

## Questions and answers - Specific strategic themes/issues that influence functional and technical requirements

### Themes identified from various strategic plans

- Interdisciplinary scholarship and education - Duke strategic plans describe the desire to develop and support programs that span across disciplines. This strategic decision introduces new requirements for how systems support teaching and learning.
  - Sharing resources across courses will be more common (not just cross-listed courses)
  - Providing tools that support the teaching and learning requirements of multiple disciplines
- Duke's global presence and global programs - Duke International Partnerships and Collaborations are key components to the growth of Duke as a leader in higher education. The footprint of Duke programs spans multiple continents and new Duke facilities are being built in China to support multiple programs (Fuqua, Pratt, DGHI, NSOE). The Duke Global Education, Duke Engage and other immersive programs are integrating more academic rigor and require higher support for remote access to Duke services. The integration of programs, whether fully operated by Duke (China) or as part of a collaborative effort (Shanghai) also require similar efforts to allow for remote access to resources for full-time Duke employees and some reduced levels of access for Duke affiliates.
- Engagements with community of scholars - Faculty, students and staff at Duke have always collaborated with others in various academic institutions. With the increase in social networking tools, videoconferencing services and other internet based applications, there has been a steady increase in the collaboration among these groups. These collaborations require tools that facilitate sharing a variety of materials (research data, teaching material, web based applications). There is also a desire for tools that provide links among scholars of like interests and expertise to not only enhance the ability to collaborate but also to improve the visibility of the scholarly work develop through those collaborations.
- Service and service-learning - Duke strives to educate individuals and develop leaders. This academic experience is designed to prepare students to achieve success in their chosen fields but with a reminder that that success should also be for the benefit of society as a whole. Academic programs are developed to adhere to Duke's commitment to knowledge in the service of society by connecting civic engagement to the curriculum. Teaching and learning tools will have to support that commitment.

### Other strategic items not identified in plans

- Effective and efficient use of resources - The economic downturn affected Duke in a number of ways. Duke has made a significant effort to review existing services, procedures and policies to find opportunities to reduce cost without reducing services. Reducing redundant systems, providing better support for existing enterprise services and integration with centrally supported tools are key concepts that Duke has embraced.
- Assessment of programs - While this issue may not surface in many strategic plans, the need to assess programs at Duke is a high priority. This need is not just tied to accreditation but also influences funding for programs, ability to obtain grants and the ongoing changes to the curriculum.
- Archiving the Duke experience - Whether we are archiving student work, faculty research papers or departmental web sites, the need to maintain a repository of material related to the Duke experience is important. Collecting the material, providing access to the resources over time and developing methods that determine how to make that material useful for future scholars and researchers is a strategic priority for Duke. Systems need to support the ability to export/archive data in ways that make it accessible over time as proprietary standards change while policies that determine the methods/requirements for that process are implemented at Duke.
- Enhancement of established strategic partnerships - Duke has identified strategic partnerships with a variety of institutions. These partnerships need to be taken into consideration when decisions related to the technology deployments and service models that support the academic and research missions of Duke.