



LEVERAGING LISTEDTECH'S DATA PORTAL TO DRIVE DATA-INFORMED DECISION-MAKING

EXPLORING PORTAL ADOPTION BY
CARLETON UNIVERSITY PERSONNEL

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DATA DILEMMAS: Navigating Strategic IT Decisions at Carleton University

The IT Services (ITS) team at Carleton University (Ottawa, Canada) required data-driven insights to support critical strategic decision-making. One initiative involved building ERP-related functions within its current helpdesk management tool. However, there were concerns regarding whether this approach was optimal and sustainable, especially considering the possibility of switching helpdesk tools in the future.

Additionally, the department needed to assess its current Research Management System (RMS) and understand where it stood in relation to other solutions in the market. ITS also faced challenges with trust in data accuracy, particularly when presenting information to stakeholders who might question the reliability of sources.

Driving Informed IT Strategy with ListEdTech

ITS leveraged ListEdTech's data portal to gather detailed information on market trends, solution adoption rates, and cloud migration data.

Here's how the ListEdTech portal helped address the problems:

1. Validating ITS Recommendations

ITS leveraged ListEdTech to gather data on research management solutions. By analyzing market share and adoption trends, the department realized that its current RMS was not a significant player in the North American market. This insight led to a deeper evaluation of whether to continue using the existing solution.

Data from ListEdTech, such as decommissioning trends and recent

implementations, helped guide strategic recommendations, substantiating the decision to reconsider its reliance on its current system.

2. Future-Proofing the University's Helpdesk Solution

The team assessed its current solution's presence in the educational landscape and found that it was not a major player, validating its concerns about embedding ERP services in this system.

By presenting data that showed limited adoption of its current system, the department was able to argue against investing further in building ERP-related functions within it, supporting a more flexible strategy.





3. *Aligning with Market Trends*

ITS also used ListEdTech's data on new RFPs to align its governance model with broader market trends. By reading RFPs that specified cloud-based requirements, they incorporated the insight that future solutions should prioritize cloud compatibility.

According to ListEdTech data, approximately 80% of new SIS implementations at four-year universities are now cloud-based. This trend has been instrumental in supporting the decision to transition its system to cloud-based solutions.

4. *Data Presentation and Visualization*

The ITS leader utilized ListEdTech's visual formats to enhance internal presentations. These visual aids were instrumental in effectively communicating key findings to stakeholders, especially when justifying potential changes to the RMS or helpdesk systems.

5. *Building Confidence in Data Accuracy*

When stakeholders raised concerns about data accuracy, the department used ListEdTech's transparent data sources and manual validation processes to assure the reliability of the information presented. This was essential in gaining trust for the strategic decisions being recommended.

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Decisions at Carleton University

By using ListEdTech, ITS was able to substantiate critical decisions with data-backed insights. The platform allowed them to avoid missteps in the ERP and helpdesk system strategies and align its software choices with market trends. Moreover, the peer comparison features enhanced internal communication and informed their governance principles, making ListEdTech an invaluable asset for data-driven decision-making.

