



LEHMAN  
COLLEGE

CU  
NY



# Lehman College Information Technology Division

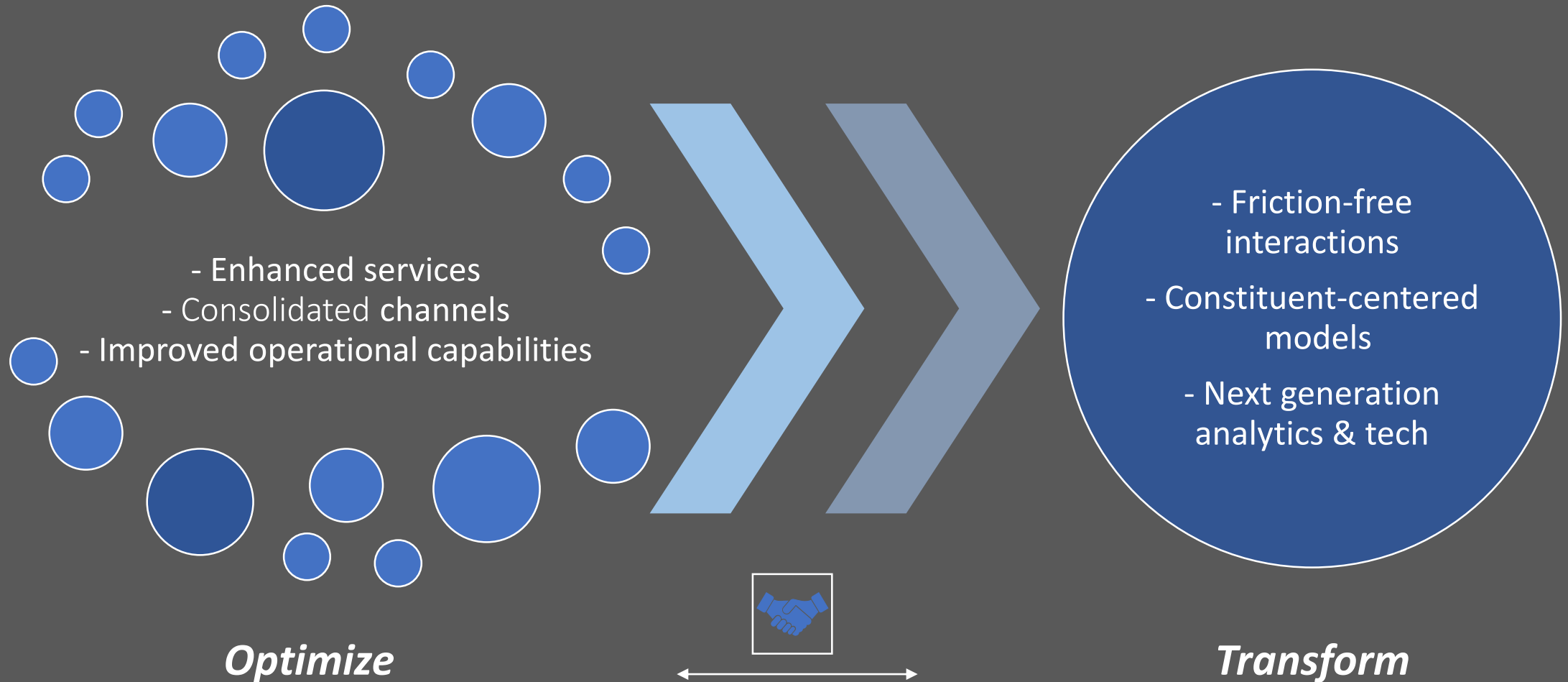
IT Road Map 2022 - 2023

March 2022

How can we be more resilient & jumpstart innovation in a world of limited budgets, where the next normal is a moving target?



# A Range of Strategic Digital Options



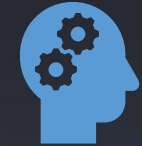
# Proposed IT Goals 2022- 2023: *A resilient, connected community*



Increase Digital  
Inclusion



Expand Process  
Orchestration &  
Advanced Analytics



Transform Learning  
Spaces



Accelerate Website  
Upgrades



Robust Digital  
Infrastructure &  
Support Systems



Build Technical  
Capabilities and  
Enhance Recognition

# Digital Inclusion

Intentional strategies and investments to ensure that the Lehman community has access to - and can use - the technologies necessary for teaching, learning & research.\*

The new office of digital inclusion will partner across the college to enhance digital equity and digital competencies through loaning devices, and providing workshops, and technical services.

