Reimagining IT
Transforming Information Technology in Service to the 21st-Century University

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The Case for Change
“At a time when a college degree is one of the surest harbingers of higher earnings and better economic security, college itself is regarded with skepticism by many Americans and outright contempt by no small number of them.”

Source: New York Times
(Dec. 30, 2017)
6 in 10 Americans say the higher education system is going in the wrong direction, according to a Pew Research Center survey.

Source: Forbes (July 30, 2018)
Changing Landscape

- Students of the future
- Financial trends
- Faculty trends
- Research funding trends
- Future of learning
Penn State deserves a world-class IT organization commensurate with its status as a leading R1 institution.
IT must reinvent its funding model and business processes to adapt to financial and demographic realities.
The speed of change in the current Fourth Industrial Revolution is disrupting every industry.
The IT workforce must grow and transform to keep pace with changes in society, education, and technology.
Penn State data and research are more vulnerable than ever, due to the frequency and scope of cyber threats.
We have a fiduciary responsibility to fully optimize and invest in a cohesive strategy for IT services and support.
Key Issue

Innovation in face of growing financial strain
Moving from provider to enabler
Aligning to Institutional Mission
why are we here?
Reimagining
ALIGN. OPTIMIZE. CREATE.
Service Mindset
We’re All In This Together

- Everyone has a role
- Share in the responsibility
Doubt kills more dreams than failure ever will

Suzy Kassem
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