



Higher Ed CIO Checklist - Achieving Human-Bot Harmony

Find out if your IT structure, strategies & setup are up to scratch

1. How would you describe your department's progress towards digital transformation?

- a) Most of our systems are still analogue, and we are just beginning to explore ways to digitize our operations and services
- b) Critical systems have gone digital but support for expanding this is limited
- c) Multiple digital systems are in place, but integration and/or efficiency is lacking
- d) All of our systems and processes have been digitized and optimized for efficiency and effectiveness

2. How well are you utilizing technology to automate processes and reduce the need for additional staff, particularly during peak periods?

- a) We are yet to fully utilize technology to streamline our processes, so we struggle during busy periods
- b) We use technology in some areas, but not consistently across all processes
- c) We use automation technology extensively, but there's still more we can do
- d) We have a complete automation strategy in place that allows us to handle busy periods without expanding team size

3. How effectively does your department manage and control automation and AI technologies in use across campus?

- a) We're only just beginning to introduce automation and AI technologies and have limited management and control structures in place.
- b) We've integrated several AI tools and automation systems across campus but while we have some oversight and management protocols, they aren't consistently enforced or refined.
- c) We have staff overseeing our AI and automation tools but there are occasional gaps in oversight or areas needing improvement.
- d) We have a dedicated team that manages our AI and automation technologies, with a comprehensive management and control system in place.

4. How confident do you feel in adopting bots and automation while still achieving the balance between human and bot engagement?

- a) Not confident at all
- b) A little confident
- c) Confident
- d) Very confident

5. How well do you manage multiple vendors to ensure compliance and optimal service delivery?

- a) We struggle to manage multiple vendor contracts efficiently
- b) We manage some contracts well, but it's inconsistent across all vendors
- c) We generally manage our contracts well, but there's potential for improvement
- d) We have an effective system for managing multiple vendor contracts, ensuring compliance and optimal service delivery

6. How agile is your department in integrating new systems or features into the existing infrastructure in response to emerging needs and trends?

- a) Our IT department struggles to implement new integrations quickly or effectively
- b) We can implement some new integrations, but the process is often slow or challenging
- c) Our IT department is fairly agile in implementing new integrations, but there is room for improvement
- d) Our IT department is highly agile, rapidly and effectively integrating new systems and features

7. How well do your IT systems integrate with each other to provide seamless and efficient operations?

- a) Our IT systems operate in silos with little integration
- b) Some systems are integrated, but the process is ad hoc and inconsistent
- c) Most of our systems are integrated, but there are still some gaps
- d) All of our systems are fully integrated, providing seamless operations

9. Students need to reach your school – how can they connect?

- a) Phone support is offered
- b) Phone support and email are available
- c) Through their choice of digital channels connected via an omnichannel system
- d) However they want! We support everything!

8. How would you rate the cybersecurity protocols and compliance measures at your institution?

- a) Adequate cybersecurity measures are not in place
- b) Basic cybersecurity measures exist, but compliance with regulations is not systematically ensured
- c) Comprehensive cybersecurity measures are in place, but could be improved
- d) Robust cybersecurity measures exist with consistent compliance

10. How well supported are students that study fully and partly remotely?

- a) We haven't yet put a complete plan in place to support these students
- b) Students have access to some support, but we know we should be doing more
- c) We have so many resources that can be found across our website and networks
- d) Students have all the necessary onboarding resources, technical help and support they need to work remotely

HOW'D YOU DO?

Time to score yourself!



- a) 0 points
- b) 1 point
- c) 2 points
- d) 3 points



0-9 points

You have a LOT of work on your hands

With very few digital systems in place, your IT infrastructure and strategy is lacking – and your students have definitely noticed. You rely too heavily on analog systems and this will be having detrimental effects throughout your department. It's time to embrace digital transformation and reap the rewards.

10-16 points

You've made a little progress, but you have a lot to improve

You have begun digitizing critical systems and likely have some basic cyber security measures in place, but your department's efforts are inconsistent and unscalable. You need to simplify your vendor relations and develop a more systematic approach.

17-23 points

You're on the right track – keep it going

You are doing a good job – you likely have multiple digital systems in place, offer diverse digital communication options, are utilizing some tech to streamline processes, and are making digital transformation progress. However, there is still plenty of room for improvement, particularly in efficiency and productivity.

24-30 points

You are nailing it!

You've struck a great balance of accessibility, security, and scalability in your IT infrastructure, and are well on your way to digital transformation success. If you haven't yet made the leap to automation however, this will be holding you back. It's time to cut costs and increase efficiency by introducing Comm100 AI Chatbot to deliver the perfect balance of human-bot engagement.