

Service Catalog Study

Implementation Plan

Oct. 18, 2016

Executive Sponsor: Michael Lehman, Special Advisor to the Chancellor.

First phase: Data collection

1. Basic data/facts: “What is being done?”
2. No judgment on “value” of service.

Second phase: Analysis

3. Data will drive conversation about value.
4. Analysis of value will involve business owners of services, not IT professionals.
5. Opportunities for consolidation, efficiencies.

First Phase: Implementation Plan

1. Review by the IT Core Leadership Team.
2. Present to ITC, DTAG, TL-TAG, RTAG, Core Infrastructure Services Group.
3. DTAG:
 - a. Responsibility for collecting data: Divisional representatives (IT leader, business leader) on DTAG.
 - b. Divisional IT leader: Collects data about central divisional services.
 - c. Engages departmental IT/business leaders to collect data about departmental services.
Example:
Have a conversation with the group of departmental IT/business leaders that support services in each of the categories - Teaching and Learning; Research; Administration and Business Services; etc. – and help them in collecting data about their services.
 - d. Data will be assembled by the DTAG Chair/Executive Board.
4. TL-TAG:
 - a. Assign a TL-TAG member to lead data collection data about **centrally** supported instructional technologies. Examples: learning management systems, course evaluation; student digital ecosystem; learning analytics; etc.
 - b. Data will be assembled by the TL-TAG Chair/Executive Team.

5. RTAG:
 - a. RTAG will be responsible for collecting data about all services that support research computing, both central (such as high-performance and high throughput computing (HPC), visualization, lab-management systems, etc.) and divisional (such as IceCube, High Energy Physics, etc.).
 - b. RTAG will also be responsible for collecting data about services that support research administration.
 - c. Data will be assembled by the RTAG Chair/Executive Team.
6. Core Infrastructure Services Group:
 - a. Assign a group member to lead data collection about a particular set of core infrastructure services, such as communication and collaborative services (email, media and content management systems, etc.), networking, security, data centers, database administration, hosting and backup, etc.
 - b. Data will be assembled by the Chair/Executive Team.
7. Campus-Wide Services:
 - a. Registrar. Leads data collection about: Student information system; curriculum information management system; room scheduling system; scheduling systems; degree audit reporting tools.
 - b. The VCFA will be responsible for implementing a similar process regarding IT service managed by the VCFA Office.
8. All data will be sent to Exec Dir for IT Planning and Strategy.
9. Data will be stored in a database that can be queried.