

STRATEGIC BUSINESS PLANNING

DT AND SMIE

2021-2022

Presentation of FY21 Plans &
Kick-off of FY22 Cycle

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Closing the Loop FY20 and FY21

2019-2020

2020-2022

MOVING TOWARDS STRONG ROOTS

Human Capital, Infrastructure, Systems, Security, Administration

GO PAPERLESS

Enhancing Admissions Process, Enhancing Student/Faculty Experiences, Sustainable Content Management System

BEYOND THE CAMPUS

Enhancing AUC Reach Beyond the Campus, Bring your own Device

OPEN DATA

Exploit data to sustain institutional effectiveness and ensure continuous improvement.

SIMPLIFY

Leverage Digital Transformation resources to simplify working processes and practices across AUC

SUSTAIN

Develop a sustainable approach and drive efficiency in DT and across AUC.

INNOVATE

Identify areas that can be transformed by leveraging emerging innovative technologies that will improve student, faculty and staff experiences

IMPACT

Driving a strategic planning process, DT operational excellence and optimization of business processes

Closing the Loop FY20 and FY21

SIMPLIFY

- Objective 1.1: Support all departments in processes documentation and simplifying key processes
- Objective 1.2: Ensuring administrative simplification
- Objective 1.3: Maintaining a customer-centric journey
- Objective 1.4: Developing and maintaining digital accessibility and inclusion
- Objective 1.5: Enhancing digital integration

SUSTAIN

- Objective 2.1: Using digitization to sustain operational efficiency & optimization
- Objective 2.2: Developing information security strategy and maintaining data privacy
- Objective 2.3: Developing DT human capital
- Objective 2.4: Institutionalize data governance and quality assurance policies and procedures to ensure informed decision making based on standard common definitions

INNOVATE

- Objective 3.1: Advancing organization's strategy by leveraging advanced technology
- Objective 3.2: Leveraging an effective digital engagement strategy

IMPACT

- Objective 4.1: Develop, manage and track the university strategic plan as well as support integrated planning at all institutional levels
- Objective 4.2: Enable process performance monitoring and control to ensure delivering the processes improvement objectives
- Objective 4.3: Establish quality assurance & continual service improvement through structured and integrated approach.
- Objective 4.4: Contribute to emphasizing AUC's reputation and status as a world-class university internationally recognized for its leadership and excellence

Closing the Loop FY20 and FY21 Strategy

Objective 1.2: Ensuring administrative simplification

Projects/Initiatives	KPIs	Resources
Improve and Streamline Business Processes through proper business processes' workflows implementation.	<ul style="list-style-type: none"> Extensively shorten the time taken to perform business processes by 50% through digital channels. Increasing business users' productivity and efficiency by 50% Process improvement metrics such as process efficiency index and employee efficiency index comparing before and after figures 	<ul style="list-style-type: none"> Business Stakeholders Infrastructure & Information Security SAP ERP Team SAP Egypt & Partners
Avail data to key stakeholders in simpler and wider range, while imposing all data integrity measures.	<ul style="list-style-type: none"> Extensively shorten the time taken to perform business processes by 50% through digital channels. Increasing business users' productivity and efficiency by 50% Increasing productivity through shortening the time taken to perform needed tasks. Enhancing efficiency Cost reduction 	<ul style="list-style-type: none"> Business Stakeholders Infrastructure & Information Security SAP ERP Team SAP Egypt & Partners
COVID-19: Simplify the need to exist on campus to sign a document and recreate e-signing procedures through online tools to achieve operational excellency	<ul style="list-style-type: none"> Number of documents signed online Time to sign each document type 	<ul style="list-style-type: none"> New position to be hired to support the already existing team Technical training and Professional services hours to adopt the new technologies

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Plans to Sustain Operations

OVERRIDING OBJECTIVES:

- **SUPPORT THE UNIVERSITY IN DELIVERING A SUCCESSFUL ACADEMIC YEAR IN A NEW HYBRID ENVIRONMENT**
- **OPERATIONAL EXCELLENCE**

Plans to Sustain Operations

OVERRIDING OBJECTIVES:

