IT Leadership Launchpad Series: Transforming Real-World Challenges into Triumphs

Connecting the Dots: Holistic Approaches to IT Challenges

November 12, 2024

Host: Deb Kidwell, Director of Technology Initiatives, MHEC

Any resources available will be posted on the MHEC website post-event.

Raise your hand, let's make this interactive.

OR submit your questions in the chat.

Please complete our survey.

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Learn More –
MHEC Technologies Community

- The Technologies Community engages IT innovators and specialists from services areas for technology, academia, students, and administration. The community provides strategic guidance to MHEC on technology-related topics in support of the mission of higher education institutions and states in the Midwest.

- Navigate to: https://www.mhec.org/tech-community

- Contact Deb Kidwell to get involved: debk@mhec.org

Conveying the Value of Information Technology

- A peer guide to IT governance, highlighting IT's strategic role in institutional success

- Special thanks:
  - **Dirk Huggett**
    Assistant CIO, Administration
    North Dakota University System

  - **John Rathje**
    Vice President for Information Technology and
    Chief Information Officer
    Kent State University

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Facilitator

John Dunning
Assistant Chancellor
University of Wisconsin-Platteville

Holistic Approaches to IT Challenges

What to expect from this session....

- What does holistic mean in this context?
- Why is a holistic approach important?
- How is IT unique in its ability to operate holistically?
- What are the challenges to holistic operation?
- What practical tools do you use to operate holistically?

Holistic Approaches to IT Challenges

What does holistic mean?

Each unit is both part of a larger whole and composed of smaller units...

A human is made of cells.

A family is made of humans.

A community is made of families.

A nation is made of communities...

- Interconnected

- You can explain a part only through reference to the whole

- Systems theory/thinking

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Holistic Approaches to IT Challenges

Why is a holistic approach important (or even valid?)

- Interconnected
  - What happens when IT changes something without communicating/seeking input?
  - What happens when another part of the organization changes something without consulting IT?

- You can explain a part only through reference to the whole
  - What is a Higher Ed IT office without students? Without faculty?

