

# Infrastructure Technology Advisory Group

## Notes on Evaluating IT Services Catalogue Some Strategies for Consideration

- Look at a few services to explore further to develop a methodology moving forward & a process to approach this. Tackle a simple service, i.e., ticketing first
- Look at the rations – support vs. breadth
- Do we have enough information to determine if there is duplication?
- Start with the services that require a large amount of FTEs and substantial resources
- Look at the services that would get us a faster savings
- Start with the services that will give us the biggest bang
- In order to identify similar existing services, we should relate services to business functionality. Some generic services support more than one business process or functionality.
- Determine what would be the “ideal” state.
  - Minimum number of duplicate services
  - Should not harm the services we already provide our customers
  - Should provide better, higher quality services
  - Identify possible goals and principles that will allow us to get to that goal
- Principles need to align with what the sponsors want from this, which is to save money; but it is unrealistic to think that in the short-term that this would produce a *substantial* savings. If the principles have been defined, we should know what they are. They should be identified and recorded.

- The initial charge was to understand what IT services are provided on campus, what we are spending, and are our campus customers getting what they need in the quality and type of services provided.
- What have other Big Ten universities done with their IT services? We can save time and learn from them.
- Look at pain points that prevent us from doing something more important. Given limited resources, what can we get rid of to do something that advances the missions of the university?
- There may be legacy systems that we can retire to be able to handle innovative services.
- Is there a “shelf-life” of IT products that we could impose on our thinking? Legacy and more periodic evaluation of services? – Services and needs do not change as quickly. Solutions may change, but services are more long-term.