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.