FIRST ROUND INITIATIVES

Following creation and approval of the university-wide IT strategic plan, our CIO charged an Information Technology Strategic Plan Implementation Steering Team to begin the planning and execution of the next phase of Partners in Innovation. The team worked with IT governance committees and campus units to develop a set of first-round initiatives.

Getting to this set of initiatives was itself a process, guided by the alignment with the strategic goals of the university and the desire to have a balanced investment in meeting both administrative and academic needs. Keeping front of mind the IT Guiding Principles and IT Strategic Goals, the team reviewed the past activities used to develop the strategic plan and solicited community feedback. A sense of collaboration permeated the effort.

The six first-round initiatives along with their current status are on the back of this sheet.

LESSONS LEARNED ALONG THE WAY

- Create an implementation team that cuts across units, including IT and non-IT staff
- Meet regularly to provide opportunity for updates
- Assign ownership to an individual for the initiatives
- That individual can pull together a working group to tackle the initiative
- Don’t underestimate the value of partnerships beyond the IT community, including to lead some of the initiatives
- Engage the community regularly through governance and other channels
- Communicate effectively with the stakeholders; both those who will help carry out the initiatives, and those who will be most directly impacted by them
This initiative will establish a cyberinfrastructure master plan and a methodology for routinely evaluating existing systems or services for cost comparisons and alignment with changing needs and advances in technology.

- Established steering team of key stakeholders
- Utilized interns to determine current state of services
- Core team of SMEs will develop roadmaps to future state
- Outcome will be a coordinated set of technology roadmaps

The goal of this initiative was to maximize the ServiceNow implementation by identifying and collaboratively implementing additional capabilities beyond incident tracking. This consisted of:

- Identifying the current state of ServiceNow (both its overall capabilities and our current implementation) and its planned releases
- Looking for ways to mold that timeline with existing campus needs and initiatives
- Putting ServiceNow forward to campus as a solution for problems other than those solved by its predecessors

This initiative will revise and enhance our IT governance to simplify the structure, streamline communication, improve IT decision making, build engagement with stakeholders, and develop more responsive and effective processes.

- Identified what’s working and not working in our current process
- Sought information from the literature and other institutions on effective governance
- Created a draft scorecard to help determine when a decision needs governance review
- Developed a proposed IT governance structure and high level composition
- Next step is to revise proposed structure with CIO input

This initiative will develop a university-based analytical service and data hub that leverages current data repositories.

- Formed Data User group to identify reporting repositories
- Formed Data Architecture group that determines best methods for meeting user group needs and architecture of data warehouse
- Developing an Oracle-based data warehouse to allow for access by university in language agnostic format (e.g. SAS, PHP, etc., for reporting)
- Determining naming standards for tables, indexes, keys for warehouse
- Working with internal stakeholders to link data management processes and analytic information needs

This initiative will make use of the systems and information available within IT to help with planning new or renovated teaching, learning, research, collaborative, and common spaces.

- Prioritized which spaces will be addressed first
- Drawing on experience from established IT departments
- Developing focus groups of subject matter experts and stakeholders to provide input
- Developing or augmenting existing standards for IT infrastructure in various space types
- Providing facilities standards to be used by University staff and outside designers

This initiative will create a strategy for developing and maintaining a Service Catalog where campus organizations can document and link existing services across campus. This will consist of:

- Identifying the current state of service-based information delivery and collection across campus
- Highlighting the needs and wants from a new service
- Selecting a proper technology
- Producing a set of requirements