

Task Force 4: Digital Transformation

Co- Chairs: Gwen Hazlehurst and Mary Peloquin-Dodd

Goals

- Take advantage of digital transformation activities and lessons learned that were implemented during the past year due to the COVID-19 pandemic, and leverage these temporary technical adaptations into permanent work structures, processes, policies and employee flexibility.

Background

De-densifying the campus required significant changes as to how work was conducted across the university. Working remotely, adapting technology, and shifting traditional paper based procedures all supported a distributed workforce. IT security measures influenced changes to our work processes and communications. Several steps were taken to automate transactions and communicate virtually to assist in maintaining safe distancing between employees and communicating with remote workers and external constituents. Many of these new methods of delivery, purchasing, and reliance on email, voicemail and zoom changed our approach to work. Opportunities exist to adopt many of these technical changes as improvements to our university effectiveness.

Key Concepts

- Adopting paperless processes as the standard.
- Eliminate cash transactions across the campus (point of sale transactions, A/R and A/P).
- Revise travel policy and expectations by prioritizing virtual meeting opportunities whenever feasible and advantageous.
- Explore additional technology systems (at the enterprise level, where possible) to ensure collaboration, effectiveness and security.