


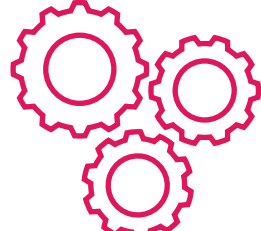


| HCT 2.0 STRATEGIC GOALS | HCT 2.0 INITIATIVES | REQUIRED CAPABILITIES | ENABLING SOLUTIONS | CUSTOMER VALUE DRIVERS | |
|---|---|---|--|--|---|
| Empower Students with 21st Century skills in a vibrant campus environment | → Overhaul Academic Advising | → Ensure student retention and success, engage the right people | → Ellucian CRM Advise |  STUDENT SUCCESS | |
| | → Enhance Student Services to include community engagement | → Exceed students demands for access to tools on any device | → Ellucian Mobile | | |
| | | → Help students and advisors plan curriculum requirements | → Ellucian DegreeWorks → TracDat | | |
| → Enhance career services to include more integral role in career development | → Ensure student retention and success, make sure you engage the right people at the right time with the right resources | → Banner XE → Ellucian CRM | | | |
| Continuous improvement of academic programmes, faculty and scholarship activities to meet high quality standards and industry requirements | → Adopt m-Learning | → Deliver a smooth, modern experience via mobile, portal, SSB | → Ellucian Portal and ILP → Banner Data Defense | | |
| | | → Offer broader choices and compatibility with open standards | → Banner XE → Ellucian Identity Services | | |
| | → Enhancement of faculty professional development | → Attract the best possible faculty and staff | → Ellucian Talent Management | | |
| | → Institutionalisation of applied research | → Focus on people, process & policy and eliminate obstacles | → Ellucian Talent Management → Ellucian Strategic Consulting Services | | |
| Engagement of Strategic Partnerships to foster strong connections with industry, higher education institutions, alumni and high schools | → Targeted approach to engage partners from strategic sectors | → Foster life long relationships with key support groups | → Ellucian CRM | |  CONSTITUENT EXPERIENCE |
| | → Creation of Alumni community programme | → Connect more personally with HCT constituents | → Ellucian CRM Advance | | |
| | → Establish customer services call centre and help desk | → Make faster, better decisions about strategy and tactics | → Banner XE | | |
| | | → Adapt solutions to HCT needs without complex modifications | → WorkFlow | | |
| Provision of quality and efficient administration services with effective governance | → Establishment of strategic recruitment process for employees | → Automate HCT job requisitions, identify best fit candidates | → Ellucian Talent Management |  INSTITUTIONAL GROWTH | |
| | → Creation and communication of organisation wide policies | → Personal communications that build relationships and provide analytics | → Ellucian Talent Management | | |
| | → Leverage CERT as commercial arm of HCT | → Robust student information system, maximise HCT resources, enable CERT | → Quercus by Ellucian | | |
| | | → Rich and flexible tools that help manage employees more efficiently | | | |
| | → Establishment of engagement scheme throughout employee career | → Automated tools that help align employee goals and assessments with institutional strategy | → Ellucian Talent Management | | |
| | → Institutionalisation of structured career progression system for all employees | → Skills matrices and competency tracking | → Ellucian Talent Management | | |
| | | → Identify and develop successors for key positions, reducing the potential for organisational disruption | | | |
| → Optimisation of financial planning | → Required Capabilities for Ellucian Analytics: continuous data flow from any source to ensure you have the most current data | → eProcurement | | | |
| | | → Ellucian Professional Services | | | |
| | | → Travel and Expenses | | | |
| | | → Ellucian Analytics | | | |
| Embedding an innovation culture in the institutional environment | → Creation of innovation centres of excellence | → Award innovation of employees by creating an award programme | → Ellucian Talent Management |  OPERATIONAL EFFICIENCY | |
| | → Setup of innovation learning spaces | → Create a professional development portal to offer innovation courses | → Ellucian Talent Management | | |
| | | → Stay aligned with best technology and practices in Higher Education | → Ellucian Professional Services | | |
| | → Building of innovation capabilities of employees | → Simplify how HCT can maintain fresh functionality for all solutions | → Ellucian Professional Services | | |
| → Banner XE | | | | | |