

Information Technology Review

ITS / UTN Communications Meeting

July 28, 2015

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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

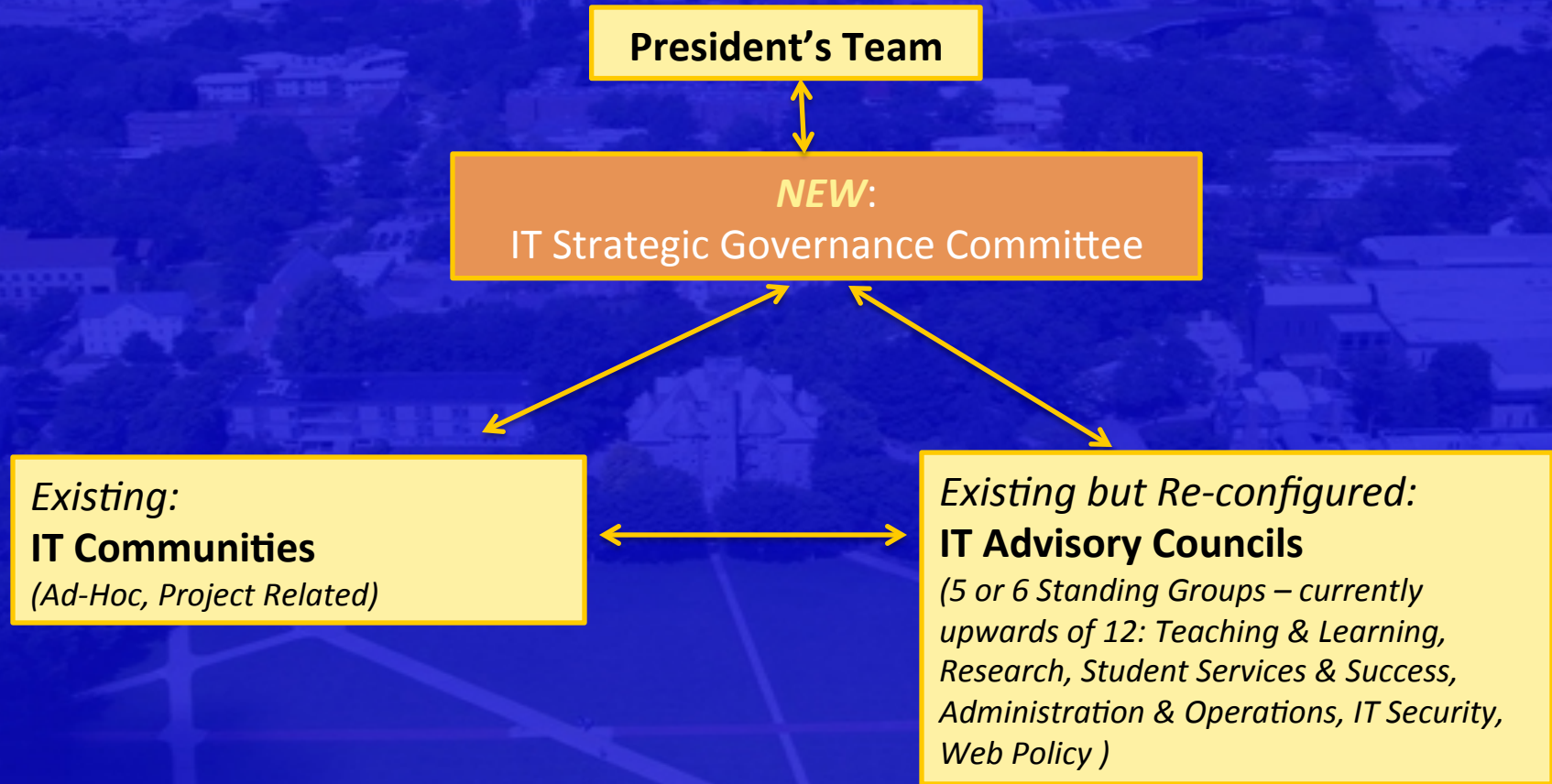
- May to Current
 - Finalize items
 - Final name: IT Strategic Governance Committee
 - Appointees named by President, Provost, VP Valentino. Approved by President
 - Charge and scope of ITSGC clarified
 - Transition and building tasks identified
- August/September
 - ITSGC Kickoff and announcement

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



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 ?

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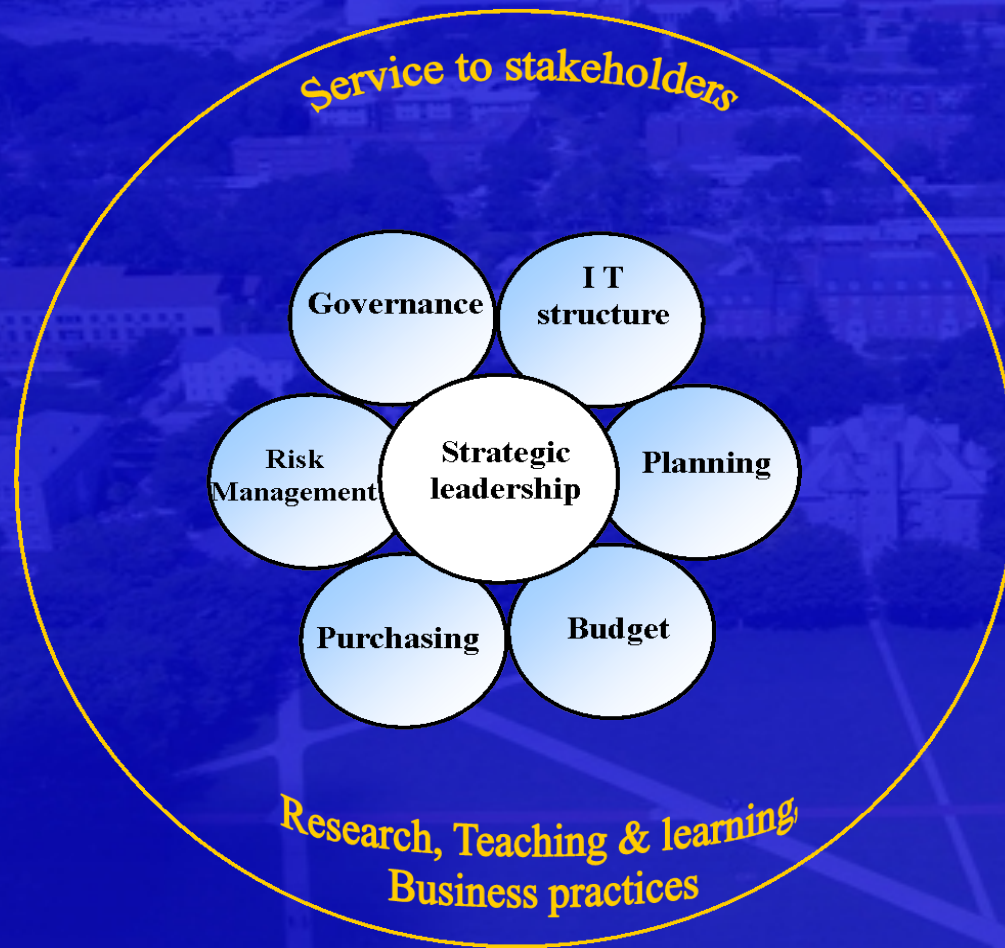
Next IT Review Project:

***IT Organizational Review
And
Strategic Plan***

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IT Review



- 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 ?

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