Digital Transformation
Strategy, Accomplishments & Next Steps

Information Resources & Technology

SACRAMENTO STATE

Redefine the Possible™

Agenda

- ✓ Defining Digital Transformation (DX)
- ✓ Strategic Accomplishments
- ✓ Focus Pillars & Tools
- ✓ DX Planning & Roadmap
- ✓ Annual IT Project Call: Ensuring DX requests are prioritized

What is Digital Transformation (DX)?

The process of optimizing
an institution by shifting:

Culture

Workforce

Technology

Digital transformation is the process of optimizing a college or university through shifts in culture, workforce and technology. It's about deploying digital solutions that enable an institution's mission and goals.

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DX Strategies

Digitalization

Rapidly digitizing paper processes/workflows to support equitable access via OnBase and Acrobat Sign

Classroom Technology

Converting learning spaces into Zoom-enabled teaching spaces to support hybrid delivery

Leveraging LMS

Delivering learning materials, ongoing communication and collaboration between faculty and students in support of learning

Strategic DX Accomplishments

Digital Learning Technologies

- ✓ Increased Canvas Adoption

- ✓ Lecture Capture – launched Panopto

- ✓ Increased adoption of BlackBoard Ally for digital accessibility

- ✓ Automated video captioning of lectures

Transform Campus Units Operations

- ✓ Transform formerly paper processes using Acrobat Sign and OnBase workflows

- ✓ Improved Service Request Workflows

5,000
Course sections moved in under a week

88.96%
Spring 2020 utilization

199+ **PAPER FORMS DIGITALLY TRANSFORMED/UPDATED**
Since March 2020

256,502
COMPLETED AGREEMENTS
Since March 2020

Strategic DX Accomplishments

Acrobat Sign – 30+ forms

- ✓ Privately Owned Vehicle Use Form (Risk)
- ✓ Procard Reconciliation (Procurement)
- ✓ Invoice Approval (Accounts Payable)
- ✓ Reimbursement Requests (Accounts Payable)
- ✓ Check Requests (Accounts Payable)
- ✓ Open Enrollment Plan Changes (HR)

OnBase – 9 forms

- ✓ Expenditure Transfer Request
- ✓ Vendor 204
- ✓ Stock Received

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Focus Pillars of DX Journey

Focus Pillars	In a Nutshell
Digital Records Management	*Digital asset management to ease and support the continuing flow of business*
Records Retention	*Creation, use and disposition of institutional records while in compliance with CO policies and ensuring data security*
Forms & Workflow Automation	*Streamlining business processes behind complex forms, reduce redundancy, manual work, and remove administrative barriers*
Academic/Employment/Student Success Services & Technologies	*Transform support services through technology, process efficiencies, data governance and standard best practices*

DX Tools & Use Cases

OnBase by Hyland

- Workflow automation
- Digital records management
- Complex business processes

  - ✓ *Expenditure Transfer Request*
  - ✓ *Vendor 204*

Adobe Sign

- Electronic signature capture
- Simple form processing and approvals

  - ✓ *Privately Owned Vehicle Risk Form*

qualtrics XM

- Surveys
- Simple data collection tool for large, dispersed audiences

  - ✓ *COVID Self Reporting Form*
  - ✓ *Project Satisfaction Survey*

Campus Collaboration & Feedback Gathering

Survey Business Partners
Identify potential areas for DX evaluation/improvement

qualtrics XM®

1. *Are there time consuming processes, with electronic (PDF, Word, Excel, etc.) or paper-based forms that would benefit from electronic signatures with a pre-defined or programmed workflow?*

2. *Are there electronic tasks or services that campus users complain about or seem to confuse people?*

DX Planning Roadmap

Rapid Digitization
2020 – present
Reactive COVID-19/remote operations; catalyst for proactive change

Currently here

Delivery Approach

Feedback Gathering
Survey Business Partners for potential areas of DX evaluation/improvement

Inventory & Analysis
Inventory improvements, campus impacts, and technology fit assessment

Prioritize
Identify prioritization criteria and prioritize improvements

Categorize Improvements
⭐ Strategic Projects
⭐ Enhancements
⭐ Tactical Projects

Categorizing Improvements
Utilizing Annual IT Project Call to manage DX projects

1. Divisions regularly meet with IRT to share prioritized project needs and to determine:

Scope
- Document scope/requirements
- Capture budget/ongoing costs
- Complete business process mapping

Resources & Time
- Identify resources/time constraints
- Include support/maintenance plan including FTEs

Project-Sizing
- Project sizes: S, M, L (5 criteria)

2. IT Advisory Board reviews all project summaries

3. Divisional representative(s) present(s) top project requests (*with a business case)*

4. IT Advisory Board rates, reviews, and prioritizes top project requests

5. Cabinet reviews and approves project requests

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IT Project Call Process Timeline

Dec

Feb

Mar

May

Jun
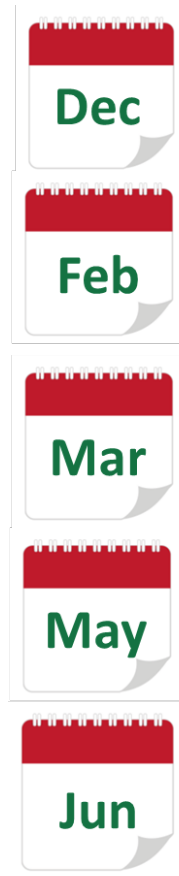
12/1: Project Call Kick off, CIO sends out memos to division VP's inviting them to submit projects

2/1: Project Submission Deadline

3/1: Complete scoping and Total Cost of Ownership (TCOs)

3/15: Budgetary request deadline *(High-coordination projects submit budgetary requests jointly)*

5/1: IT Advisory Board completes project prioritization

6/12: Cabinet reviews divisional project proposals

Discussion & Questions

Hema Manickavinayaham

AVP, Planning & Digital Transformation

Phone: (916) 278-2559

hema.manickavinayah@csus.edu

Greg Porter

Director of Campus Applications, and Interim Director University Reporting & Data Services

Phone: (916) 278-4734

gporter@csus.edu

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