UW-MADISON INFORMATION TECHNOLOGY

Connecting & Supporting Our Digital Campus

Listening Sessions 2018
Outcomes

Listening Tour Statistics

➢ 7 Sessions in 2 weeks (Friday, 9/7 – Friday, 9/21)

➢ Average Session Size ~ 25 (Smallest – 11, Largest – 36)

➢ 179 Total Attendees (From 22 organizations, 50% DoIT)

➢ 231 Total Suggestions (Simplify – 117, Major Change – 114)

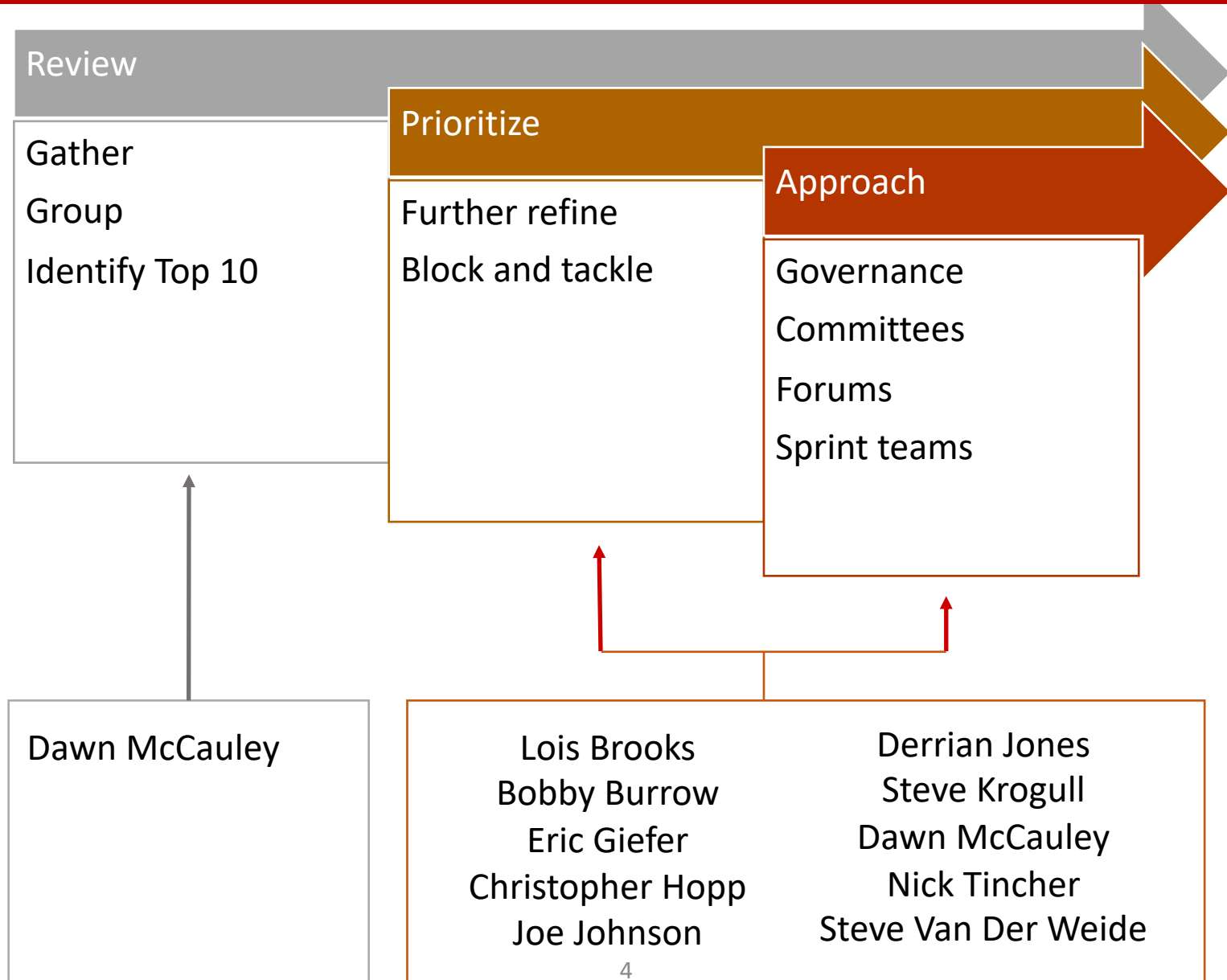➢ 80 Unique Topics (Synthesized Data)

List of Top 10 Feedback Topics:

