IT Leaders’ Forum
EUNIS 2019 CONGRESS

Outi Tasala
NordForum meeting 7 March, Copenhagen
Topical issues in IT in HE and research

• Survey conducted in spring 2019
• 32 replies
• Gaining insight into IT topics that are currently particularly important in higher education and research in Europe
At the moment: How do you rate the following IT topics in terms of their current and future relevance for your work?

- Very Important
- Rather important
- Quite unimportant
- Unimportant
- No answer

<table>
<thead>
<tr>
<th>IT Security</th>
<th>Digitalization</th>
<th>Research Data Management</th>
<th>Adopting Commercial Cloud Services</th>
<th>IT Cooperations</th>
<th>IT Outsourcing</th>
<th>Virtualization</th>
<th>IT Centralization</th>
<th>IT Service Management</th>
<th>IT Staffing</th>
</tr>
</thead>
<tbody>
<tr>
<td>20</td>
<td>19</td>
<td>12</td>
<td>6</td>
<td>15</td>
<td>10</td>
<td>10</td>
<td>11</td>
<td>12</td>
<td>17</td>
</tr>
</tbody>
</table>
Next Year: How do you rate the following IT topics in terms of their current and future relevance for your work?

- IT Security
- Digitalization
- Research Data Management
- Adopting Commercial Cloud Services
- IT Cooperations
- IT Outsourcing
- Virtualization
- IT Centralization
- IT Service Management
- IT Staffing

Very Important: 0%
Rather Important: 10%
Quite Unimportant: 20%
Unimportant: 30%
No Answer: 40%

EUNIS
Which of the following **IT trends** are important for your working environment? (n = 28)

- Learning Analytics: 24 mentions
- Business Intelligence / Data Analytics: 22 mentions
- Artificial Intelligence / Machine Learning: 17 mentions
- Internet of Things: 14 mentions
- eGovernment: 14 mentions
- Accessibility and Inclusion: 13 mentions
- eAssessment: 13 mentions
- MOOCs: 11 mentions
- Research Software Engineering: 10 mentions
- Data Science: 9 mentions
- Software Defined Storage / Network: 9 mentions
- Blockchain: 7 mentions
- Immersive Learning (Virtual / Augmented...): 7 mentions
- 3D Printing: 4 mentions
- Badges and Micro-Credentials: 4 mentions
- Quantum Computer: 2 mentions
- None of these: 0 mentions

N = 28
Which of the following **regulatory trends** are important for your working environment?

<table>
<thead>
<tr>
<th>Regulatory Trend</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>GDPR</td>
<td>26</td>
</tr>
<tr>
<td>EU Copyright</td>
<td>11</td>
</tr>
<tr>
<td>Legal framework for open access transformation in scientific publishing</td>
<td>18</td>
</tr>
<tr>
<td>EU Network and Information Security (NIS)</td>
<td>12</td>
</tr>
<tr>
<td>None of these</td>
<td>0</td>
</tr>
</tbody>
</table>
Deeper insight through discussion
Data Integrity - BI, AI and Analytics

- Data security: data used in AI, machine learning and rule-based decisions etc.
- Analytics and customer journey data
- Automation/data-driven decision
- Access to services through AI
- AI pilots – lessons learned
Cloudification

- Selecting, preparing and adopting cloud services
- Agreements, purchasing processes and license management in growing cloud environments
- Public cloud migration
- Hybrid cloud management
- Managed Service Provider for cloud
Digital student experience

- eServices
- Self service
- Enhanced digital study support environment
- MOOCs, SPOCs
- Streamlined student life cycle management
MyData

- MyData -directed approach in designing systems and services.
- Repeated utilization of data stored in separated databases over the administrative and organizational borders.
- Data entered only once.
- Digital academic credentials
- Academic data exchange
Research Data Management

• Integration of research metadata and utilisation of metadata-flows from research information systems and other systems used by the actors within research community.

• Research Platform as a Service
Security and IAM

- Strategic approach to Cyber Security
- Security as a service in a BOYD environment
- Digital identity & identification
Legislation and Regulations

- EU-GDPR
- Agreements and purchasing processes in growing cloud environments
- EU - accessibility directive and its implementation
- Controlling and utilizing data flows of public information
Technology

- 5G in research and education
- BYOD
- Mobile services
- Chatbots
Expansions to adjacent businesses

- Apprenticeships
- Further education
- Life-long learning
Survey Statistics
32 answers in total

In which country is your institution located?

- Finland: 10
- France: 3
- Norway: 3
- United Kingdom (UK): 2
- Poland: 2
- Spain: 1
- Croatia: 1
- Germany: 1
- Greece: 1
- Iceland: 1
- Italy: 1
- Latvia: 1
- Netherlands: 1
- Sweden: 1
- Switzerland: 1

What type of institution do you work at?

- University: 22
- University of Applied Sciences / Polytechnic: 5
- Other: 3
- Private University: 2
Which organisational model for IT Governance is used at your university?

- Head of a central IT facility as CIO: 16
- CIO with staff function in the presidential staff: 7
- Other: 3
- Chancelor or Vice President as CIO: 2
- CIO model is not established: 2
- CIO committee: 1
- No answer: 1
Which role(s) do you have within your organisation?

- CIO: 17
- Head of another organizational unit: 8
- Head of IT: 7
- Other: 5

Others:
- Vice Dean
- Professor
- Consultant
- CDO
About EUNIS
EUNIS

- European University Information Systems Organization
- Non-profit organization
- Annual Congress & Rectors’ Congress
- Task Forces & Special Interest Groups
- ERAI – European Research and Analysis Initiative
- European Journal of Higher Education IT
Aims and Goals

- EUNIS brings together those who are responsible for the management, development and the policy for Information Technology in Higher Education in Europe.

- The objective of EUNIS is to contribute to the development of high quality information systems.

- Encourages exchange, cooperation and discussions between those responsible for information systems in higher education or research institutes/organizations within Europe.

- Establishes relationships with supervisory organizations in charge of information systems in higher education and in research institutes.
SIGs & TFs

BencHEIT
- Survey to better understand the institute’s IT cost structure
- Enables comparison of data against your peers

Business Intelligence
- Promotes the creation of a European online platform to exchange and share knowledge and experiences on BI in HE institutions.
- Previously strong focus on learning analytics: a survey charting a wider range of interests

Enterprise Architecture
- New EUNIS SIG: entry VC session on 15 March 2019, launch on 4 June at EUNIS 2019 congress
- Exchanging experiences about the challenges and solutions
- Displaying the EA work done in the sector, harmonizing the used terminology and descriptions - showcasing a European wide set of HEI services in a unified form
SIGs & TFs

Information Security
- Network for collaboration in security development and compliance
- Solutions to support the GDPR changes
- Development of privacy legislations

Learning & Teaching
- Exchanging information and fostering collaborative working across Europe
- Seminars on various themes, last in analytics
- EUNIS Dørup E-learning Award

Student Mobility
- Fostering cooperation and flow of information among its members, institutions and other stakeholders
- Disseminating the work of European initiatives to widen the network of institutions using the services.
- Initiatives such as Erasmus Without Paper (EWP) and EMREX, related to the exchange of data between institutions
- Determine and define the use of standardized digitalized data to improve, modernize and update the current processes through the exchange of this data