

External Connections

What are people asking for?  
What issues are you aware of?

- Visibility & access to data, processes
- Don't ever know where all the silos are
- Fear over loss of control
- Who can see my data
- Illuminating data we have
- data catalog
- Awareness - don't know what exists don't know other people

People  
CSU System, Campus, departmental, personal, constitutions & student & alumni

Information & Data  
Communication, data, org, systems, documentation

Processes & Methods  
???

Maximizing Value  
???

What other trends overlap?

- Digitalization
- Personalization
- Data Analytics
- Software as au

**BREAKING DOWN SILOS**

CRM  
Salesforce all divisions & units

Strategic Purchasing Strategy  
-Shared purchases  
-Strategy for  
-Sharing what we own

Unified Office Productivity Tools  
Half of Cougars in Google half in O 365 -i.e. SharePoint, Google Hangout

Sysyem/CSU Positions  
-Breakdown your roles  
-Not just a Network

Engagement  
-Adverting Services  
-Sharing Info  
-Plan to "sell"  
-Unify plans  
-Liason to departments

**WHAT ARE THE BIG IDEAS IN THE NEXT 3-5 YEARS**

What is IITS already doing related to [TREND]?

- Visiting College/Division Q..
- Emb... on Salesforce RFP
- Participate CSU System Grogp
- Work with Prowat

What may need to be expanded in terms of services, systems, etc. if [TREND] surfaces as a key area of focus from campus stakeholders?

- Effort to Pro.. cross-divisionsal/cross dept systems
- System purchases for community - Arun-strategic sovecy..
- Governance-Data, Purchases
- Chane Manat
- Publicity
- Stramling Processes
- FTSM..

Who else might we need to bring into a conversation about [TREND]?

- The whole campus
- Faculty to figure things out
- The President & EC

What are our internal assets and challenges to meet [TREND] needs, if adopted?

- Who owns it?
- Do we already own the system others need e.s. Qualtrics
- Integration a challange
- Islands of Information
- This needs to come before other trades
- This is fardifceioag