Strategic Priorities

Enterprise Technology

FY25

ASU Enterprise Technology
Arizona State University

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Enterprise Technology empowers a global community of students, faculty and innovators by enabling human-centered digital experiences that elevate the future of education, discovery, and societal advancement.

Our north star, anchored in ASU's Design Aspirations, is to position ourselves as a global beacon for integrating emerging and disruptive technology into learning ecosystems, communications and operations to amplify human potential throughout the educational journey of students, staff, faculty, researchers, and the broader community.

The commitment to deliver an exceptional human-centered technology experience is underscored by strategic priorities and objectives that guide our teams' collaborative work in support of ASU Enterprises. The achievement of some objectives are aspirational in nature and may require multiple years to deliver on our full commitment.

1. Driving Innovation for student and learner success

2. Generative AI for scaled learning

3. Transformation towards an AI-centric organization

4. Alignment and agility

5. Cybersecurity

6. Social impact and inclusive excellence

7. Data, analytics and insight

8. Technology enablement and digital infrastructure

9. Digital transformation

1. Driving Innovation for student and learner success

Accelerate learning solutions and dynamic technologies to empower and enable students and learners to thrive.

Objectives:

- Advance new and improved experiences and educational solutions to accelerate student and learner outcomes in partnership with Academic Enterprise and Learning Enterprise
- Partner with scholars and external stakeholders to explore use-inspired practical research that supports teaching and learning systems at scale
- Advance AI-driven technologies that enhance and support teaching and learning, advancing AI literacy among faculty, staff, and students in partnership with Academic Enterprise
- Collaborate across the ASU Enterprises to advance and pilot emerging technologies for teaching and learning at scale
- Collaborate with ASU Health and Learning Enterprise to develop AI-powered Precision Health and Medical Education platforms.
- Enable digital, verifiable credentialing within and beyond the ASU ecosystem to increase credit mobility, learner success and learner agency
- Implement comprehensive faculty professional development that enables educators with the skills, knowledge and resiliency to utilize educational technologies in partnership with the Academic Enterprise

2. Generative AI strategy for scaled learning

Leverage AI and emerging technologies to advance learning at scale.

Objectives:

- Create environments to support AI platforms and related technologies like XR at scale
- Develop custom platforms that enable anyone at ASU to design and build AI-powered solutions in an easy-to-use and secure environment
- Develop integrated data sources for personalized learner feedback and education for enhanced personalized coaching (e.g. from pre-med through career).
- Advance AI-powered learning workstreams in partnership with the President's Office, Office of the COO, Academic Enterprise (including EdPlus), Learning Enterprise, Business and Finance and ASU Health
- Co-create and activate Realm 5 learning strategies across the Enterprise
- Serve as connectors of stakeholders to synergize efforts and ensure equitable access to computational resources
- Develop a platform for transformational education and collaboration using AI Augmented Avatars, or Digital Persona "Avatars" for virtual patient and SIM encounters using AI assisted interface with learner feedback
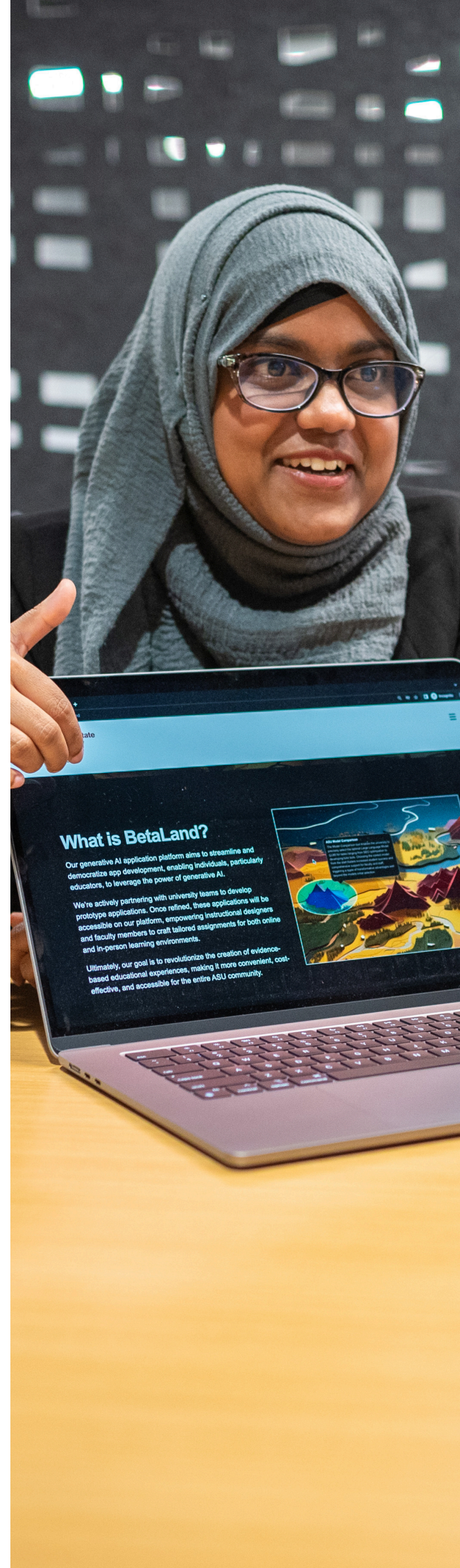
3.Transformation towards an AI-centric organization

