

Happy Campus

University of Central Missouri

Modernizing IT to Power Growth

When the University of Central Missouri (UCM) lost its longtime CIO, the institution stood at a crossroads. To restore stability and prepare for the future, UCM partnered with CampusWorks to modernize its IT governance, strengthen operations, and build the digital foundation needed to thrive in an era of rapid change.

CampusWorks Strategic Approach

To stabilize operations and build a foundation for transformation, CampusWorks deployed an interim CIO who later transitioned into a strategic AI consultant role. Over a six-month engagement, CampusWorks led a comprehensive modernization effort grounded in the company's People, Process, Technology framework:

- **People:** Transitioning from tenure-based advancement to performance-driven evaluations, addressing critical talent gaps in cloud architecture and API development. Launched a 10-week AI upskilling program that equipped IT staff with the capabilities to design, train, and integrate advanced AI models.
- **Process:** Modernized governance structures for data, AI, and IT to strengthen institutional accountability and agility. Introduced structured change-management practices to sustain transformation, advanced 10 key initiatives to successful transition, and implemented Device-as-a-Service and AI-enabled Tier Zero support to enhance operational efficiency and user experience.
- **Technology:** Established a five-year AI roadmap aligned with institutional strategy and launched Mo AI, a multi-agent orchestration platform that

UNIVERSITY OF CENTRAL MISSOURI

- **Public university in Warrensburg, MO**
- **Student population: ~12,700 students (~7,200 undergraduate)**

CHALLENGE

When UCM's longtime CIO departed, the university faced a critical decision: how to modernize its technology ecosystem and governance structures to drive innovation, efficiency, and long-term sustainability.

CAMPUSWORKS PARTNERSHIP

UCM partnered with CampusWorks to stabilize IT leadership and design a comprehensive modernization plan—aligning people, processes, and technology to build a future-ready, AI-enabled university.

RESULTS

- Modernized IT governance and operations
- AI-enabled self-service and support systems
- Skilled, future-ready IT workforce
- Unified data and enterprise architecture
- Significant cost savings and strategic flexibility

enhances the student experience, empowers faculty, and increases administrative efficiency. Designed an intelligent routing system, RAG-based architecture, and an enterprise data strategy grounded in a scalable, federated data model.

- **Training & Engagement:** Engaged the broader campus community through AI literacy programs for faculty, staff, and students; specialized training on Gemini, prompt engineering, and ethical AI use; and ongoing collaboration with academic departments to ensure the responsible and strategic integration of AI across teaching and operations.

Transformational Results

CampusWorks' engagement at UCM is powerful proof that strategic leadership, modern governance, and applied AI innovation can catalyze institutional transformation.

- **Financial Impact:** Leveraged existing Google contracts to access Gemini and Notebook LM at no additional cost, saving millions in avoided AI licensing fees for over 11,000 users.
- **Operational Efficiency:** Introduced AI-enabled Tier Zero support and self-service tools, reducing help-desk demand and empowering students and staff to resolve issues independently.
- **Enhanced Student Experience:** Working to leverage AI agents and Gemini Live to deliver personalized, multilingual academic and service support, advancing accessibility and inclusion.
- **Strategic Alignment:** Integrated all AI initiatives with institutional priorities, recognized by the president as a signature achievement, with ongoing CFO collaboration ensuring financial and operational alignment.
- **Future-Ready ERP Strategy**: Deferred long-term SaaS commitments and launched a forward-looking ERP evaluation to maintain flexibility and innovation amid rapidly evolving AI ecosystems.

By addressing foundational challenges and aligning technology with mission-driven goals, CampusWorks helped UCM move from uncertainty to strength—stabilizing leadership, empowering people, and laying the groundwork for a future-ready digital ecosystem

