IT Strategic Plans, Initiatives

1-20-17

1. Major initiatives:
   a. Service Inventory Study
   b. IT Spend Studies FY15, FY16
   c. Two new positions:
      • IT Center of Excellence-Director
      • Cloud Strategist/Architect

2. IT funding/DoIT cost recovery model.

3. Cybersecurity.

4. Governance: Developing effective analysis and decision-making processes.
Director, IT Center of Excellence:

A. Assists the campus IT leadership in developing the overall service vision and strategy that focuses on aligning IT services with the core mission and needs of the University.

B. Defining IT services from business-centric, outcome- and value-focused perspectives that are meaningful to business, administrative and academic stakeholders.

Principal Duties:

a. Lead the development of an IT Service Portfolio for the University:
   - Establish a shared value proposition for each service that offers a strategic, business- and value-based description of IT services

b. Define, implement, maintain and update Service Level Agreements (SLAs) that define the IT organization's contractual performance obligations to all stakeholders.

c. Develop and manage the University’s IT Service Catalog.

d. Oversee the IT Project Portfolio Management (PPM) process.

e. Assist the IT and campus leadership in determining investment priorities and in identifying opportunities for consolidation, reducing redundancies, cost efficiencies, and service sourcing (such as on- or off-premise service provisioning).
Cloud Strategist/Architect:

Define and implement a cloud information technology services strategy within the context of an overall enterprise architecture:

- Lead cultural and organizational change for cloud adoption.
- Develop and coordinate cloud architecture.
- Develop a cloud strategy and coordinate adoption.

Hiring Process:

- Hiring Manager: Mike Lehman
- Search & Screen Committee Chairs:
  - Director, IT Center of Excellence: Rafi Lazimy
  - Cloud Strategist/Architect: Bobby Burrow
- How can the ITC help in the hiring process? ITC volunteers for Search & Screen Committee?
IT funding/DoIT Cost Recovery Model:

1. The question:

   Is the current cost-recovery model an effective mechanism for (a) prioritizing IT services across campus, and (b) allocating scarce IT resources effectively? In particular:

   • Is it aligned with the mission and objectives of the university as a whole?

   • Does it provide the right incentives for promoting decisions on the part of both “customers” (campus units) and providers (DoIT units) that are effective and optimal from the point of view of the campus as a whole?
2. Long-term, sustainable funding model; short-term

3. We are currently considering short-term solutions. Objectives:
   - Strong incentives to promote consolidation of IT services and greater adoption of centrally provided services. Consequently, increased effectiveness and operational efficiencies and reduced costs.
   - Promote business- and service-focused culture: Focus on core mission - service excellence.
   - Strategic prioritization of IT services: Better alignment with campus mission and objectives; strategic conversation, thinking and decision-making.
   - Reduced inequity.
   - Greater transparency, trust and cooperation between DoIT and its customers.