

DISCUSSION QUESTIONS

- **The categorization work: Study, clarify, categorize, organize and represent the IT Service Inventory data to enable meaningful analysis of the campus IT service portfolio in subsequent phases. It did not involve any analysis.**
- **Analysis will be done by IT Advisory Groups, other IT governance groups, and by stakeholders across the campus.**

Based on the findings of the categorization work, we ask TAG members to address the following questions:

a. How can we improve/rationalize/optimize the campus IT service portfolio?

Can we do things in a more common way, with greater institutional consistency?

b. Can we formulate general –

- **Drivers and objectives**
- **Principles**

to guide the process of improving/rationalizing our service portfolio?

c. What are key success factors for achieving rationalization and optimization?

I hope this provides a useful framework/context for our discussion today and in subsequent discussions.