

DISCUSSION QUESTIONS

- The categorization work: Study, clarify, categorize, organize and represent the IT Service Inventory data to enable meaningful analysis of the campus IT service portfolio in subsequent phases. It did not involve any analysis.
- Analysis will be done by IT Advisory Groups, other IT governance groups, and by stakeholders across the campus.

Based on the findings of the categorization work, we ask TAG members to address the following questions:

1. How can we improve (rationalize/optimize) the campus IT service portfolio?
 - a. The Categorization findings indicate the **potential** existence of duplications and redundancies.
 - b. We ask you to examine in some detail those service categories that are most relevant to your group (DTAG, RTAG, TLTAG, ITAG) and determine:
 - Are there **actual** duplications/redundancies?
 - Are there **opportunities** for reducing duplication?
 - c. Consider the following potential **drivers, objectives, and principles** for rationalization:
 - Doing things in a more common way, with greater institutional consistency.
 - Freeing-up scarce resources (people, money, time,...) to (a partial list):
 - Advance the mission of the university and of your unit.
 - Provide greater service levels (better customer support/experience).
 - Provide more needed services.
 - Greater security.
 - Greater integration.
 - d. One way to think about rationalization: If we were to develop today our IT services from scratch: Will our IT service portfolio look like the current one?
2. Is our current **IT funding model** capable of supporting our future vision of IT service portfolio? What might be principles underlining a future funding model that would support providing services in a more rational way?
3. What are key success factors for achieving rationalization and optimization?

I hope this provides a useful framework/context for our discussion today and in subsequent discussions.