

**SECURITY**

In addition to faculty, staff, student and administrative expectations, security concerns pose a significant challenge for higher education information technology professionals. Incorporating risk management processes as well as responding to security threats and evaluating legal imperatives are all at the forefront for those charged with providing technology and infrastructure to meet the needs of the institution.

*Idea Starters -- a few suggested topics:*

- Encryption
- Wireless – authentication & VPN
- Intrusion detection
- Firewalls
- Disaster recovery
- E-mail policies
- Virus/spam/malware protection
- Identity Management (IdM)

**CLIENT SERVICES**

As technology becomes increasingly interwoven with all aspects of higher education, support and training resources are being pushed to their limits. Many times the focus is on pushing out the technology without consideration for the impact of these changes. This track will focus on support and training strategies, tools and new approaches to an age-old problem.

*Idea Starters -- a few suggested topics:*

- Remote support tools
- Online support delivery (knowledge bases, self-service password management, etc.)
- Technology training approaches (instructor-led, e-learning, blended training)
- Knowledge transfer: from help desk to development team and vice-versa
- Student technology centers
- Distance learning support challenges

**LEADERSHIP/MANAGEMENT**

Ask any higher education IT organization what its key challenges are and you're likely to hear answers like: managing effectively in an environment of increasing demands and decreasing resources and aligning IT with the institution's strategic direction to maximize IT's impact. Management, leadership and "soft" skills are pivotal to meeting these challenges.

*Idea Starters -- a few suggested topics:*

- 'Need to Know Basis' – managing information distribution on campus
- 'State of the Art' technologies
- Ethics of change/Change Management
- IT strategic planning and governance structures
- Collaboration and or consolidation with other units and with other institutions
- Web content management
- IT funding strategies

**APPLICATIONS & SYSTEMS SUPPORT**

Those responsible for academic and administration systems support are often faced with providing the means as well as the tools and support needed to meet rising expectations. This track will focus on innovative approaches to using technology for system support as well as in teaching and learning.

*Idea Starters -- a few suggested topics:*

- Web-enabled student or administrative systems
- Data Warehouse / datamarts
- Packaged software – how much to customize?
- Workflow
- Open Source learning
- Building engaging courses with technology
- Bring training to faculty
- eLearning/Distance education support activities

**HUMAN FACTORS**

This track will explore skills and related techniques for use in service training at the office and is designed to challenge your established thinking, generate or create new concepts for service excellence, and engage you in stimulating dialogue with your academic peers.

*Idea Starters -- a few suggested topics:*

- Team building and motivation
- Service culture
- Effective communication
- Performance management and metrics

**TECHNOLOGY IN ACTION!**

Learn how your peers are using the latest tools and technologies, or how they are adapting old technologies for new uses. In this track you will learn how to leverage technology in new and exciting ways, and make that technology more fun and useful.

*Idea Starters -- a few suggested topics:*

- New gadgets
- Technology development
- New uses for old technology
- Low cost, high impact uses of technology