Town Hall Briefing

Driving Digital Transformation for a Brighter-Bolder Future

# Overcoming Challenges: Technology, Process, and Skills Debt

Technology Debt: Aging infrastructure, outdated hardware, outstanding bills/invoices, increase risk, cause frequent downtime, and limit the university's ability to innovate and adapt to evolving needs.

Process Debt: Siloed communication and limited intra-departmental collaboration hinder efficiency, leading to incomplete projects.

People (Skills/Talent) Debt: Lack of specialized skills and unfilled critical roles create vulnerabilities and hinder knowledge transfer and management of critical systems (Workday, PeopleSoft).

BSU has engaged Huron to drive digital transformation through assessments and operational strategy. By aligning initiatives, support and institutional goals. Huron will enhance efficiency, security, and the ability to achieve strategic objectives.

Resource Alignment & Project/Service Excellence
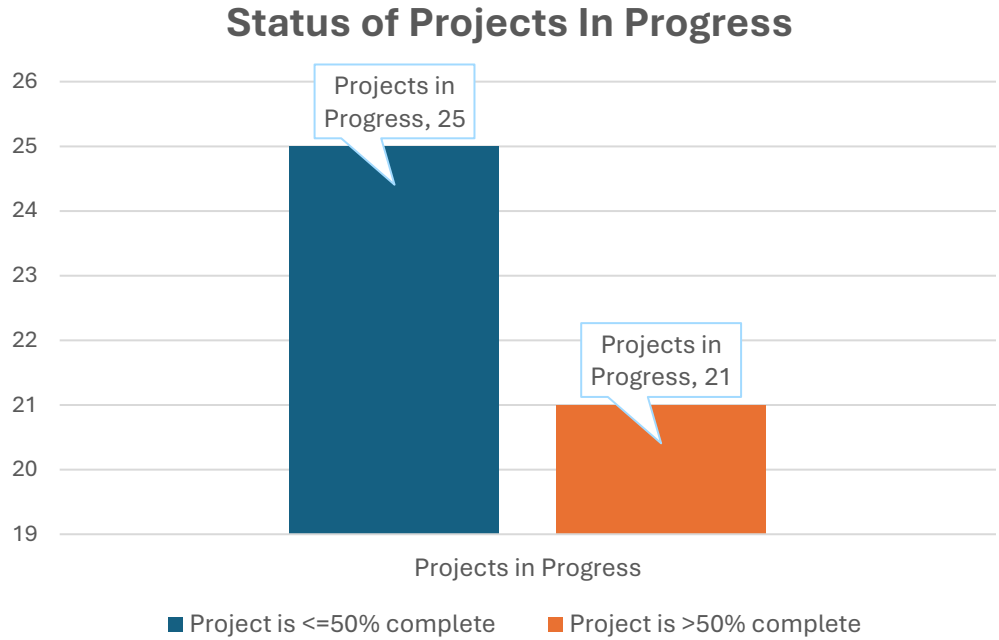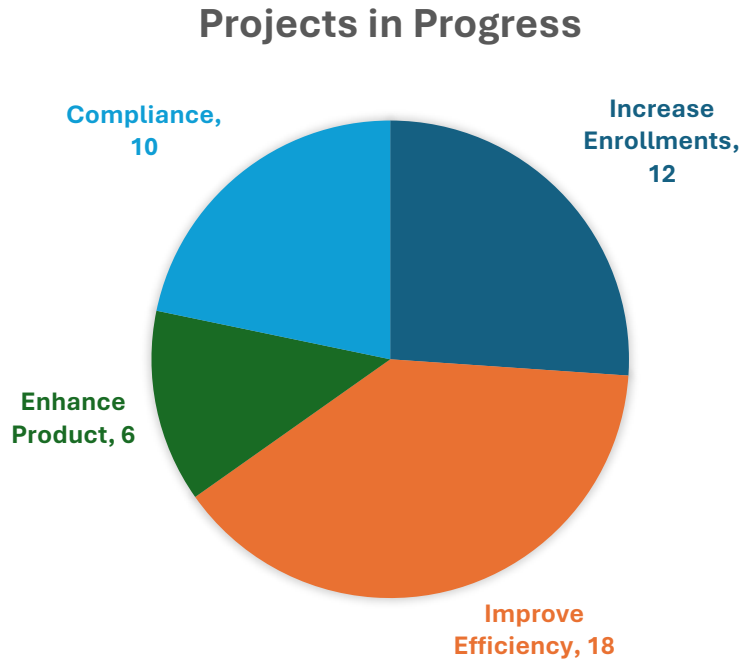
The goal is to deliver projects on time and under budget, with projects focusing on boosting enrollments, enhancing efficiency, enriching instruction and research, instilling a resilient and secure infrastructure, and investing in teams upskilling.

Sampling of Technology Projects

Campus Solutions:
- **Financial Aid Streamlined:** Overhauling the financial aid process improving compliance and reducing confusion for students and families.
- **Refunds Accelerated:** Efficient refund processing and getting funds to students faster.
- **PeopleSoft Revitalization:** PeopleSoft infrastructure moves to the cloud.

SLATE Coming Soon: Grow student enrollments with unified communications.

Enhanced Academic Support: Integrating Blackboard with core systems and enhance instructional support technologies.

Leveraging AI, Data, & Intelligence

- **Artificial Intelligence (AI):** Embedding AI (Gen and Agentic) service systems like Zendesk and Co-pilot. AI virtual assistants to streamline support, automate routine tasks allowing staff to focus on strategic initiatives.

- **Data Strategy:** An enterprise data strategy focused on self-service access through platforms like **Oracle Analytics Cloud, and Workday Adaptive,** that will provide access to reports, dashboards, and forecasting tools.

- **Intelligent Automation:** Leveraging middleware **integration** and **Robotic Process Automation** to boost business process automation, enhance transparency, reduce manual effort, and improve security and accuracy.