UNIVERSITY OF OREGON

Transform IT Town Hall

March 16, 2018

Presenter: Jessie Minton, Vice Provost and Chief Information Officer

Agenda

- Transform IT Update
  - Current Progress
  - Next Steps
- Governance Updates
- Open Q&A

Transform IT – what we said we would do…

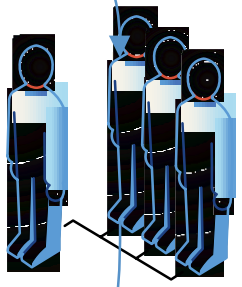
Project Management Institute Methodology

Initiate

Development of Shared Structure

Documentation Templates

Hiring of Project Managers & Business Analysts

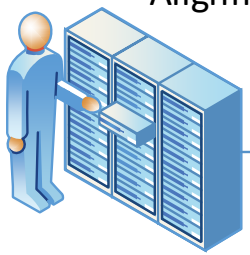


Service Inventory of Campus

Project Management Institute Methodology

Plan

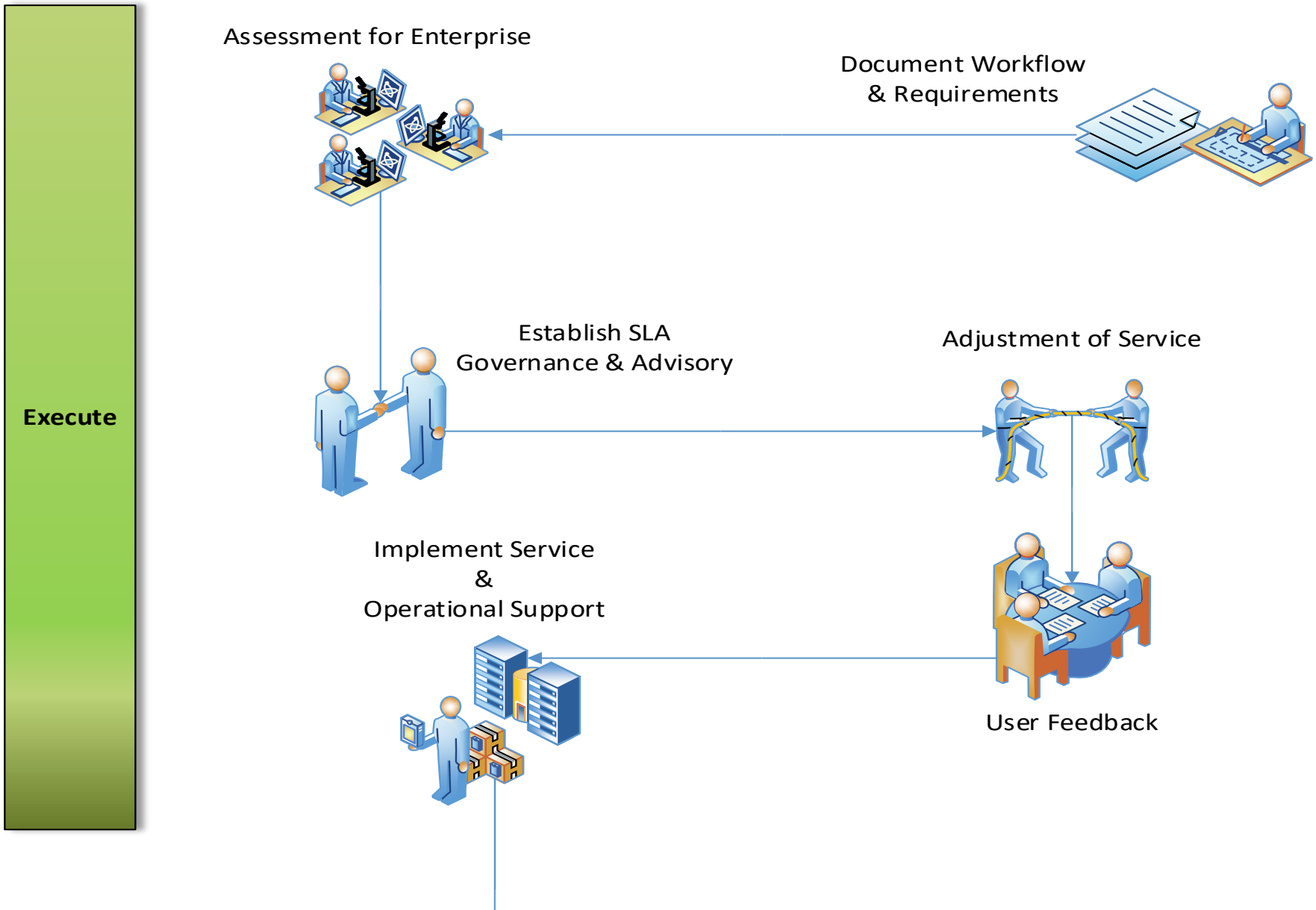
Alignment of Services



Determine Service Movement

Develop Transition Schedule

