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eComm Program Roadmap [1]



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As we envision the future of the eComm program, a critical component of increasing user confidence will include a five-year roadmap that meets the needs of all campus stakeholders. Topics that will be addressed include cost reduction and equity, policy and process refinement, and technical growth and development that will ensure eComm's relevance into the future.

The eComm governance group will be participating in and guiding this effort and will engage campus stakeholders during various parts of the project. The roadmap development process will occur over approximately ten weeks and will include the following elements:

- **Establish Future-State Program Portfolio**: Define how the future-state portfolio will strategically, operationally, and technologically align with evolving campus needs and sustainably enable expanded capabilities, such as AI and emerging technologies.
- **Enable Effective Governance Model**: Establish an enduring governance and decision-making framework that supports ongoing campus engagement and iterative roadmap refinement.
- **Assess Program Resourcing**: Assess and recommend scalable staffing, training, and support models aligned to demand, service levels, and program maturity.
- **Assess Program Funding**: Assess and recommend sustainable funding models that align cost, value, and usage at both the system and campus levels.
- **Assess Technical Needs and Scalability**: Identify technology, access, data integration, and efficiency considerations required to support the future state of the program.

The information gained during this effort will directly inform campus and system decisionmaking and ensure that the eComm program is continuously aligned with and in support of campus strategies and imperatives.

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