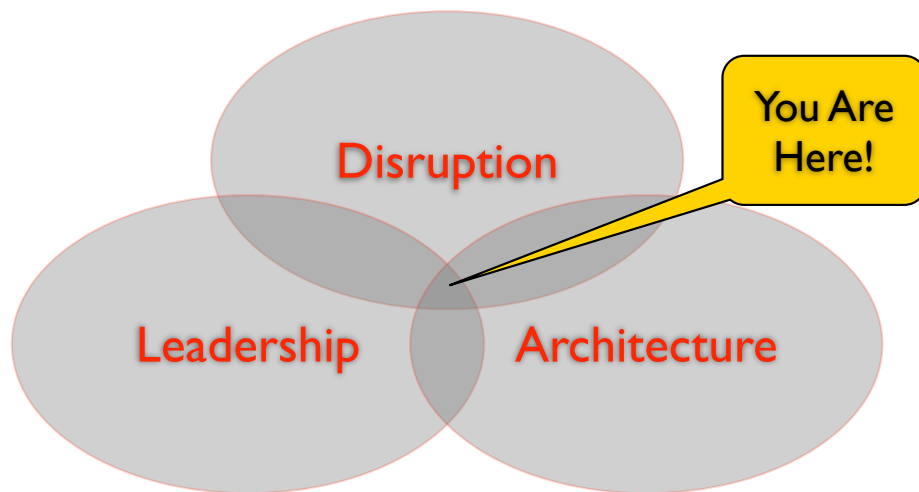




Face2Face 2012
Architecture & Disruptive Change in
Higher Education

EDUCAUSE 2012 - Denver, CO



Communication and Analysis Tools



CREATE FUTURE VIABILITY

Establish direction - Strategic thinking

Inspire commitment - Partnerships, Influence

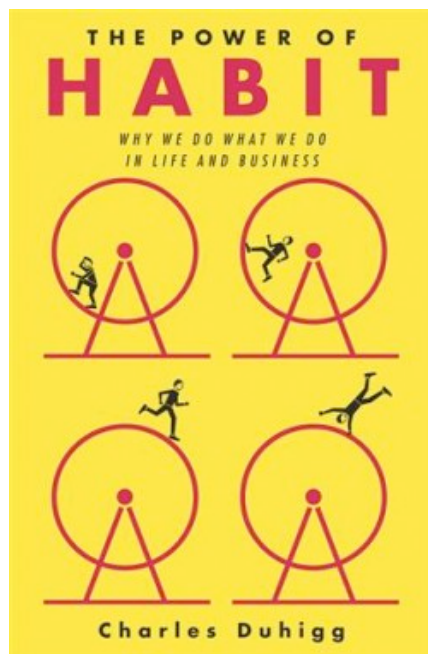
Transform vision into action - Commitment, Followers

Solve adaptive problems - Change Management



Simple Messages

Cues for Change



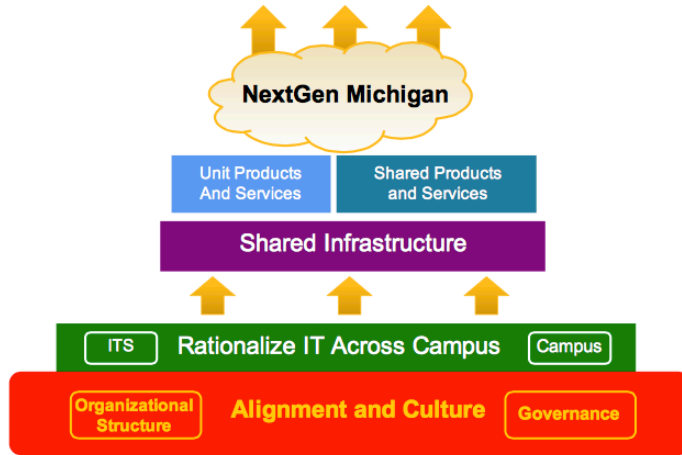
Change and Cues.



| | | |
|------------------------|-----------------------|--------------------------|
| Working On | Stop Doing | Week of: ☆☆☆☆☆ |
| Story-A-Week | Providing the answer | Desired outcomes |
| Focus on results | Meetings w/o Outcomes | |
| Calendar blocks | | |
| | | |
| Monday ☆☆☆☆☆ | | Friday ☆☆☆☆☆ |
| | | |
| | | |
| | | |
| Tuesday ☆☆☆☆☆ | | Action Items |
| | | |
| | | |
| | | |
| | | |
| Wednesday ☆☆☆☆☆ | | <input type="checkbox"/> |
| | | <input type="checkbox"/> |
| | | <input type="checkbox"/> |
| | | <input type="checkbox"/> |
| | | <input type="checkbox"/> |
| Thursday ☆☆☆☆☆ | | <input type="checkbox"/> |
| | | <input type="checkbox"/> |
| | | <input type="checkbox"/> |
| | | <input type="checkbox"/> |