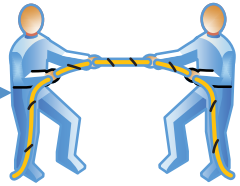
Project Management Institute Methodology



Project Management Institute Methodology

Close

Post Implementation Feedback



Adjustment for future approach

Transform IT – what we've done to date…

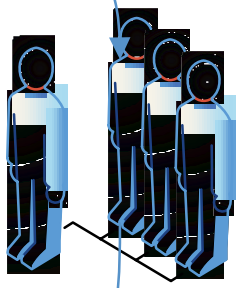
Initiation Phase Progress

Initiate

Development of Shared Structure

Documentation Templates

Hiring of Project Managers
& Business Analysts



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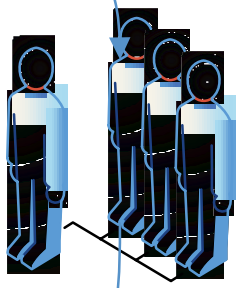

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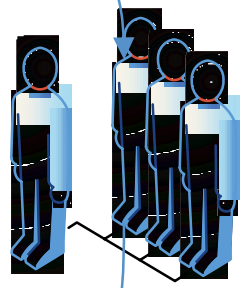

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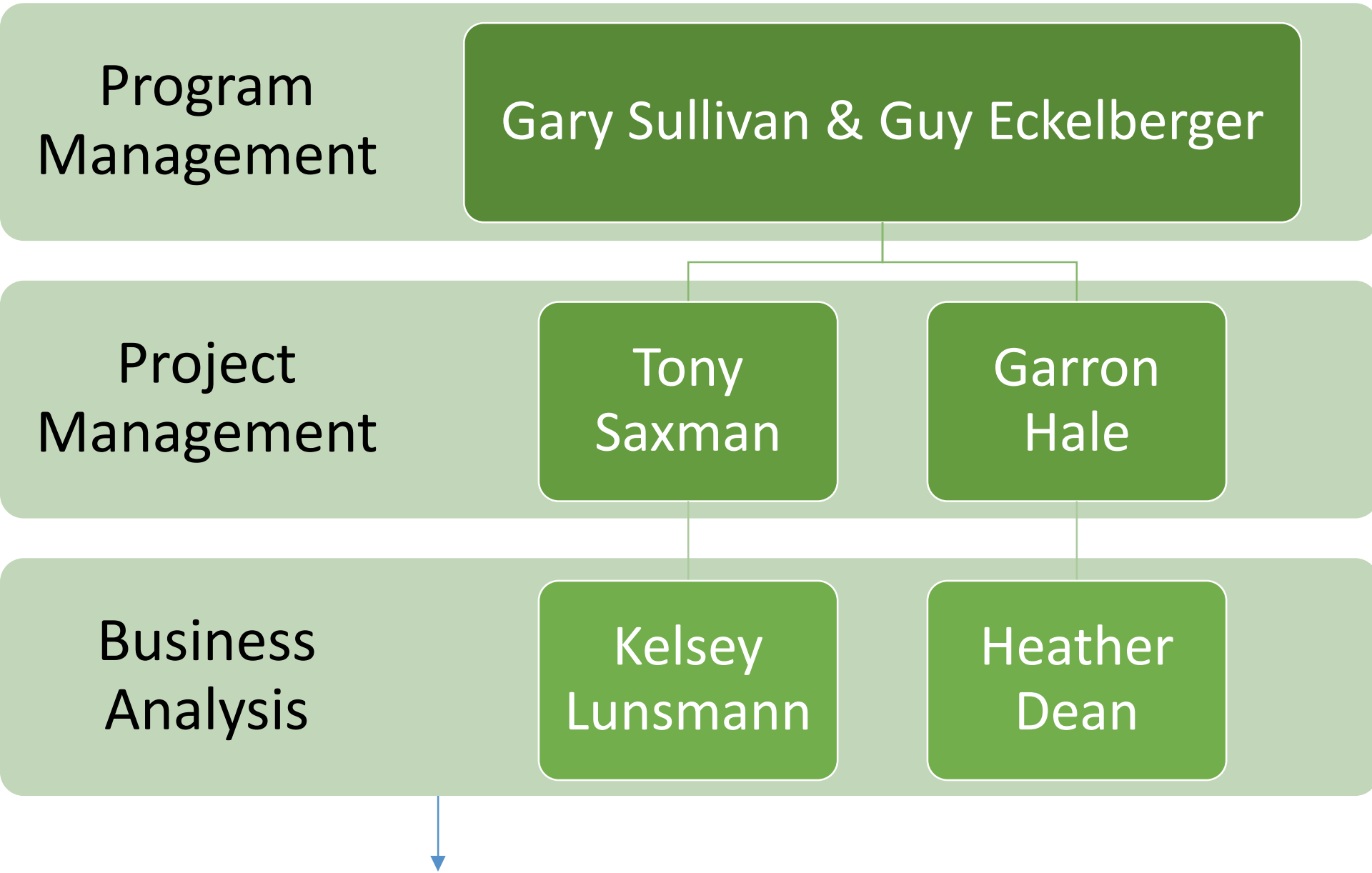


