SOME INITIAL ACTION AREAS

• Academic IT Solutions
• BI & Reporting Strategy
• Budget Simplification
• Constituent Relationship Management
• Cross Campus Collaboration
• ERP Strategy
• IT Service Management
• Organization Strength
• Portfolio Management
• Research Enterprise
• Security
• Technology Vision
• University-Wide Call Centers
• Web and Mobile Strategies
• World Class Community Satisfaction
OUR LIVES 10 YEARS AGO...

Back to the past
66% of students bring a cell phone on campus none of which have text service…never mind smartphones.

29% of students bring a computer on campus that has a form of wireless.

On October 23, 2001, Apple Computer unveiled the first generation iPod, with a 5 GB hard drive
BACK TO THE FUTURE

Where are we headed?
18 MILLION TABLETS, 12 MILLION E-READERS SHIPPED IN 2010

IDC expects 53 million to ship in 2011¹

Gartner predicts 918mm by 2016²

NUMBER OF CELL PHONES WORLDWIDE HITS 4.6B

CBS News
THE PC OS MARKET WILL DECLINE SIGNIFICANTLY

- Mobile OS will grow market-share significantly
- 2015 Mobile apps outnumber PC by 4:1

Gartner Research (2011).
U.S. COMPANIES WILL BE SPENDING OVER $13 BILLION ON CLOUD COMPUTING IN 2014 COMPARED TO $3 BILLION IN 2010

Cloud Tweaks
BY 2014 GLOBAL IT WILL LOSE CONTROL OF 25% OF SPENDING.

Disintermediation of IT

Gartner Research (2011).
IT PRIORITIES REFLECT A TRANSFORMATION

- Cloud Computing moves from number 16 on the list to number 1
  - Mobile Technology moves from number 12 to number 3

Gartner Research (2011).
What changes will IT need to make to adapt to disruptive technologies?
WHAT WILL IT BECOME AT YALE?
WHAT IS THE CALL TO ACTION?
HOW WILL IT HAPPEN?
HOW WILL IT HAPPEN?

COMMUNITY SATISFACTION

- Delivering World Class Service
  - Focus Groups
  - Surveys
- Strong Communications
HOW WILL IT HAPPEN?

STAFF DEVELOPMENT... FOCUS ON US

Leadership accountability

Action Steps:

• Career Development Plans
• Clear Career Paths
• The “Innovation Box”
• CIO Spot Awards
HOW WILL IT HAPPEN?

LEADERSHIP MANIFESTO

- Articulate the results expected
- Put the organizational needs above my own
- Recognize the signals suggesting change
- Treat others with respect and integrity
HOW WILL IT HAPPEN?

DEALING WITH THE TRENDS

- Disintermediation
- Cloud Computing
- Consumerization
  - Mobile
- Embedded Social
  - Big Data
HOW WILL IT HAPPEN?

**VIA IT** – VALUE, INNOVATION, ACTION

- Cloud Broker and Intermediary
- Better and faster not just cheaper
- Alignment of expectations with services
- Teamwork that supports staff satisfaction
  - World Class Customer Service
HOW WILL IT HAPPEN?

INNOVATION

- The Innovation Box
- Innovation Workshops
- Formal Innovation Vetting
- External Collaborations
HOW WILL IT HAPPEN?

INNOVATION
A FUTURE SCENARIO:
CONTEXT AWARENESS AND SEMANTIC WEB

• Location based services knows which building you are in
• Waypoints know where you are in the building
• The microphone can record your notes
• Picture search knows what you are looking at

The viewer can:
• Be directed to other learning resources in this domain
• See the results and their physical location
• See a list of others researching similar items
• See a list of courses offered on the subject
• Find video explanations
• Share notes with others along with location and waypoint
TECHNOLOGY VISION

Better and Faster

- Speed
- Elasticity
- Reusability
- Agile
- Cloud
- Composite
CREATING BALANCE

Satisfied and engaged staff

Satisfied faculty, students and staff

Simplified and streamlined processes

World-class technology
CREATE EMPOWERMENT

BUREAUCRACY
A Vision for ITS

To be recognized globally as the leading technology organization across universities, through rock-solid services, innovation, technology leadership and community satisfaction.