NextGen Michigan Strategy



Fragmented Infrastructure





Simple Messages

Cues for Change



Communication and Analysis Tools



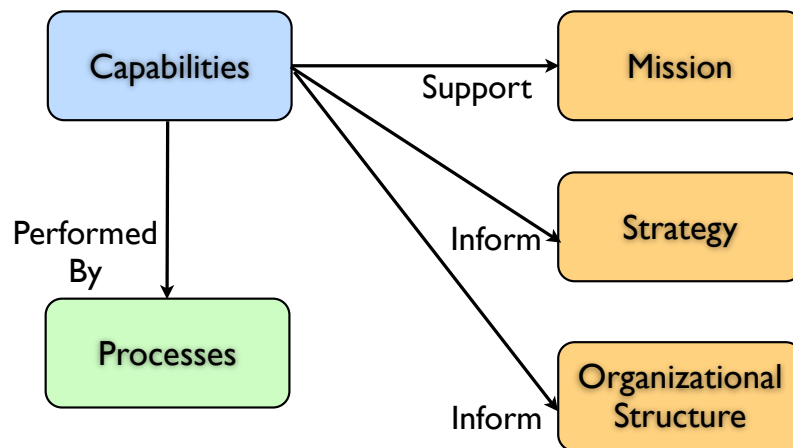
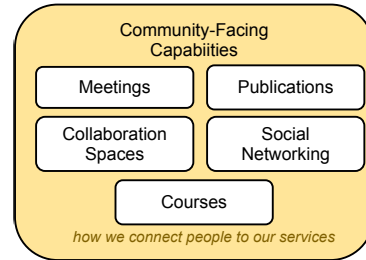
The Capability Map



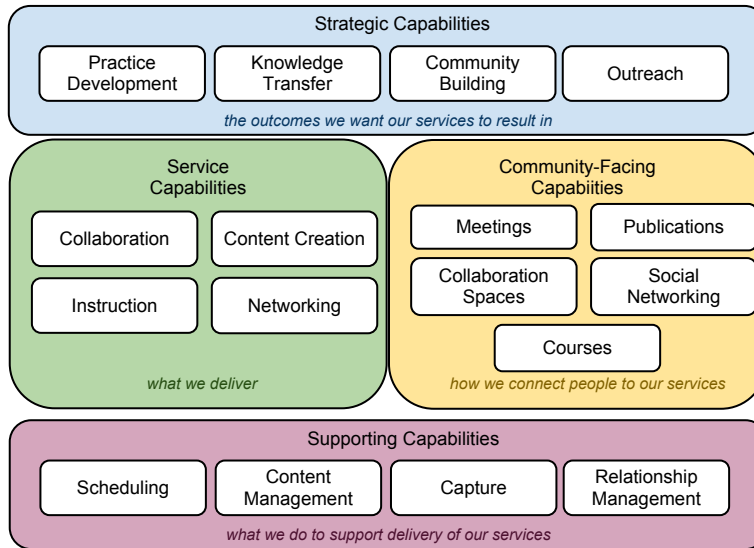
Capabilities

Long-lived
Involve People, Process, Tech
Measurable

“The things we need to do to be successful.”