Initiation Phase Progress

Initiate

Development of Shared Structure

Documentation Templates

Hiring of Project Managers & Business Analysts

Service Inventory of Campus

Under way; scheduled for completion by labor day

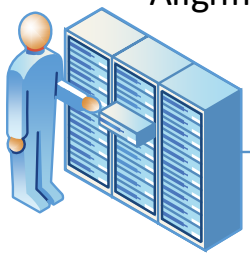
Initiation Phase Progress

Group	Period	Units
1	February & March	School of Journalism, School of Music and Dance, College of Design; Research and Sponsored Projects engaged
2	February & March	Information Services
3	February & March	UO Libraries
4	March & April	Business Affairs Office and Division of Student Life (incl. Housing and ResNet)
5	May	College of Arts and Science, American English Institute
6	May & June	Lundquist College of Business, Safety and Risk Services, Johnson Hall, Academic Extension
7	July	College of Education
8	July & August	Remaining units

October 2018

Plan

Alignment of Services

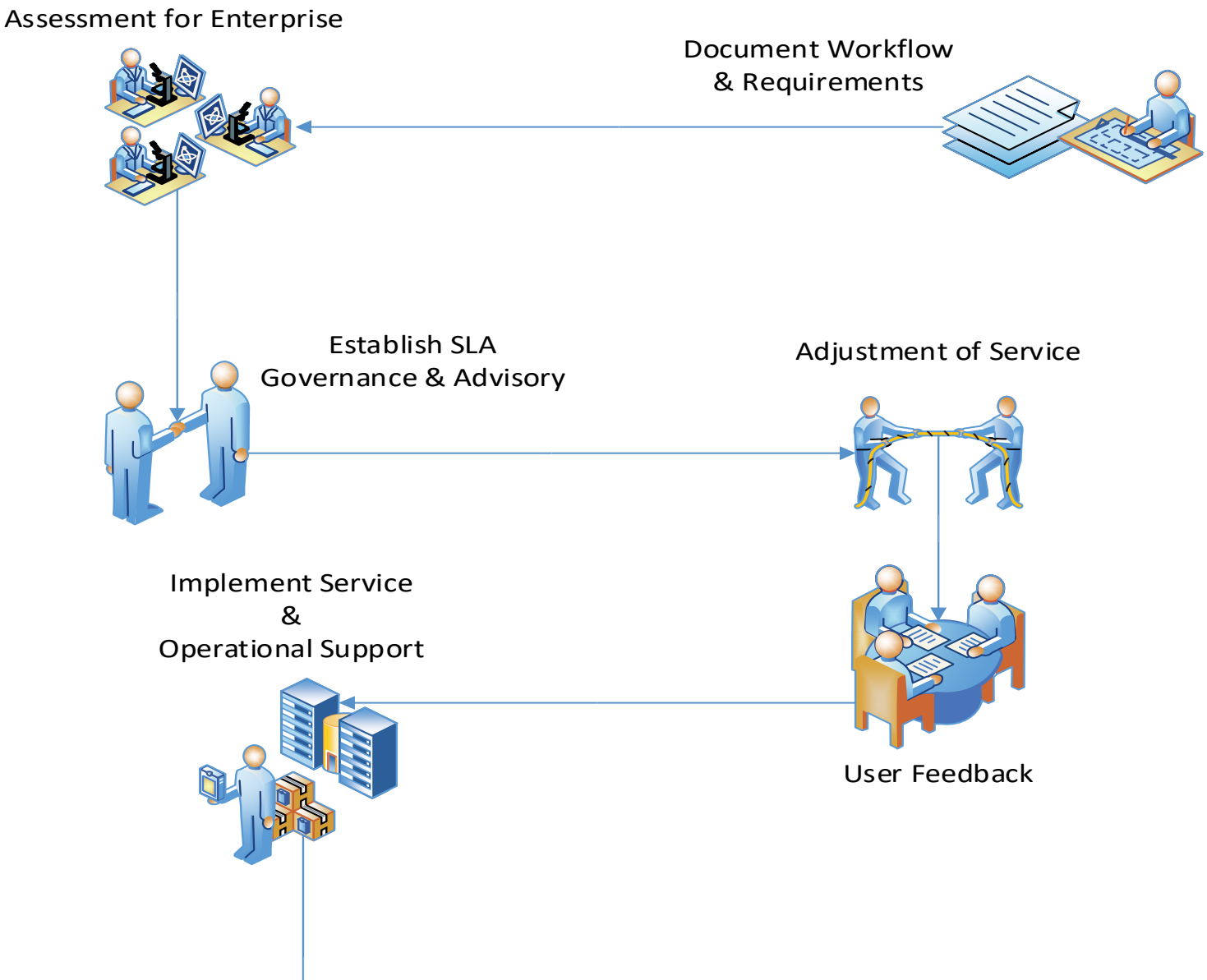


Determine Service Movement

Develop Transition Schedule

Beginning Fall Term 2018

Execute



Beginning Fall Term 2018

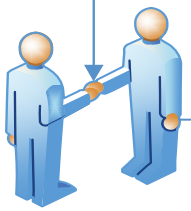
Process repeats for each service

Execute

rise

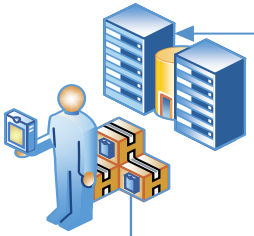
Document Workflow
& Requirements

Establish SLA
Governance & Advisory



of Service

Implement Service
&
Operational Support



User Feedback

Beginning Fall Term 2018

Process repeats for each service

Estimated 24-36 months for all services

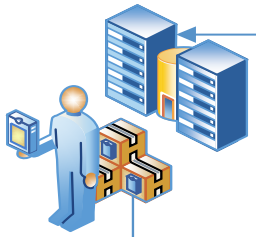
Execute

Document Workflow
& Requirements

Establish SLA
& Advisory

of Service

Implement Service
&
Operational Support



Governance Update

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Governance – as of May 2017

Provost

Information Technology Steering Committee (ITSC)

Governance – Progress since May 2017

- Identified remaining challenges with current structure:
  - Members of campus may be surprised by IT policies
  - Stakeholders are resisting using IT solutions or are developing shadow IT projects and systems
  - IT organizations want more meaningful collaboration with campus and would like to increase transparency around decision making
  - Central and distributed IT units are purchasing and deploying duplicative IT technologies and services
  - IT organizations are unsure how to best allocate resources to meet stakeholder needs
  - IT needs to shift to be viewed as a strategic partner in achieving the institution's mission

August 2017 Governance Retreat

Goal: 2 days of focused, campus-wide engagement to recommend structure for IT governance that will be:

