



# INFORMATION TECHNOLOGY ACROSS UMS

---

Evaluating and improving the effectiveness,  
efficiency and affordability of IT

**Administrative Review Project**

**Presented to:  
Board of Trustees**

**May 21, 2012**

# Approach to Administrative Review

A team of IT professionals, led by the UMS Chief Information Officer (CIO), will perform a deep analysis of information technology across all of UMS. IT Directors will lead evaluation of IT components/services, to obtain data, costs, options and to develop recommendations to improve efficiency and service while achieving cost savings. Work will engage Students, Faculty, CAO's, CFO's, and others at campus and system wide services.

Specific recommendations will be presented in monthly interim progress reports and once approved, implementation will begin. Cost savings/avoidance will be estimated in the design process. A final design report with estimated cost savings, a detailed implementation plan and schedule will be delivered by **December 31, 2012** to the Board of Trustees, Steering Committee/Chancellor and University Presidents.

Progress, effectiveness and actual savings will be measured and reported regularly.

# IT Review Includes

1. **Analyze management structure and senior IT staff model**
  1. Recommend/Implement best practice structure
2. **Evaluate/act upon redundant services**
  1. Device/Computer lab provisioning (BYOD)
  2. Customer Support Services
  3. Procurement/Acquisition processes
  4. Video Conferencing
  5. Telecommunications/network/wireless management
  6. Individual campus datacenters
  7. Web Services
  8. Learning Management/Classroom Tech Tools
  9. Application acquisition, development, operations
3. **Evaluate systems/applications/assigned resources**
  1. Advanced Computing Strategy with UMaine
  2. Enterprise system strategy
4. **Develop an initiative management process for R/D of new products/services**
5. **Analyze operating budget**
  1. Inventory staff and infrastructure
  2. Review and streamline funding model
6. **Establish/implement policies and standards for architecture, hardware, software**

# High Level Outcomes

- Flexibility and innovation at the campus level but managed to common standards
  - Measurement – customer satisfaction
- Transparent IT research and development process for new tools/applications
  - Modern web site with initiatives identified, results published
- Redundancy only where necessary
  - Measurement – any service or product appearing redundant will be documented and eliminated where redundancy is not required
- Cost savings/efficiencies
  - Measurement – baseline costs will be identified, savings calculated. Metrics on standard services compared to other entities.

# General Administrative Review Project – IT

## Team Members

- Chartered by
  - Board of Trustees
  - Goals and Actions Report
- Sponsors
  - Presidents Council
  - Administrative Review Committee, Chancellor Page, Chair
  - Vice Chancellor of Finance and Administration
- Team Lead
  - UMS Chief Information Officer
- Research Leads
  - IT Director, UMF
  - IT Director, USM
  - IT Director, UMFK
  - Executive Director, Network Maine
- Contributors
  - CFO, UM
  - CAO, UM
  - IT Director, UM
  - CFO, USM
  - CIO, USM
  - CFO, UMPI
  - IT Director, UMPI
  - CAO, UMPI
  - IT Director, UMA
  - CFO, UMA
  - Director, University College
  - IT Director, UMM
  - CAO, UMM

***These members will be active participants in data gathering, investigation, contributing towards strategy and outcome development.***

***Other stakeholders and participants will be interviewed, surveyed or asked to contribute to the actionable recommendations to be developed.***

# Preliminary Analysis Reveals

## What slows progress?

- Management Ratio to staff
- Lack of Decision Maker(s)
- Autonomy/Uniqueness
- Competitiveness among players
- IT sometimes drives innovation without Student/Faculty involvement
- IT perceived as Cost not Investment

## What impacts performance?

- Need for project management
- Redundant /competing services
- Understaffed at functional level
- Aversion to outsourcing
- Inflexibility
- Lack of formal documentation
- Lack of training
- Limited engagement by business authorities/experts

# Analysis and Design Strategy

## Tasks

- Engage Presidents and leaders to access key data and experts
- Establish baseline IT expenditures for 2012, and budget for FY 2013
- Complete analysis and design process according to work plan schedule
- Engage a firm for validation and verification
  - Of identified areas of investigation
  - Of solutions/strategies designed/budget impact

## Communication

- Outline IT Analysis strategy to stake holders
- Engage SSAC and IT Leadership to evaluate all facets of IT
- Interim reports to leadership through Chancellor
- Submit Final Analysis and Design Report by December 31, 2012
  - Submit implementation plan and dates to monitor results
- Regular status reporting

