

# The President and CIO Checklist

## The Digital Transformation Framework

Both qualitative and quantitative data shows that collaboration between an institution's president and its CIO/CTO results in positive and systemic change across campus. When presidents have a firm grasp on their institution's technological opportunities and capabilities, and when a college's CIO/CTO partners with leadership, they can drive transformation, improve institutional sustainability, and promote student success.

Below is our playbook for presidents to support change, as well as a checklist for CIO/CTOs to accelerate digital transformation.

## President's Playbook: How to Support Transformation

### Monitor Industry Trends and Campus Technology Capabilities

- Know the systems in play at your institution and how they are interconnected.
- Have a grasp on trends and changes happening across the tech landscape.
- Recognize the technological limitations and pain points on your campus.

### Give Your CIO/CTO a Seat at the Leadership Table

- View your CIO/CTO as a strategic partner and technology expert.
- Make sure your CIO/CTO sits on your cabinet.
- Understand your CIO/CTO's digital transformation goals.

### Collaborate Closely With Your CIO/CTO

- Spend time with your CIO/CTO to better understand the technology landscape.
- Ensure your CIO/CTO is present when making strategic decisions about technology.
- Make budgeting decisions after consulting CIO/CTO's data.

### Support Change Management Across Campus

- Embrace and promote a culture of change.
- Allocate funds for essential technology training.
- Know which CIO-led programs were successful and which were not.

### Continue to Think Innovatively

- Be a dreamer, especially as it relates to campus technology.
- Understand that technological changes require time, money, and expertise.
- Determine what resources you and your CIO/CTO need to achieve your vision.

### Don't Lose Sight of Your Mission

- Oversee transformation priorities and timelines.
- Ensure technology adoption supports student success and institutional goals.
- Promote digital transformation initiatives beyond information technology.



# CIO/CTO Checklist: How to Accelerate Digital Transformation

## Discover Where Inefficiencies Exist

- Meet with constituents and end users.
- Understand current operational processes.
- Uncover student challenges and expectations.
- Ask "What if?" and "How can this be better?"

## Look for Modernization Opportunities

- Partner with leadership to facilitate change management.
- Move to the cloud to ensure agility.
- Take a single-vendor approach to maximize value.
- Create more opportunities for student agency and self-service.

## Determine Where to Optimize Processes




- Determine high-priority areas for change.
- Remove manual work through automation.
- Break down operational and departmental silos.
- Enable more facetime between students and staff.

## Sustain a Culture of Innovation

- Coach end users and drive user adoption.
- Cultivate and support champions for change.
- Invest in training and consulting.
- Identify areas of improvement and replicate successful programs.
- Maintain a student-centered ethos.



## Find out more

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