- Strategic
- Enable community input and decisions
- Enable management of IT assets
- Guide community utilization of IT assets
- Flexible

Outcome: Recommendation to the IT Steering Committee for enhanced structure that will provide:

- **Alignment of** IT decisions with institutional mission and stakeholder needs
- **Improved** communication among the IT community and between IT and the rest of the institution
- **Assurance of** stakeholder buy-in into policy decisions and IT budget and project priorities
- **Integration of** risk management into IT decision making

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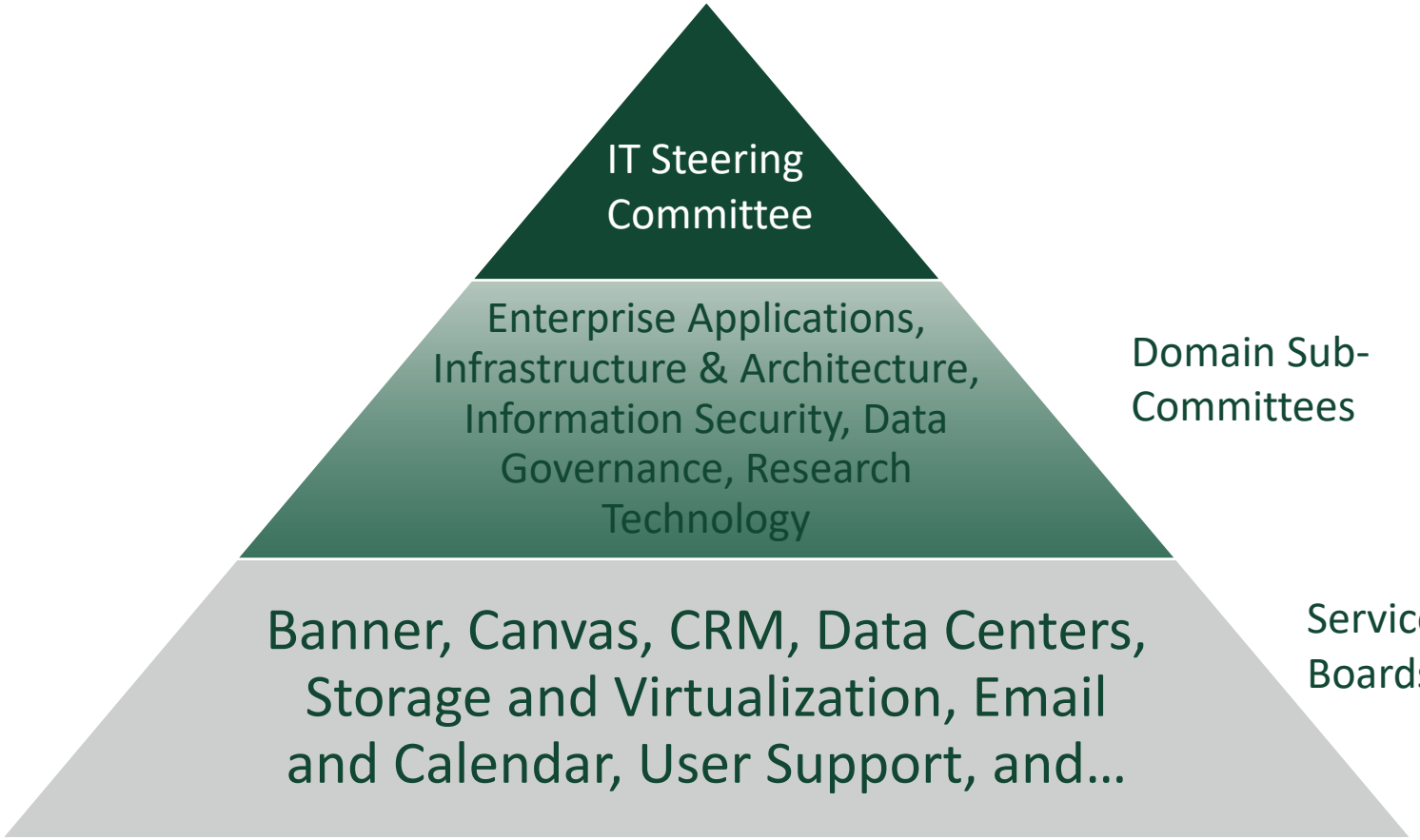
August 2017 Governance Retreat