- Systems theory/thinking
  - Exceptional complexity of today's higher education operations and solutions environment.
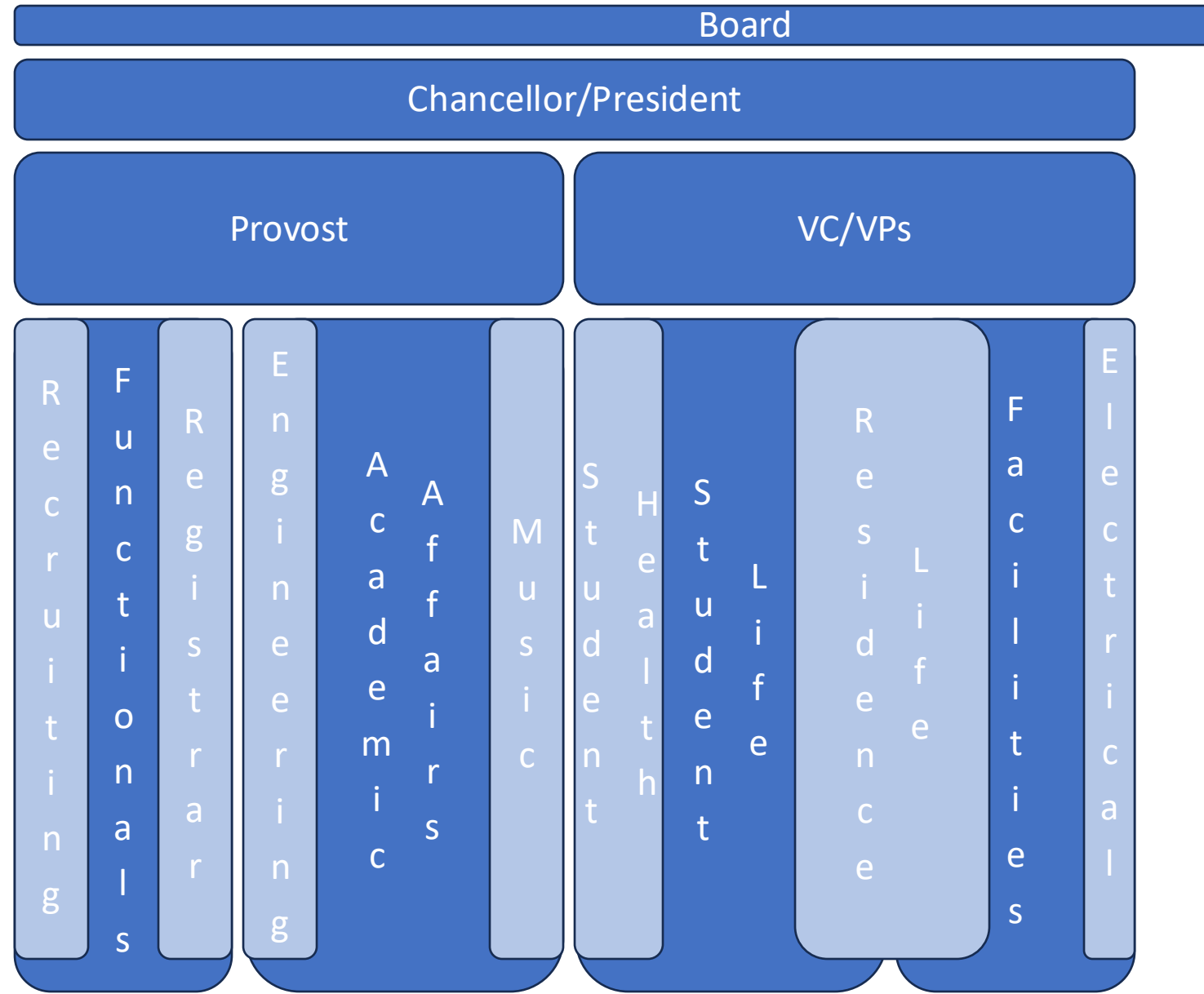

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Holistic Approaches to IT Challenges

How is IT unique in its ability to be operate holistically?

- Generalist expertise….
  - Know a little bit about everything
  - "Broad knowledge"

