Information Technology Review

ITS / UTN Communications Meeting

July 28, 2015
Goals of our Session

I. The outcome of the Governance project
   • Next Steps and outstanding items
   • Why it has been “quiet….”

II. Next project: IT Organizational Review and Strategic Plan
   • Update to date
   • Objectives of project
   • Plans and events for project
   • Timelines
Governance...

Since last we met...

- Nov & Dec – RFQ, funding & contract for engagement
- Phil Goldstein began mid-January
- Concluded in April

Deliverables of Goldstein engagement

- Review of AMRC Report
  - To provide leadership with guidance of how to implement, prioritization and further work needed
- Recommend Governance Structure
  - Identify issues to be resolved for transition to and implementing shared Governance
Governance Project Timeline

• Jan-March
  • Interviewed over 90 University stakeholders representing over 40 areas of the University

• March 10
  • Workshop: Steering Committee, ITS & UTN reps

• April 16
  • Proposal reviewed with Provost & VP Valentino

• April to end of May
  • Proposal sent to each interviewee, campus for comment
Governance Project Timeline, cont’d

• May to Current
  • Finalize items
    • Final name: IT Strategic Governance Committee
    • Appointees named by President, Provost, VP Valentino. Approved by President
    • Charge and scope of ITSGC clarified
    • Transition and building tasks identified

• August/September
  • ITSGC Kickoff and announcement

What’s next…
Governance in Practice

• Some key points not clear in proposal document
  • Existing IT related governance committees are to be re-configured into a small group based off of area:
    • Academic, Administration, Security, etc
    • To be finalized
  • New higher level committee looks at University wide issues of certain size and scope
    • Cost to University (time, resources, materials); changes to existing service or policy; new service
Governance Structure

NEW:
IT Strategic Governance Committee

President’s Team

Existing:
IT Communities
(Ad-Hoc, Project Related)

Existing but Re-configured:
IT Advisory Councils
(5 or 6 Standing Groups – currently upwards of 12: Teaching & Learning, Research, Student Services & Success, Administration & Operations, IT Security, Web Policy)
Governance in Transition

- Some key “enabling capabilities” to be defined
  - Clear, consistent method and process for
    - Cost-estimations
    - Project Management & Reporting
    - Status reporting, tasks, etc

- Process Methodology
  - ITIL recommended
    - Service Management Oriented
    - “Information Technology Infrastructure Library”
    - Service Catalog – defining services, Change Management, Planning, etc
Governance in Transition

- ITS Currently preparing
  - Designing web page report for all ITS projects
    - Later: working with non-ITS IT groups to also contribute
    - Project Cost-estimations
    - Project Management & Reporting
    - Status reporting, tasks, etc

- Process Methodology
  - Startup and transition issues analyzed
IT Governance

QUESTIONS?
Next IT Review Project:

IT Organizational Review
And
Strategic Plan
• Reviewing all of IT, not just ITS

• Responsible and balanced management of each piece, held together by strategic leadership, leads to quality service to stakeholders and support for University functions
IT Organizational Review & Strategic Plan

• Since last we met…
  • January - RFP sent to State
  • Late April - Responses received
  • May
    • 9 responses reviewed & scored
    • 3 finalists interviewed
  • June
    • Cost proposals evaluated
    • Finalist selected
  • July 7 – State issued Tentative Award
  • Currently awaiting legal approval of contract
IT Organizational Review & Strategic Plan

• Who is hired?
  • Still tentative by State’s rules so cannot be named until Purchase Order issued

• General Company Profile:
  • 40+ years in business
  • Full range of services: Private, public, higher-ed and corporate
    • Consulting (IT & Management), Audit, Tax
  • Previous contracts with over 100 institutions
  • Higher-ed specific division
IT Organizational Review & Strategic Plan

• Next Steps…
  • August – Contract signing
    • Announce project (and name) Consulting company
  • September – Project Kickoff
  • September to April
    • Project Underway in 2 Phases:
      • Phase 1 – IT Organizational Review
        • 4 months to deliverable
      • Phase 2 – University wide IT Strategic Plan
        • 3 months to deliverable
IT Organizational Review & Strategic Plan

• **What to expect:**
  • 3 primary consultants:
    • Lead/Project Manager plus 2 Analysts
    • off-site team of 4 to 6; more as resources
  • Some work on-site, more done off-site
  • Engagement Directed by Steering Committee
  • Deliverables submitted to
    • Steering Committee, Provost, VP Administration & Finance
IT Organizational Review & Strategic Plan

- **What to expect…**

- For all IT (not just ITS) and University-wide faculty & staff with some participation also from students & alumni:

  1. Data Collection, calls for documentation, etc
  2. Questionnaires, Surveys
  3. Interviews, group sessions, focus groups
  4. Work Sessions
IT Organizational Review & Strategic Plan

• What to expect…

• Communications come from IT Review Steering Committee as facilitator/coordinator for Consulting Company
  • Not directly from Consulting Company
Conclusion

QUESTIONS?