

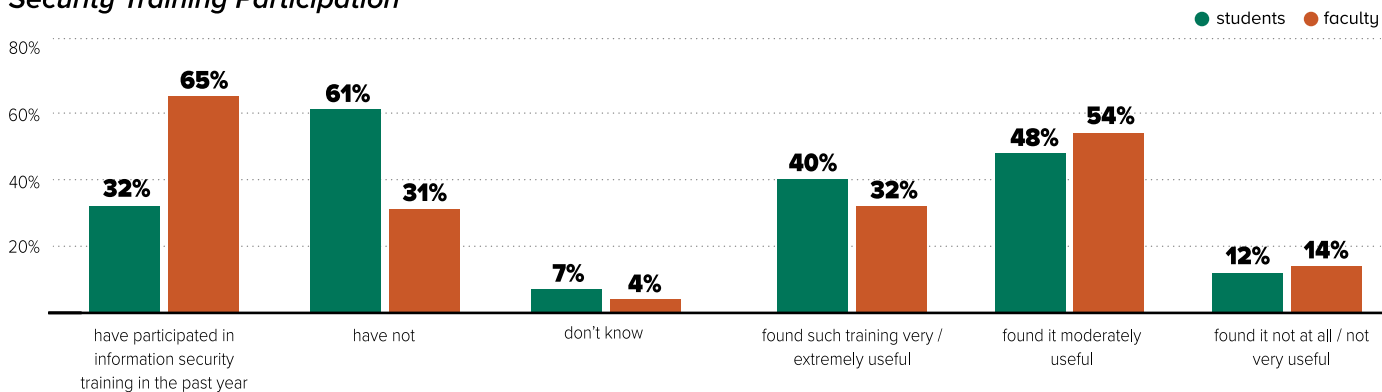
The Numbers Behind the Issues

What higher education stakeholders say about the 2019 Top 10 IT Issues

1 Information Security Strategy

What It Means Developing a risk-based security strategy that effectively detects, responds to, and prevents security threats and challenges

Security Training Participation

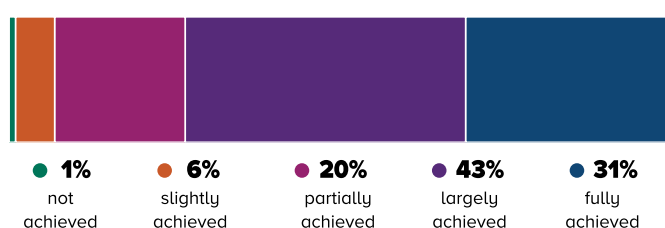


2 Student Success

What It Means: Serving as a trusted partner with other campus units to drive and achieve student success initiatives

Collaboration for Success

Our institution supports collaboration among people from different departments and units to effectively support student success initiatives:

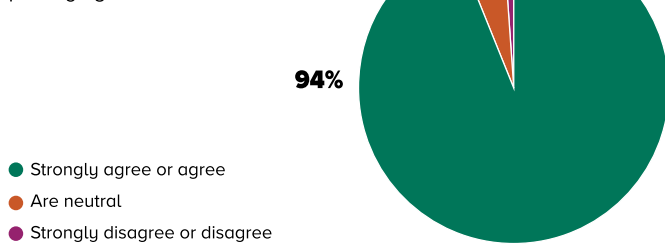


3 Privacy

What It Means: Safeguarding institutional constituents' privacy rights and maintaining accountability for protecting all types of restricted data

Progress on Privacy

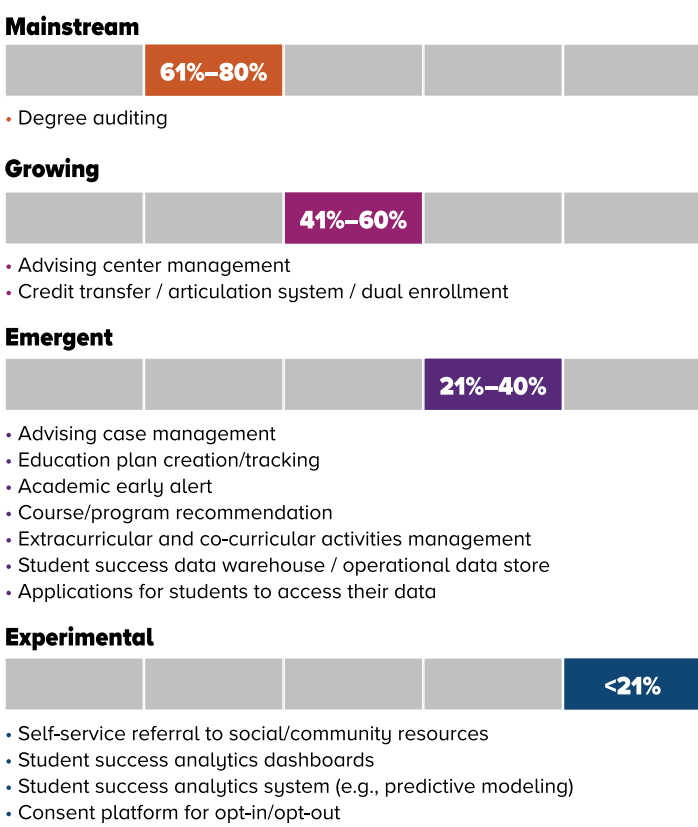
In conducting student success studies, institutions respect privacy rights:



4 Student-Centered Institution

What It Means: Understanding and advancing technology's role in optimizing the student experience (from applicants to alumni)

Moving toward the Mainstream, with Room to Grow

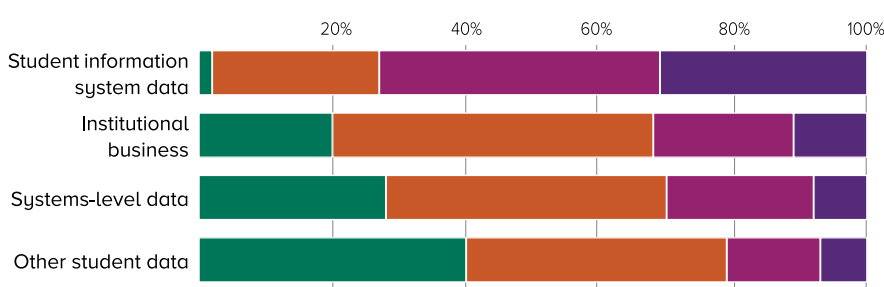


5 Digital Integrations

What It Means: Ensuring system interoperability, scalability, and extensibility, as well as data integrity, security, standards, and governance, across multiple applications and platforms

The State of Integration

Legend:
 ● Institution does not collect usable data
 ● Data is collected but not integrated
 ● Data is systematically collected and integrated
 ● Data is systematically collected, integrated, and used

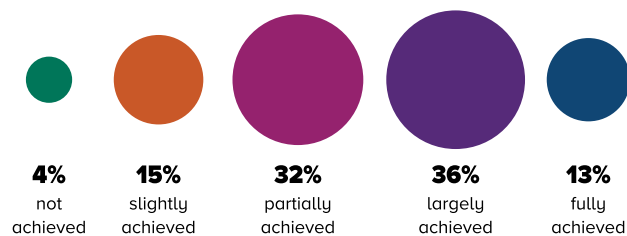


6 Data-Enabled Institution

What It Means: Taking a service-based approach to data and analytics to reskill, retool, and reshape a culture to be adept at data-enabled decision-making

Data and Decision-Making

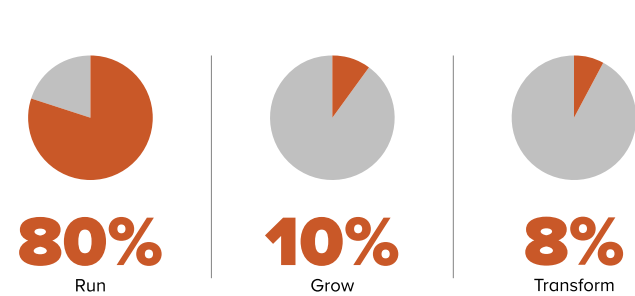
Our institution makes sure the use of data to make decisions is accepted throughout:



7 Sustainable Funding

What It Means: Developing funding models that can maintain quality and accommodate both new needs and the growing use of IT services in an era of increasing budget constraints

What IT Spending Does for Institutions

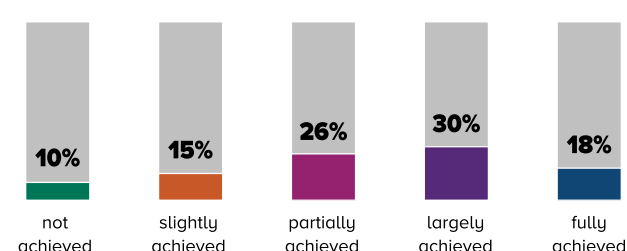


8 Data Management and Governance

What It Means: Implementing effective institutional data-governance practices and organizational structures

Transparent Technology and Community Understanding

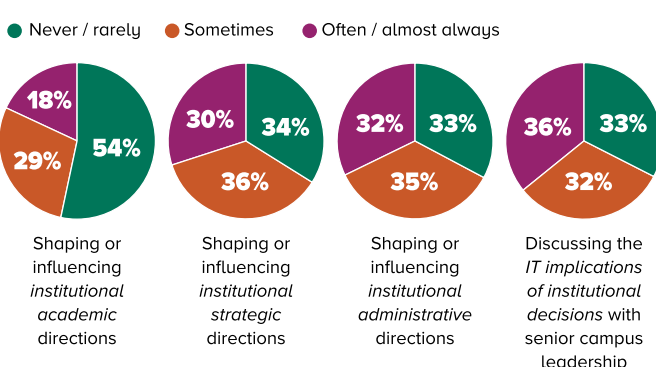
Our IT governance process makes decisions in a transparent manner that builds community understanding and creates a campus-wide view of technology standards and services:



9 Integrative CIO

What It Means: Repositioning or reinforcing the role of IT leadership as an integral strategic partner of institutional leadership in supporting institutional missions

The Activities of IT Professionals



10 Higher Education Affordability

What It Means: Aligning IT organizations' priorities and resources with institutional priorities and resources to achieve a sustainable future

On the Way to Alignment

Our IT governance process prioritizes IT investment in accordance with institutional goals



To learn more about the Top 10 IT Issues, visit educause.edu/issues. To access the latest publications from the EDUCAUSE Center for Analysis and Research, visit educause.edu/ecar.