- Specialist expertise….
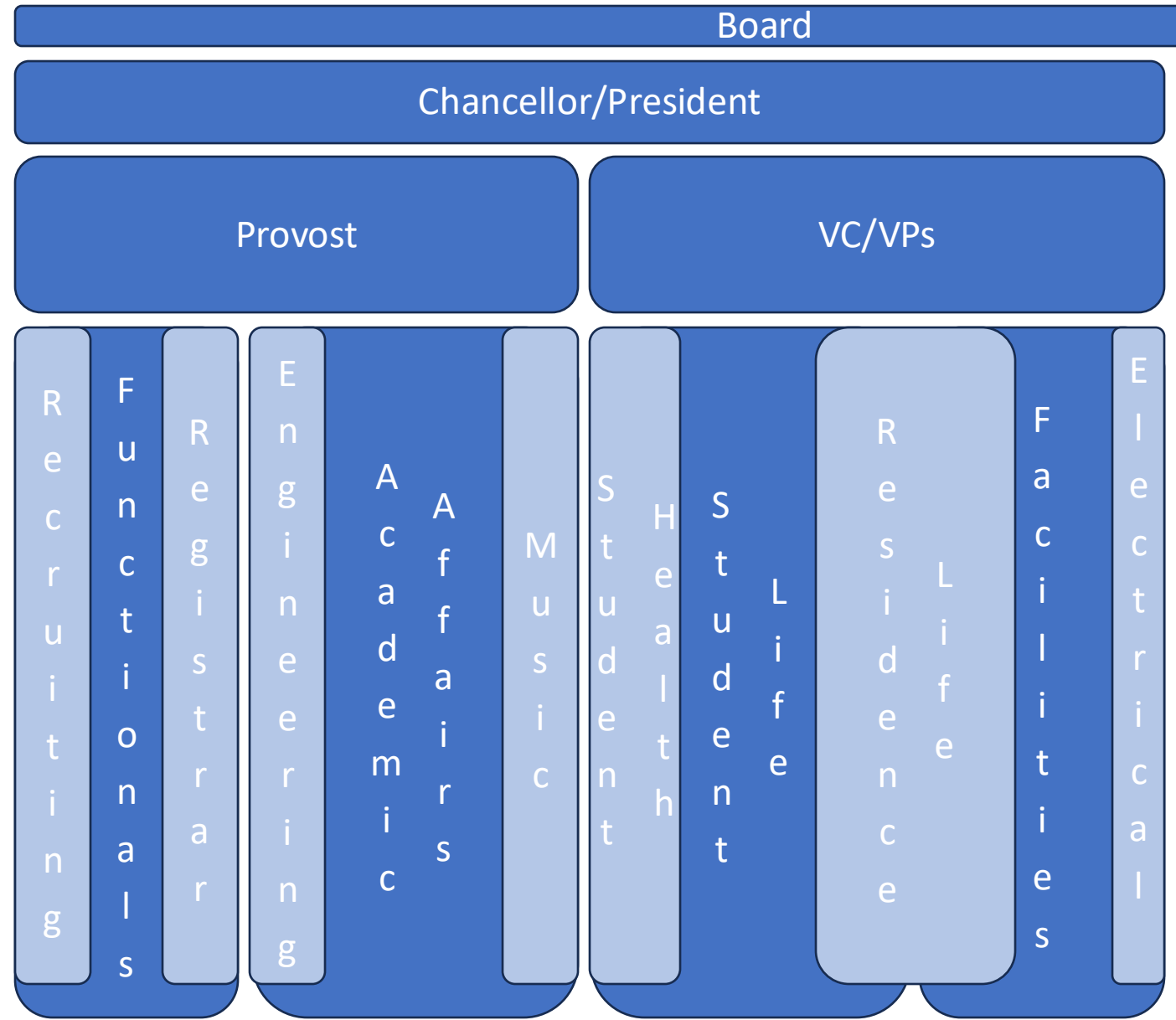 - Know a whole lot about a narrow area
  - "Deep knowledge"

Holistic Approaches to IT Challenges

How is IT unique in its ability to be operate holistically?

- Where is IT in this????

- (Where is IT NOT in this???)

- IT has unapparelled coverage in both Breadth and Depth

- **What do you see at your institution?**

Holistic Approaches to IT Challenges

What are the challenges to holistic operation?

