Information Technology
Observations and Actions

Matthew Decker
Interim Vice Provost, IT
CIO – Applied Research Laboratory

Observations

› How well are the enterprise services, systems, and applications performing?

› How are we doing in terms of executing to our strategic plan?

› How well are we doing financially? Are we tracking to budget?

› How does our project portfolio look?
The Big 3

- Standardization of processes and metrics
- Improve program/project management
- Develop financial acumen and agility

*Critical elements of effective enterprise management*

Concept of Operations

- Plan – Build – Run
- A best practice to be *adopted*
- Facilitates transition to new leadership
Plan

▶ Enterprise architecture (e.g. network optimization, data center design, enterprise application integration)
▶ Security architecture
▶ Technology and innovation roadmaps
▶ Investment planning
  ▶ Including instantiation and sustaining cost models
▶ Service design
▶ Post go-live sustainment and full lifecycle management

Build

▶ Standardize on PMI processes and PMO structure
▶ Produces a known pipeline, deliverables, & timing
▶ Orchestrated and prioritized efforts unifying university needs and efforts
▶ Act as a resource utilization governor
  ▶ Budget-based (budget limits approved work)
  ▶ Resources planned / forecast labor need
Run

- Services must be managed (ITSM needs to happen)
- Standardized operations metrics must be utilized
- Services must be optimized
  - Cost
  - Reliability
  - Usability
  - Customer satisfaction

Benefits

- Increased academic and research IT advocacy
- Administrative excellence
- Transparency in IT
- Reduction of functional silos
- Technological, strategic, and financial agility
Organizational Impact

- Does not require centralization
- Does not require any reorganization
- Eager adoption and leadership

Current Status

- ITS Senior Leadership charged and producing
- ITLC engaged
- Socialized widely – eager acceptance
- Summer implementations
Timing

➢ Challenges will not wait – complexity will not decrease
   • New technology, compliance requirements, and any “Lion” project are salient examples

➢ Facilitate leadership transition by structuring and executing what needs to be done anyway

➢ Engaged IT staff embracing and effecting positive change

Thank You!