Information Strategies in the Connected Age: How New Delivery Models Advance IT Investments from Operational to Transformative

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Context for the Panel Discussion
About the Texas A&M University System

• One of the largest systems of higher education in the nation
• In the statewide network
  - 12 universities, including a comprehensive health science center
  - Seven state agencies
• A&M System members
  - Educate more than 131,000 students
  - Reach another 22 million people through service each year
  - Include more than 24,000 faculty and staff
  - Has a physical presence in 250 of the state’s 254 counties
  - In 2012, externally funded research expenditures exceeded $820 million to help drive the state’s economy
About the Oklahoma Christian University

- Located in Oklahoma City, Oklahoma
- Began in 1950
- Comprehensive Private University affiliated with the churches of Christ
- ~2500 students
- 112 Faculty w/ 16-to1 undergraduate student-to-faculty ratio
IT in Higher Education: The Changing Landscape
Today’s Higher Ed IT environment: Challenges

- Limited Resources
  - Budget Constraints
  - Limited Staffing
- Business Silos
- Need for Improved Customer Service
- High IT Support Demand
- Integration / Automation
- Data
Today’s Higher Ed IT Approaches

- Shared services and outsourcing common in industry, now being adopted in higher education

- Multiple approaches to efficiency models:
  - Centrally funded
  - Internal cost-recovery shared service
  - Consortium
  - Shared service plus vendor agreement
  - Fully vendor or outsourced approach
Delivery Models
Enterprise Content Management (ECM) as a Shared Service

Judith Lewis

- **History**
  - Campus Document Management Committee (2010) named a centrally supported, “preferred” ECM product

- **Vision**
  - Making institutional information secure and useful

- **Goals**
  - Avoid software/hardware purchases at department level
  - Reduce costs by eliminating redundant systems
  - Enhance ability to share documents and workflows
ECM Shared Service Approach-Formative

- TAMU IT centralized shared service
- Campus-based, system-wide availability
- Project Manager named
- Steering Committee established
- Long-term master agreement with vendor signed
- Five-year cost recovery model approved
ECM Shared Service Approach - Ongoing

- Discovery Sessions presented
- Community of Practice started
- Training for end users offered
- Center of excellence for the technology
- Vendor collaborations for the future of technology
Shared Services – Interdependent Model

- What is the Role of IT
  - Shared Leadership
  - A Move from IT Centric
- Deployment Management
- Stakeholder Obligations
- Governance
- Analytics
- Return on Investment (ROI)
- Information Management
Success Factors

- Administrative Support
- Project Leadership
- Change Management
- Communication
  - Transparency
- Phased Approach
Maturity Models
Vendor Maturity Model Approach

ECM Maturity Model

- Localize best practices
- Standardize across the institution
- Consolidate
- Cost benefits realized
- Continuous review for quality improvements

Gartner’s Levels and Facets Maturity Model

Judith Lewis

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<thead>
<tr>
<th>Levels</th>
<th>Facets</th>
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<tbody>
<tr>
<td></td>
<td>Business Focus</td>
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Source: Texas A&M Information Technology

--- Maturity Model for Enterprise Content Management, Gartner, 2011, ID # G00213197.
Information Management

ECM3/MIKE 2.0

- Aware
- Reactive
- Proactive
- Managed
- Optimized
Information Development through the 5 Phases of MIKE2.0

Strategic Programme Blueprint is done once

- Phase 1: Business Assessment
- Phase 2: Technology Assessment

Continuous Implementation Phases
- Increment 1
- Increment 2
- Increment 3

- Phase 4: Design
- Phase 3: Roadmap & Foundation Activities
- Phase 5: Development
- Phase 5: Test
- Phase 5: Improve

Begin Next Increment

Phases 3, 4, 5

Improved Governance and Operating Model
Engaging the Community
Share Service Resources

- Steering Committee
- Community of Practice
- Training
- Communication
- Website
- Project Management
Q&A

Do you have any questions for John or Judith?
Help Us Improve and Grow

Thank you for participating in today’s session.

We’re very interested in your feedback.

Please take a minute to fill out the session evaluation found within the conference mobile app, or the online agenda.

Thank you.