Proposed Structure

Provost



Domain Sub-Committees

Service Advisory Boards

August 2017 Retreat

Provost

Advisory scope:
- to Provost on new funding recommendations
- to CIO on allocation of existing funding sources for new strategic projects

IT Steering Committee

Advisory scope:
- to CIO and/or ITSC for requests for new funding, new service additions
- to CIO/service owner on use of pre-existing funding sources already allocated for service improvements up to $100K

Domain Sub-Committees

Advisory scope:
- to CIO and/or domain sub-committees on upgrades or funding requests for additional functionality or service offerings
- to service owner on prioritization and approval of modifications/work to be done within existing staff allocated to service

Service Advisory Boards

Service Advisory Committees

Advisory Groups	
Banner	Email, Calendaring, Collaboration
Data Centers	IDR (Cognos)
CRM	Storage Services

Advisory scope:

- to CIO and/or domain sub-committees on upgrades or funding requests for additional functionality or service offerings
- to service owner on prioritization and approval of modifications/work to be done within existing staff allocated to service

Membership:

- Chair: service owner
- User representation across campus as appropriate by service (including students)
- IT service delivery representation (leadership and technical staff)

Frequency:

- Monthly for most services

Domain Committees

Domain Groups
Academic Technologies
Research Technologies
Administrative Technologies
Information Security

Advisory scope:

- to CIO and/or ITSC for requests for new funding, and new service additions
- to CIO/service owner on use of pre-existing funding sources already allocated for service improvements up to $100K

Membership:

- Chair: CIO, CISO, Dean of Libraries as appropriate
- Faculty, Dean, VP representation

Frequency:

- Quarterly

ITSC

Recharge ITSC

- Revisit membership relative to new groups formed
- Focus on:
  - Prioritization of major initiatives
  - Policy changes
  - Strategic funding recommendations
  - Annual allocation of student tech fee
- Reduce frequency to quarterly
  - Align with annual funding cycles

IT Architecture Review Committee

Information Technology Architecture Review Committee (IT ARC) is being established to provide oversight of changes to the UO IT infrastructure

The ITARC will initially focus on aligning ***Information Services*** capabilities with IT strategy and will grow to incorporate campus units with additional representation as our campus technology strategy is developed and refined

IT Architecture Review Committee

The IT ARC is charged and empowered to (in scope):

- Make decisions that align with current strategy or enhance existing capabilities
- Develop and propose improvements that bolster stability, performance, security, scalability or flexibility of the UO IT infrastructure
- Review major infrastructure changes and provide advice or make recommendations for improvements and alignment with campus needs
- Provide oversight and guidance for effective implementation of major infrastructure changes
- Network with other IT architecture groups across higher education or other industries to gain insights into major trends to enhance its ability to make impactful recommendations

IT Architecture Review Committee

The IT ARC will defer to others (out of scope):

- For change management and day to day operational decisions.
- For incident management coordination
- For funding decisions
- For changes to university level IT strategy
- For project management

IT Architecture Review Committee

Representative Area	Member Names
Data Management	**Stephany Freeman**, Director of Data Management
Middleware and Applications Development	**Derek Wormdahl** (**co-chair**), Director of Middleware & Application Development
Identity and Directory Services	**Jeff Jones**, Director of Identity Management & Directory Services
Enterprise Systems	**Micah Sardell** (**co-chair**), Director of Enterprise Systems **Troy Knabe**, Data Center Infrastructure Lead
Infrastructure and Engineering	**Andy Vaughn**, Director of Infrastructure & Engineering **David Teach**, Lead Network Engineer
Voice Systems and Data Center Operations	**Eric Fullar**, Director of Voice Systems & Data Center Operations
Research	**Nick Maggio**, Director of Research High Performance Computing Facility
Information Security (**advisory**)	**Jose Dominguez**, Director of Security Services & Information Assurance
Notes and documentation	**Mathew Gauvin**, Systems Infrastructure Specialist
Subject Matter Experts	SMEs are expected to be invited to discussions on a topical basis

Questions?

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