

# The Road to Digital Transformation (Dx)

The EDUCAUSE 2020 Top 10 IT Issues tell a story of how higher education is beginning its Dx journey. The highways and byways of digital transformation, driven by *The Integrative CIO* (Issue #10), have multiple stops along the way. Below, take a trip through some of those stops—and see where institutions are as they travel their varied paths.

## Simplify

- #4 Digital Integrations
- #9 Administrative Simplification

## Sustain

- #1 Information Security Strategy
- #2 Privacy
- #3 Sustainable Funding
- #8 Higher Education Affordability

## Innovate

- #5 Student-Centric Higher Education
- #6 Student Retention and Completion
- #7 Improved Enrollment

0% **LIMITED**

Development tools to support key platforms

Support for accessibility tech

Use of APIs

20% **EMERGING**

Incorporating open standards into enterprise IT

User-centered design

40% **GROWING**

Changing enterprise architectures, integrations, workflows

Simplifying administrative services/tech

60% **MAINSTREAM**

Institution-wide data management/integrations

100%

# DIGITAL TRANSFORMATION

Privacy-enhancing technology

Open educational resources (OER)

DNS security

Cloud-based identity/security services

Campus safety

Compliance environment

Enterprise risk management

Privacy

Internet of things for teaching/learning

CRM covering student life cycle

Predictive analytics for student success

Digital transformation of research and scholarship

Evaluation of tech-based instructional innovations

Agile approaches to change

Blending of roles between IT and other areas

Online and blended degree/certificate programs

IT as an agent of institutional transformation and innovation

Data-informed decision-making

Student success focus/imperatives

To learn more about the **EDUCAUSE 2020 Top 10 IT Issues**, visit [edUCAUSE.edu/2020issues](https://edUCAUSE.edu/2020issues). To access the latest publications from the **EDUCAUSE Center for Analysis and Research**, visit [edUCAUSE.edu/ecar](https://edUCAUSE.edu/ecar).

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