

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.**