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. Presented 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 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 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 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 is submitted to 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 (relational database).