Cultivate and advance an appreciative, inclusive, and AI-forward culture to enhance the employee experience and support ongoing professional growth, aligning with ASU's Charter and Design Aspirations

Objectives:

- Continue our commitment to being a values-led organization informed by our positive core and leadership principles
- Lead and implement cultural transformation initiatives that drive continuous improvement and collaboration across all levels of the organization
- Foster an entrepreneurial culture that empowers team members to innovate, embrace ownership, take agency, and thrive
- Cultivate organizational excellence by providing leadership development and creating professional growth pathways toward a future-ready workforce
- Champion new organizational capabilities to deliver proof of concepts and minimum viable products at the intersection of AI and emerging technologies
- Create a workspace that encourages team members to discover and utilize AI tools to improve, simplify, or extend work activities

4. Alignment and agility

Advance operational alignment and ensure strategic execution through maturation of how we identify, define, prioritize and deliver work with directives from the President's Office, Office of the Chief Operating Officer and the ASU Enterprises

Objectives:

- Execute against specific strategic and tactical directives from the Office of the COO, the President's Office and the ASU Enterprises
- Collaborate with ASU Health to accelerate its educational and research efforts by identifying, evaluating and implementing technology solutions that lead to improved health outcomes
- Engage and advance coordination with the ASU Public Enterprise to mature the Enterprise to be an AI-centric organization
- Advance ai.asu.edu as a leading AI storytelling platform for the ASU Public Enterprise
- Collaborate with Enterprise Brand team to deliver a premium experience in the asu.edu web ecosystem, including accessibility, personalization, and compliance adherence to web standards
- Advance Enterprise-wide Culture, Communications, Community and Talent practices to strengthen a culture of belonging, community, and principled innovation

5.Cybersecurity

Elevate cybersecurity posture and ensure a safe, trusted and secure digital ecosystem.

Objectives:

- Solidify a formalized risk management program to mitigate potential risks and ensure compliance with sector standards and regulations
- Embed privacy and data protection into the core of risk management practices to safeguard university assets
- Strengthen endpoint security with increased automation and optimize preventive controls and recovery mechanisms
- Establish a cybersecurity metrics program to continuously assess and understand ASU's risk landscape and security posture
- Cultivate a security-conscious culture through comprehensive cybersecurity training and awareness programs
- Continue to build ASU's commitment to digital trust as an integral part of our cybersecurity program

6. Social Impact and Inclusive Excellence

Advance communities we serve through strategic partnerships, digital inclusion and technological innovation. Our commitment to fostering inclusive environments and empowering communities enables us to deliver on ASU's Charter.

Objectives:

- Advance execution of Maricopa County Broadband Initiative grant
- Continue to foster and advance relationships with Sun Corridor Network and the Digital Equity Institute to support communities and host events
- Advance ASU's opportunities to build and strengthen partnerships with state, federal, and community organizations, businesses, and other stakeholders to enhance the organization's impact and reach to advance ASU's Charter and commitment to being socially embedded
- Activate partnerships across ASU Public Enterprise to improve social impact and inclusive excellence
- Develop metrics to measure the impact of initiatives and effectively communicate results to stakeholders to demonstrate value and ensure accountability
- Socialize collaborative opportunities across ASU to facilitate cross-disciplinary collaboration and maximize resources for community impact
- Support ASU Health and its partnerships with technology platforms to accelerate collaboration and innovation, leading to improved health outcomes in the community.