*\* Adapted from the National Digital Inclusion Alliance*

# Process Orchestration/ Advanced Analytics



Integrate & automate processes across functions to reduce cycle time, costs, & increase satisfaction



The EM, SA, & IT divisions are streamlining the transfer experience through the Transfer Explorer, eTCE, and on-line orientations



IT is partnering with stakeholders to advance Lehman's automation & analytics, focusing on strategic outcomes



# Transforming Learning Spaces

Partner	To strengthen the teaching & learning ecosystem in service to the college community
Maximize	Classroom and remote technologies to create a unified approach to in-person, hybrid, online, and hi-flex instruction
Explore	Opportunities to expand the use of virtual labs & personalized learning

# Accelerate Website Upgrade

- Work in partnership with college offices on the Lehman website upgrade
- Establish an omnichannel interaction strategy
- Complete new home page, implement new calendar, and news site
- Plan orientations to introduce the new web content management system to the college





# Robust Digital Infrastructure & Support Systems

- Enhance “anywhere” operations
- Upgrade & future-proof data centers, the campus network, and IT systems
- Ensure privacy, cybersecurity, and ADA compliance
- Complete faculty & staff email migration, two-factor authentication, & voice system upgrade

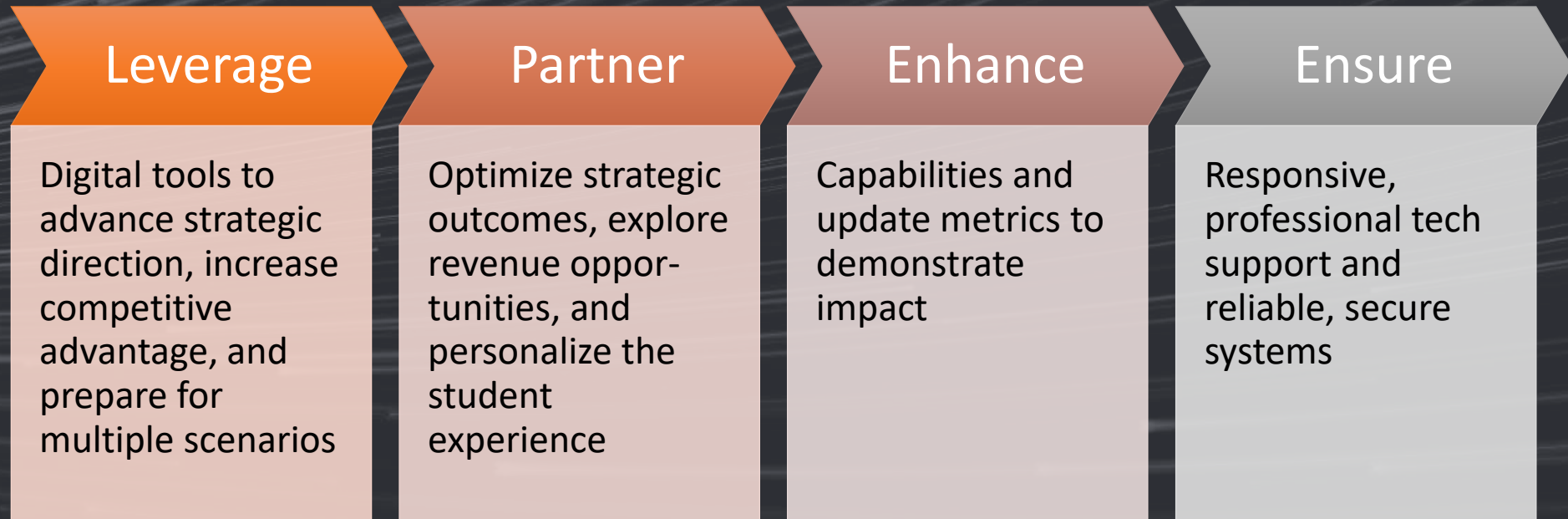




# Enhance Technical Capabilities & Expand Recognition

- Ensure staff technical skills training & industry certifications
- Increase customer experience & technical troubleshooting workshops
- Spur innovation through teams and *Deliver, Lead, & Innovate* recognition

# IT Operating Model



Thank you for your input:

- Cabinet
- Senate Library, IT, and Telecom Committee
- Library Faculty
- Student Leaders
- Other students, faculty, & staff



Questions/  
Comments?