- **SUPPORT THE UNIVERSITY IN DELIVERING A SUCCESSFUL ACADEMIC YEAR IN A NEW HYBRID ENVIRONMENT**
- **OPERATIONAL EXCELLENCE — INDUSTRY BEST PRACTICES, QUALITY ASSURANCE, PROJECT MANAGEMENT, USER EXPERIENCE, DOCUMENTATION, PROCESSES**

Plans to Sustain Operations: Project/Initiatives

Accessibility

BYOD

Cashless

Paperless

Mobile
everywhere

Contact Tracing

Enhanced Support

24x7

Remote support

Events Support

Classroom
Support

Tools/ Resilience

Virtual Events
platform

LMS/Cloud – BB

Zoom / Teams

Virtual Labs

Security

Business
Continuity
Program

Remote
patching

Penetration
Testing &
Remote
monitoring

Capacity

Storage

Bandwidth

Network
Modernizing

Monitoring

Data Insights

Data
Governance

Decision Making
AI, ML &
BigData

Insights/
Dashboards

Institutional Effectiveness

Holistic Planning Process, Assessment, Accreditation, Surveys, Data Governance, Process Improvement/SMART KPIs

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Plans to Sustain Operations: BYOD

Software Distribution Hub

Library Laptop loaning

Dynamic allocation of lab spaces across departments

Enhance WiFi connectivity

lockers with charging outlets for students to store their devices

Work with the **learning spaces taskforce** to transform spaces with priority into **BYOD friendly spaces**

Adopt **BYOD policies and procedures**

Future scholarship agreements include a **device** for recipients (and **staff dependents** who cannot afford it)

Handover recommendations to **specific operational arms** on campus for **execution**