ITANA.org Capability Map v1.2

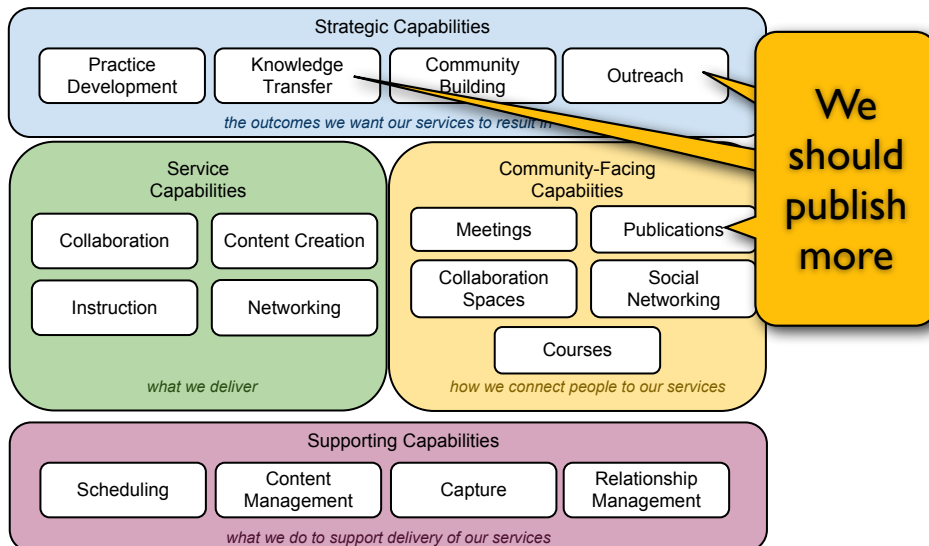


Jim Phelps, Chair

Dec 19, 2011



ITANA.org Capability Map v1.2



Jim Phelps, Chair

Dec 19, 2011



Charge to Working Groups

Added by JAMES PHELPS, last edited by JAMES PHELPS on May 17, 2012 ([view change](#))

Working Groups are one of the core activities of ITANA. As such, they play a large roll in fulfilling our capabilities. A capability scan is a good way to start out your group. It helps you define your scope and deliverables in a common way across groups. It also ensures that your work is aligned with the goals a mission of ITANA. This short article walks you through a quick capability scan. This shouldn't take more than one or two meetings of your team to complete. The outcome of the scan is a great way to communicate your team's goals and deliverables back with ITANA.

Strategic Capability Scan

When you start up your group, have a look at ITANA's [Capability Map](#). Think about how this group helps support the strategic capabilities. Below are some guiding questions and examples.

Practice Development

- What areas of the EA practice does this group cover?
- Are lessons about how to advance the practice that should be highlighted?
- Are their maturity models or maturity lessons to share?

Knowledge Transfer

- What are the key lessons or takeaways that you want other architects get from your work?
- What is the best way to achieve those takeaways?
- What channels are best suited to your message?

Community Building

- Does this group lead to a natural peer-group within ITANA?
- Does it have a role in bringing members together in new ways?
- If so, how will you gather these peers together?

Outreach

- Does this work have a broader audience than just itself and/or ITANA?
- If so, how will you get the message out to broader audiences in higher education?
- Can this group play a role in educating people about ITANA?

These Strategic Capabilities are critical to ITANA and to your group's success. Focusing on how your group will deliver these outcomes is a good foundational activity for your team.

Once you have discussed the Strategic Capabilities, you should look through the rest of the capability map and think about the structure and functions of your group.

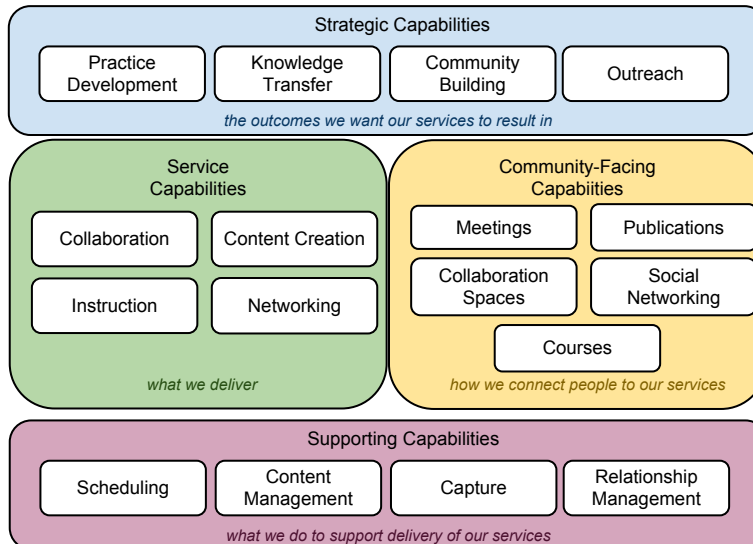
The Service Capabilities

The Service Capabilities are the things we do to deliver the strategic capabilities. Your group will need to deliver a collaboration service, a content creation service, an instructional service and networking service. You should ask questions about how you will build and deliver these services for your group. Questions you might ask are:

- How will you structure your collaboration,
- Who should be involved and how will you engage them,
- How will you manage content,
- What are the various tools, social media sites and spaces that you will use for your content,
- What kind of instructional materials will come from your effort,
- What is the best format and channels for any instructional materials, and



ITANA.org Capability Map v1.2



Capability Map

Gartner Research - one of the anchor diagrams.

Forrester Research - best practice.

Case Study this afternoon.

