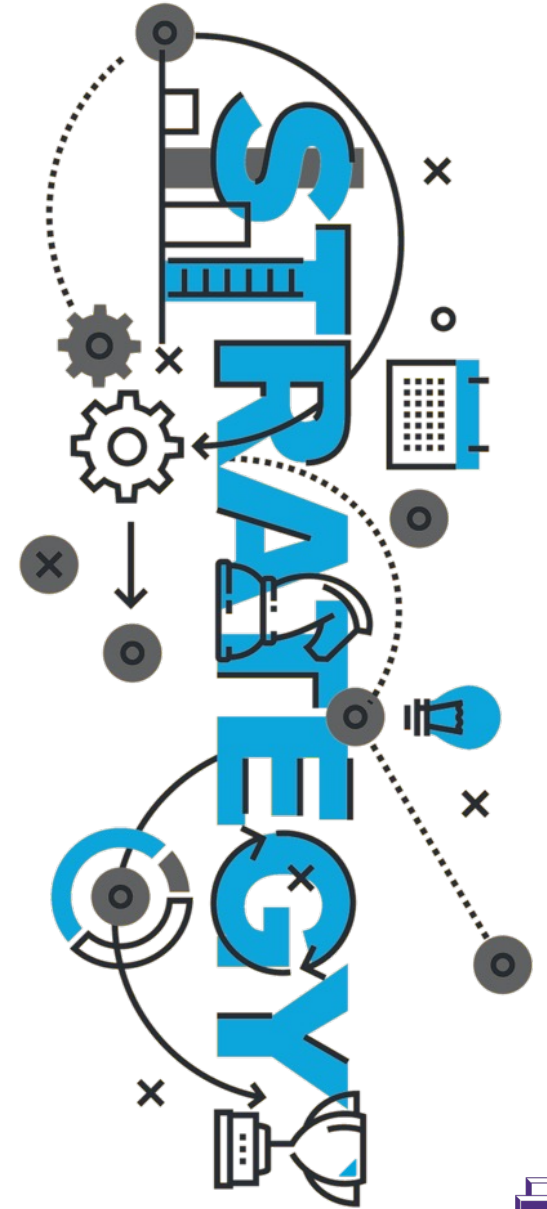


SECURITY/COMPLIANCE

- Policy
- Procedure
- Who/What/When/Where/How



7. Service/Support



SERVICE/SUPPORT

- Back to traditional IT – does not go away
- Customer service
- Maintenance
- Avoid the human band-aid syndrome

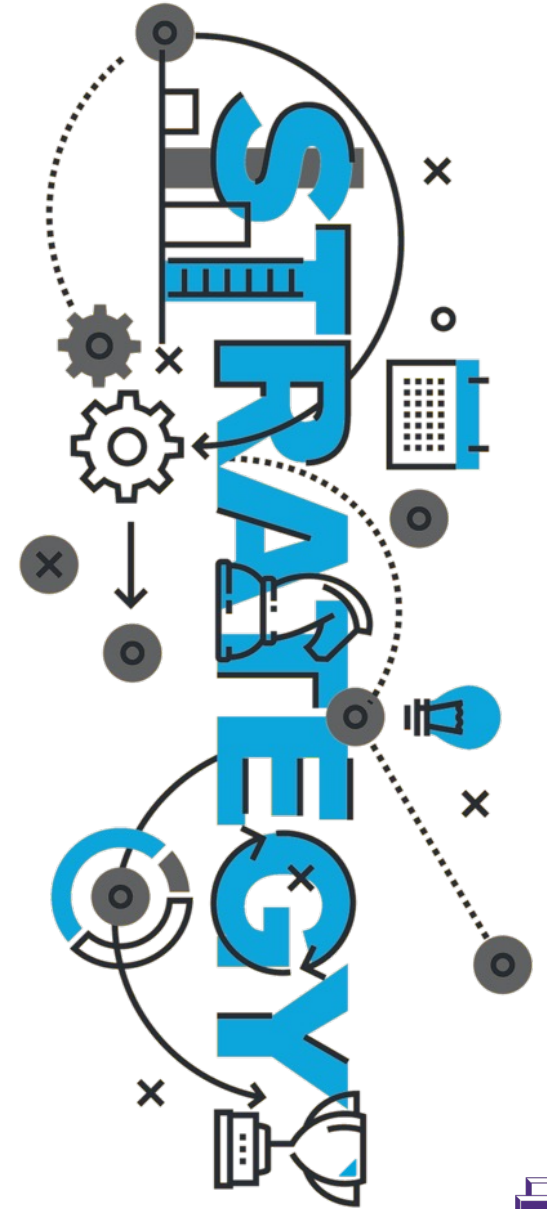


SERVICE/SUPPORT

- Modern Tools
- Self-Service
- Self-Support
- Automated Support



Summary



SUMMARY

- Starts with the University Strategy
- Modular approach to align the specific segments of IT to support the University Strategy
- Be honest with yourselves
- Be willing to reach out for help
- Journey – not a quick trip
- Be flexible – technology changes about every two years – your strategy will need to be adjusted with it



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