Plans to Sustain Operations

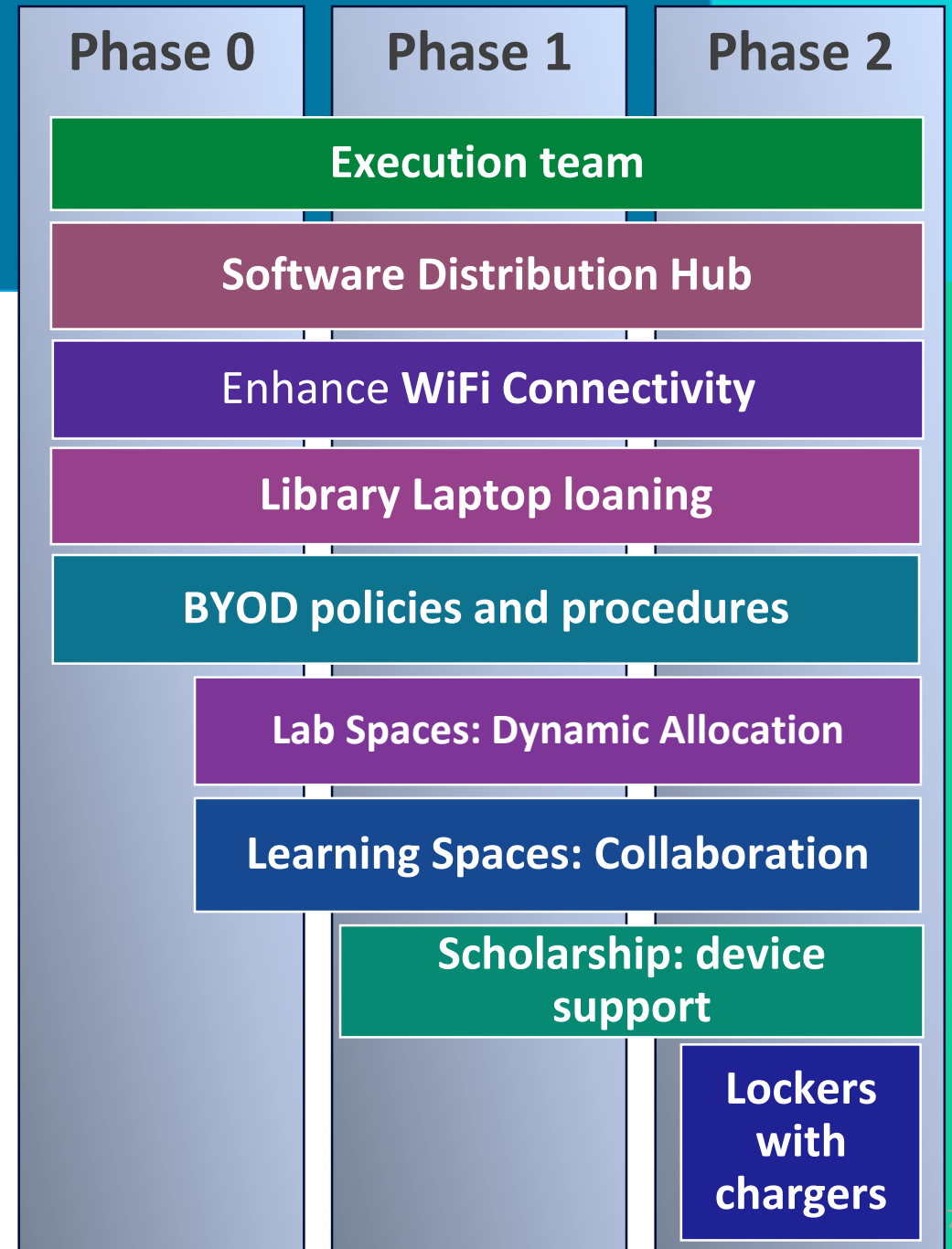
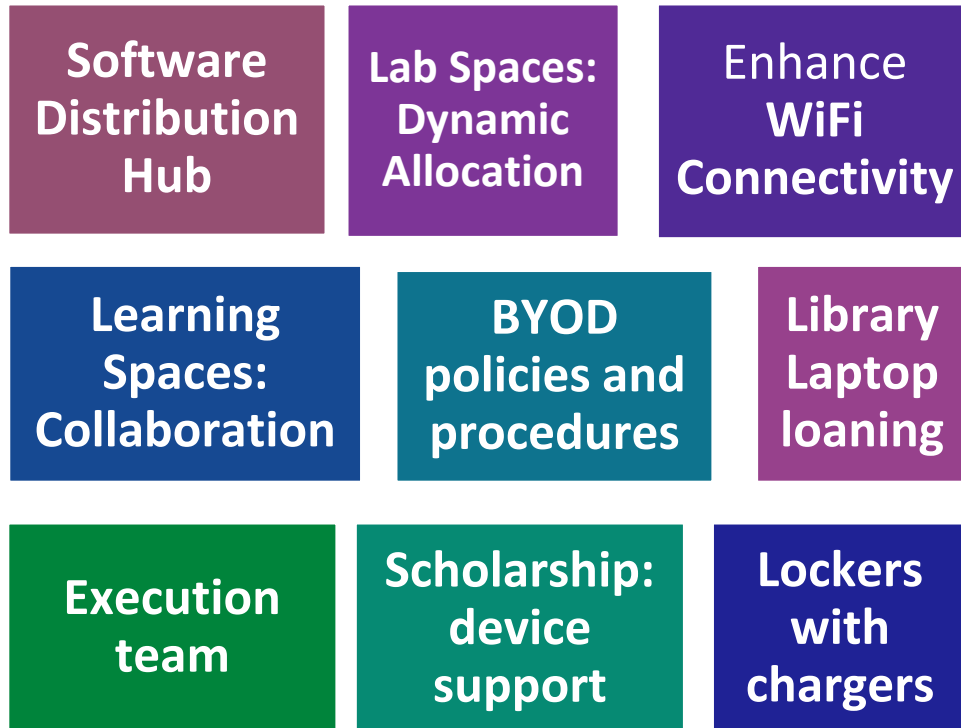


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- **Brave new world – unidentified needs**
 - **flexible and inclusive**
- **Team Capacity**
 - **Creative models – outsource, augment,**
 - **Stop, start continue**
- **Internal Processes**
 - **Partner with our stakeholders to solve**

Thank You

QUESTIONS & DISCUSSION