The 2018 Top 10 IT Issues show how digital technology is remaking higher education through four key themes: institutional adaptiveness, improved student outcomes, improved decision-making, and IT adaptiveness.

### #1 INFORMATION SECURITY

Developing a risk-based security strategy that keeps pace with security threats and challenges.

- 69% of U.S. institutions that have conducted a risk assessment either plan for or prioritize institutional information security work.

### #2 STUDENT SUCCESS

Managing the system implementations and integrations that support multiple student success initiatives.

- The digital capabilities deployment of student success technologies among U.S. institutions in 2016:
  - **Universal**: 35% (more than half) of all U.S. institutions
  - **Mainstream**: 21% (in the majority)
  - **Growing**: 28%
  - **Emergent**: 5%
  - **Experimental**: 21%

### #3 INSTITUTION-WIDE IT STRATEGY

Reprioritizing and reinventing the role of IT leadership as an integral part of institutional leadership in achieving institutional missions.

- In a survey of CIOs, EDUCAUSE found that 42% of respondents view IT as part of the president’s or chancellor’s cabinet. Those who do are more likely to have a significant impact on institutional strategy.

### #4 DATA-ENABLED INSTITUTIONAL CULTURE

Using data and analytics to inform the broad conversation and answer big questions.

- The EDUCAUSE Maturity Index for analytics shows that most institutions are developing an analytics-driven culture.

### #5 STUDENT-CENTERED INSTITUTION

Understanding and advancing technology’s role in defining the student experience on campus (from applicants to alumni).

- 25% of U.S. institutions have a system to track co-curricular activities.

### #6 HIGHER EDUCATION AFFORDABILITY

Balancing and prioritizing IT priorities and budgets to support user-enabled educational efficiencies and innovations, and context of institutional funding realities.

- Among U.S. institutions reporting in the EDUCAUSE Core Data Service, the median percentage of total central IT spending on...:
  - **Transforming** 5%
  - **Running the institution** 10%

### #7 IT STAFFING AND ORGANIZATIONAL MODELS

Ensuring adequate staffing capacity and staff retention in the face of retirements, new sourcing models, growing external competition, rising salaries, and the demands of technology initiatives on both IT and non-IT staff.

- ECAR workforce research found that there is demand for IT professionals in higher education, but there are obstacles to creating new IT positions.

### #8 DATA MANAGEMENT AND GOVERNANCE

Implementing effective institutional data governance practices.

- The minority levels of data analytics efficacy at the median U.S. institutions are still developing.

### #10 CHANGE LEADERSHIP

Helping institutional constituents (including IT staff) adapt to the increasing pace of technology change.

- Percentage of higher education IT managers who claim that gaps in their skills in managing services, processes, change, projects, and the like present at least moderate obstacles to their effectiveness (according to EDUCAUSE IT workforce research): 28%