- Breadth & Depth
    - A phenomenal amount of information within one organization…
    - Unequalled exposure to risk indicators (and to opportunity indicators as well)
- Resource constraints (esp. when poorly managed)
- Cultures of blame or toxic competition
- **What do you experience??**
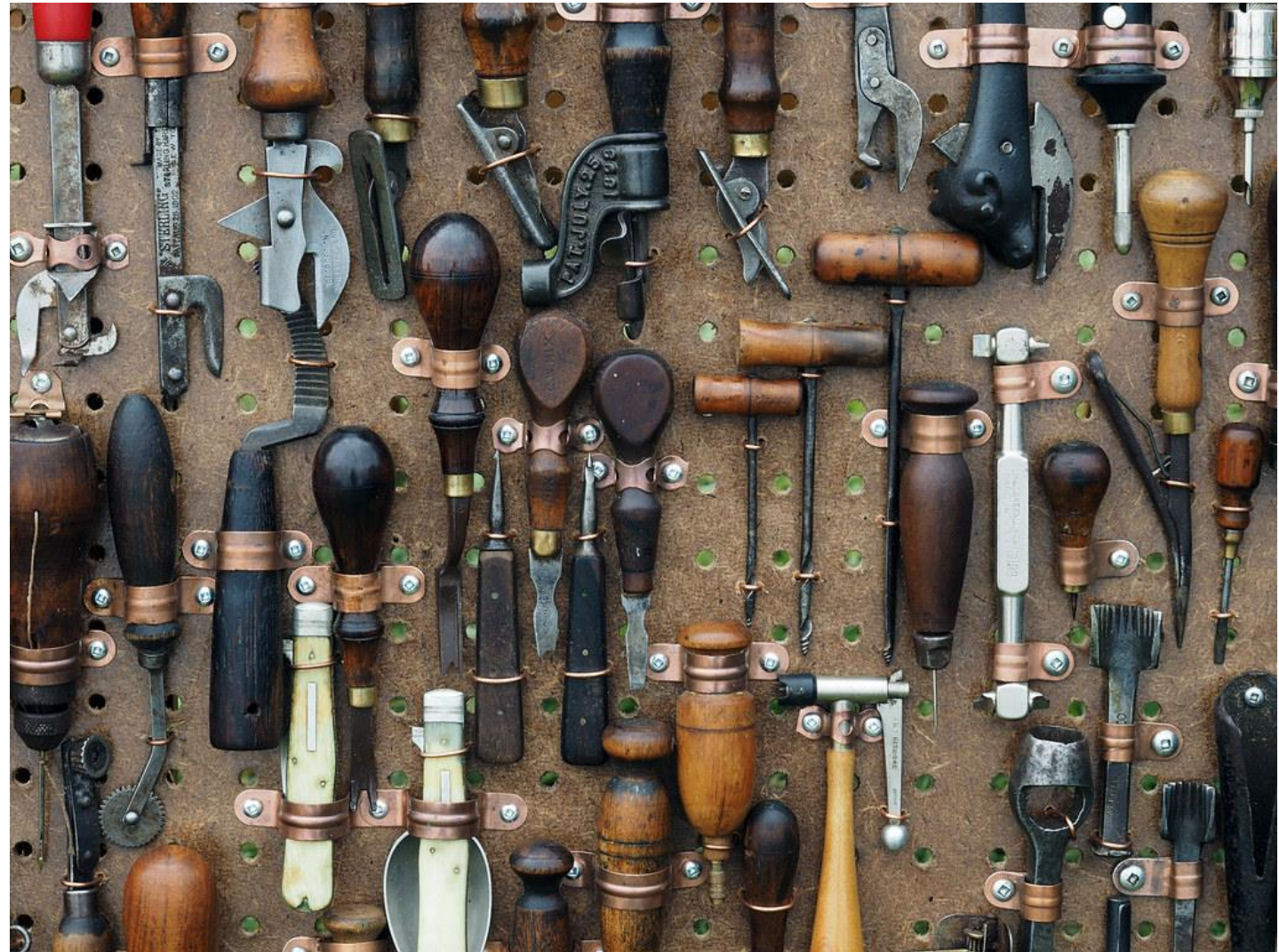
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Holistic Approaches to IT Challenges

What practical tools do you use to operate holistically?

- A unified mission for IT
  - Institutional Strategic Plan
  - Common understanding of values and operating principles

- Pronouns
  - Our vs my.
  - We vs I.
  - Us vs. Them.
  - The one exception??

- Listen. Listen. (then listen some more)

- Do our own internal work
  - My personal challenges:
    - Defensiveness
    - The "Need to be Right"

- **What works for you??**

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Conveying the Value of Information Technology

- A peer guide to IT governance, highlighting IT's strategic role in institutional success

- Questions?? Comments??
- dunningj@uwplatt.edu

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MHEC IT Leadership Launchpad Series:
Transforming Real-World Challenges into Triumphs

✓ Breaking Down Silos: Communication Strategies That Work
  - September 24, 2024, 1:30 p.m. CT

✓ Culture Club: Navigating Your Institution's Unique Landscape
  - October 8, 2024, 1:30 p.m. CT

✓ Agility Bootcamp: Fostering Innovation in Times of Change
  - October 29, 2024, 3:00 p.m. CT

✓ Connecting the Dots: Holistic Approaches to IT Challenges
  - November 12, 2024, 3:00 p.m. CT

Hidden Gems: Maximizing Your Current IT Assets
  - December 10, 2024, 3:00 p.m. CT