

Enterprise IT Decision Making

Status Update Presentation to MTAG

January 19, 2016

Presented by: Amy Gee, IT Portfolio Manager

Agenda

Governance Update

Service Management Advisory Group (SMG) Membership

SMG Roadmap

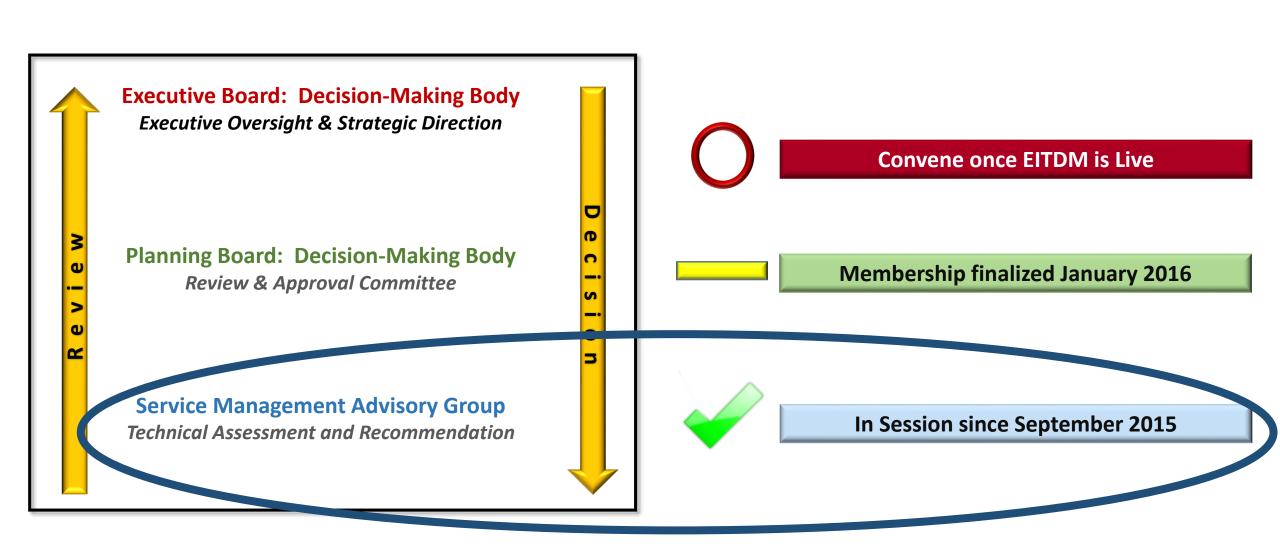
SMG Process Flow

Field Interview Themes and Insights

Wrap Up

EITDM Governance

The Service Management Advisory Group has made significant progress since first meeting weekly in September 2015



SMG Members	Division				
Don Nelson	Information Technology				
Amy Gee	Information Technology				
Bruce Maas	Information Technology				
Steve Van Der Weide	Wisconsin School of Business				
David Towers	School of Medicine and Public Health				
Greg Putnam	College of Letters and Science				
Dean Winger	School of Education				
Elizabeth Harris	College of Engineering				
Alan Ng	Division of Continuing Studies				
Phil Hull	Enrollment Management				
John Ford	Academic Technology				
Bruce Barton	General Library				
Eric Giefer	Law School				
Chris Holsman	Information Technology				
J.J. Du Chateau	Information Technology				
Mark Nessel	Information Technology				
Karen Hanson	Information Technology				
Tamra Dagnon	Information Technology				
TBA	Financial Expert				
TBA	Administrative Expert				

Service Management Advisory Group - Roadmap

Milestones	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	
Kick Off							
Ratify Charter							
Develop High-Level Process Flow							
Develop Detailed Process Flow							
Conduct Field Interviews							
Finalize Templates							
Analyze Test Project Proposals							

Service Management Advisory Group: Process Flow

Project
Requests
Received
Classified
Medium or
Large

Review Project Request

- Discuss Request
- Identify SMEs,
 Impacted/Interested
 Units
- List project considerations
- Draft and share analysis approach with requestor

Analyze and Review Project Request

- Contact and refine SME and Impacted Units list
- Identify and incorporate opportunities
- Identify and close gaps
- Revise project request with requestor

Review Analysis
Results and
Develop Options

- Identify and rank options
- Validate project classification
- Confirm top options with requestor

Finalize Recommendations

Planning Board

Review &

Decision

- Develop recommendation paper outlining prioritized options
- Confirm with requestor
- Provide to Planning Board for decision

Field Interviews

- 1. What would you want an IT decision making process to do for you?
- 2. In past projects, what was missing or could have been improved?
- 3. What could IT decision making do to make sure this process failed from your perspective?
- 4. How much time or interest might you have in exploring opportunities to collaborate on your project with other campus areas?
- 5. What would excite you about engaging in the IT decision making process?
- 6. What would tell you that the IT decision making process is succeeding?

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"Bring together three pillars: 1) What are the functional requirements and are **we thinking in the right way** about them? 2) What is the **best way of approaching** the problem and implementing a solution? 3) How do we **fund and sustain** this capability in the long term? Typically, we don't have all three, especially the third."

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Value

"We want help in making good decisions that add value in the teaching, learning and engagement space. We would like to be making decisions that have a leveraging effect elsewhere, to others."

Questions?