Unleashing the Minions: Putting the IT Strategic Plan to Work

Cyber Infrastructure
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

Service Catalog
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 current state of service-based information delivery and collection across campus
- Setting up an implementation team
- Cross-unit
- Meet regularly for updates
- Have dedicated ownership of initiatives
- Create partnerships beyond the IT community
- Promote regular engagement with the community through governance and other channels
- Communicate with stakeholders

Service Management
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

Space Use with Technology
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
- Developing or augmenting existing standards for IT infrastructure in various space types
- Providing facilities standards to be used by University staff and outside designers

IT Strategic Goals
Innovate
Goal 1: Lead IT Innovation

Manage
Goal 3: Maintain & Enhance University Cyberinfrastructure

Collaborate
Goal 5: Cultivate a Collaborative IT Culture

Goal 4: Optimize IT Resources through Governance

Goal 6: Foster Connectedness of Communities

Lessons Learned
- Set up an implementation team
- Cross-unit
- Meet regularly for updates
- Have dedicated ownership of initiatives
- Create partnerships beyond the IT community
- Promote regular engagement with the community through governance and other channels
- Communicate with stakeholders

Data and Analytic Resources
This initiative will develop a university-based analytical service and data hub that leverages current data repositories.
- Formed Data User group to identify reporting needs
- 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

IT Governance
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