

# 2023 Top 10 IT Issues: Foundation Models

The EDUCAUSE 2023 Top 10 IT Issues help describe the foundation models that colleges and universities will develop next year and beyond, acting on what was learned in the pandemic and framed by the three building blocks of leadership, data, and work and learning.

## Leading with Wisdom

Technology leaders need wisdom in order to inspire, lead, and manage their institution, IT organization, and workforce.

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- 1 A Seat at the Table**  
Ensuring IT leadership is a full partner in institutional strategic planning
  - 3 Evolve, Adapt, or Lose Talent**  
Creating a workplace that allows for and supports movement up, down, and sideways to accommodate shifts in personal and professional goals and to foster healthier work/life balance
  - 5 Enriching the Leadership Playbook**  
Leading with humility and candor to engage, empower, and retain the IT workforce

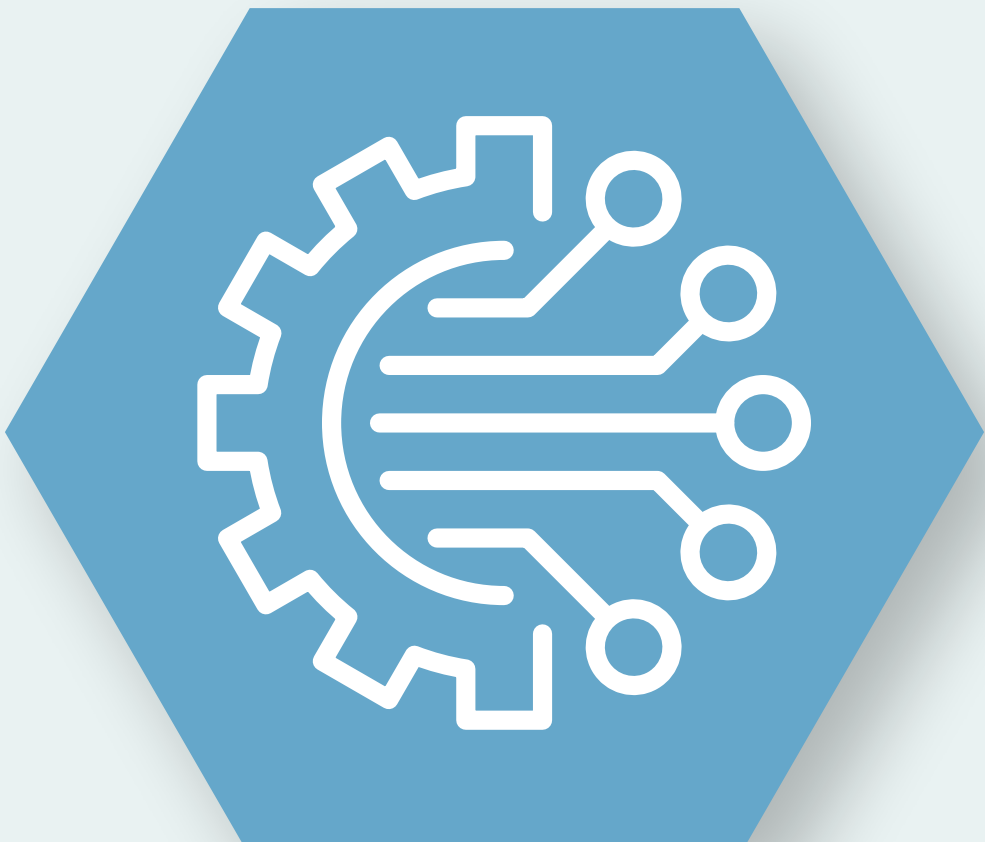
## The Ultra-Intelligent Institution

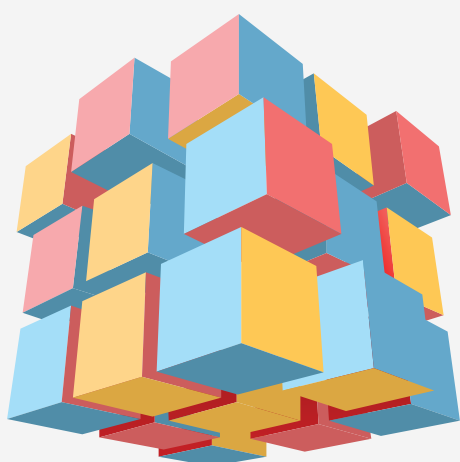
Data and analytics can provide institutions with intelligence offered through ongoing, useful, and increasingly sophisticated insights.

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- 2 Privacy and Cybersecurity 101**  
Embedding privacy and cybersecurity education and awareness in the curriculum and in the workplace
  - 4 Smooth Sailing for the Student Experience**  
Using technology, data, insight, and agility to create a frictionless student experience
  - 6 Expanding Enrollments and the Bottom Line**  
Focusing data and analytics initiatives on identifying academic programs with high potential for recruitment ROI
  - 7 Moving from Data Insight to Data Action**  
Converting data analytics into action plans to power institutional performance, enhance operational efficiency, and improve student success

## Everything Is Anywhere

With the institution no longer confined to the physical campus, leaders must find new strategies for supporting technology everywhere and anywhere.

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- 8 A New Era of IT Support**  
Updating IT services to support remote and hybrid work
  - 9 Online, In Person, or Hybrid? Yes.**  
Developing a learning-first, technology-enabled learning strategy
  - 10 SaaS, ERP, and CRM: An Alphabet Soup of Opportunity**  
Managing cost, risk, and value of investments in new ERP solutions



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