Rank	Top 10 Topics	Occurrences	Post-its
1	Funding Model (*Only 2 Sessions)	5	22*
2	User Experience	9	40
3	Collaboration	15	39
4	Communication	14	22
5	Identity & Access	12	22
6	IT Purchasing Process	9	22
7	Knowledge Management	8	18
8	Service Catalog	10	17
9	Central vs Decentral	10	13
10	Business Processes	7	12

Step 2: Synthesis

Review

Gather

Group

Identify Top 10

Prioritize

Further refine

Block and tackle

Approach

Governance

Committees

Forums

Sprint teams

Dawn McCauley

Lois Brooks
Bobby Burrow
Eric Giefer
Christopher Hopp
Joe Johnson

Derrian Jones
Steve Krogull
Dawn McCauley
Nick Tincher
Steve Van Der Weide

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Priorities

1 DoIT funding model

2 Service catalog

3 Identity and access management

4 Communication tool portfolio

1. Funding Model

Change the internal economy of DoIT to reduce complexity, encourage collaboration, and improve cohesion and services.

- Within DoIT, move to a fund management model
- Restructure budget, eliminating internal chargebacks
- Deploy new funding model
- Led by Sarah Hart-McGuinnis in collaboration with DoIT leadership

2. Service catalog

Develop a clear plan for what services are currently offered, what services should be added, modified, or removed, and who provides them.

- Create a vision – what it is, why it matters, what value it creates
- Hold community forums to learn about industry best practices, develop a common understanding and vocabulary
- Advised by governance
- Executed by the Center of Excellence

3. Identity and access management

Move to single sign on, applying standard higher education controls/tools for identity and access management.

- Set a vision and policy
- Explain it well
  - Written: what it is, what value it creates, why it is essential
  - Forums for learning
  - Forums and focus groups for developing requirements
- Identify a service owner
- Form a tiger team to do the work
- Prototypes → new service
- Migrate, deprecate old services
- Governance engaged
- DoIT executes

4. Communication tools portfolio

Move to a managed portfolio of tools to support communication and productivity.

- Define
  - Purpose
  - Business outcomes
- Identify a service owner
- Identify security considerations
- Create a user engagement plan
- Governance engaged
- DoIT executes

Questions and Answers 1

How will DoIT determine (funded) priorities? Work as a mgt team to address.

How will service catalog be done; include DoIT and others'? How relate to service inventory? SI and SC are two different things. Inventory first, then (second) determine what will comprise the catalog.

Interest in including apps in service catalog info? Yes.

How does single sign-on relate to current IAM activity? Hope to build on current IAM Council community work.

Do we plan to use the 2013-14 white paper on Communication tools? Yes, who has it? Send it to Lois.

Will we keep in mind what *personal tool* preferences we have? Somewhat; will also provide incentives to do the right thing.

Questions and Answers 2

Is this about tools used for internal or external communications? We will focus on internal (to the University community).

What is the timetable for the elastic stack service? Fully launched summer '19

Sometimes it can take up to 200 hours to perform the risk assessment. The GRC Tool will help us accomplish that up to 20 percent quicker.

What is the Cybersecurity strategy for next five years? New version of the plan is coming soon; after CIO and DTAG review. Hopefully early Dec.

Status of governance around CRM? Meeting with Jeff Russell and Steve Hahn as co-sponsors. Hope to have direction and info in a month.

Important to engage with tool users when determining comm tools. Yes.

What engagement have we had with business process owners? VCFA Heller is addressing financial and HR processes.

Questions and Answers 3

Are we looking at the interplay btw. research and IT? We (Jan) are planning this. DoIT to lead in some areas: compliance and cybersecurity. Shaping a design in next several months.

Are we planning to get IT in front of researchers so they can delve in to better/new practices? We would like to. Started already in cybersecurity. Linking training with live use of the CSOC, as well as Palo Alto. Need to talk to researchers about their interests.

Lois asked the audience which of them is interested in participating in the following efforts …

Funding Model
DoIT volunteers; little comment

Service Catalog

Help offered from data center, VCRGE, UX,

Advice includes iterate, do soon, clear defns., public forums, recognize many users of such a catalog (audiences), understand when the best thing to do is get out of the way so people can get work done, end product should be useful to non-IT consumers, collect feedback; be flexible, get services right and iterate

IAM

VCRGE, CS, Libraries, Eng., Registrar, Middleware

How to get it right: user experience, enable short-term employees to gain access, needs to be strong engagement around business of various depts.

Need to listen to smaller business needs too--not just major admin. needs. Listen to medical campus needs as well.

Be quick but don't hurry; use others' good work on this.

The CRM is a strategic part of what we need to use IAM for.

Investigate best practices and get requirements right

Comm & Tool portfolio

iSchool