7. Data, analytics and insight

Advanced enterprise-wide data maturity to drive data-informed outcomes.

Objectives:

- Accelerate towards an AI-centric enterprise
- Transform legacy systems to support enhanced analytics capacity
- Enhance decision-making with intuitive natural language query capabilities supplemented with productionalized performance, risk and operational metrics
- Increase adoption of next-generation tools to streamline data integration and automate documentation processes
- Evolve enterprise data integration architectures from batch processing workloads to real-time transaction workflows
- Orchestrate and complete the enterprise approach to customer data platform

8. Technology Enablement and Digital Infrastructure

Ensure ASU has a reliable, future-ready digital environment.

Objectives:

- Mature run operations and maintain a resilient and responsive digital infrastructure environment
- Advance digital infrastructure with the next phase of ASU's capital investment focusing on wired and wifi capabilities and quantum networking
- Accelerate modernization of identity and access environment in service of ASU's hyper-scale needs
- Expand ASU's multi-cloud and cross-cloud infrastructure and advance back-office cloud transformation
- Advance application modernization prioritizing human-centered design, agility, and reducing technical debt
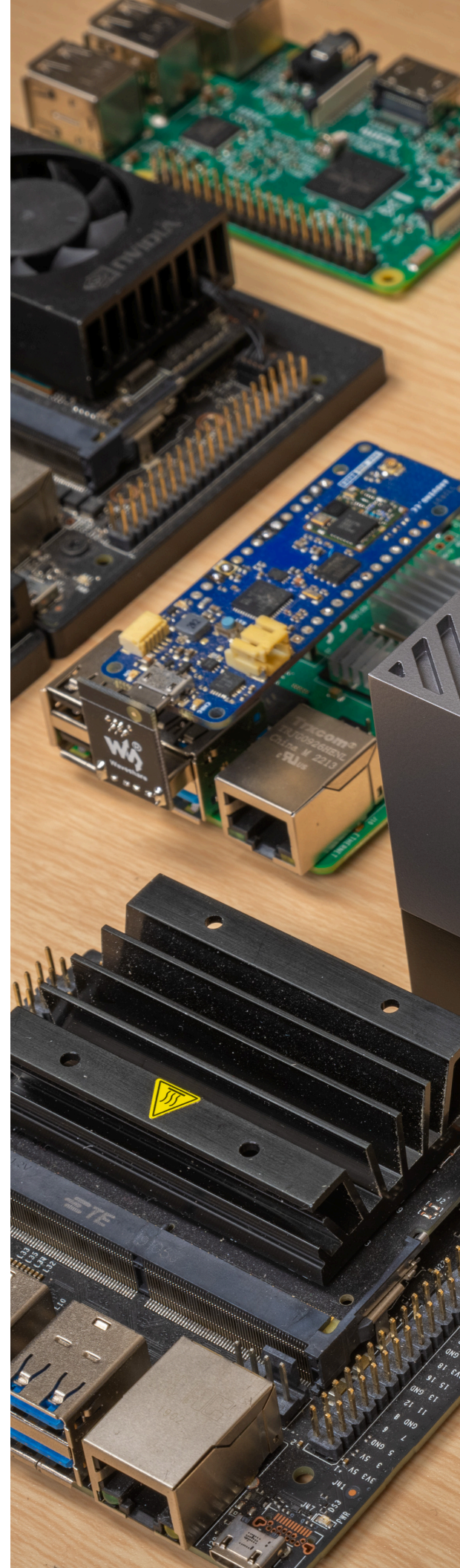
9. Digital Transformation

Enhance faculty and staff success through unified and optimized technology experiences.

Objectives:

- Inform the constituent experience leveraging a robust customer data platform for personalized and streamlined digital interactions with ASU in partnership with all key stakeholder groups
- Optimize processes and technologies for financial aid and matriculation to increase the speed of admissions
- Advance enterprise-scale solutions for service management activities, collaboration, and workflow optimization for an integrated yet independent experience
- Leverage AI-powered tools and proactively evaluate emerging technologies to enhance operations and drive innovation across ASU
- Partner with Business & Finance on advancing automation for efficiency gains in transactional and service delivery areas.

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