

# Memo

**To:** Chancellor James Page, Vice Chancellor Rebecca Wyke,  
**From:** Richard Thompson, Lead, Administrative Review Team for Information Technology  
**CC:** Members of the Administrative Review Team for IT, Tamara Mitchell, OOE  
**Date:** ~~1/23/2013~~~~10/28/2012~~  
**Re:** October Project Update.

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## Executive Summary

The Research leads met several times through mid-October to support the work of chartered review input teams (formerly called sub team) . The Office of Organizational Effectiveness (OE) has remained engaged at the input team level and encouraged the assembly of data and information for submission to the CIO. The pace has quickened for the existing four teams.

The first team to complete its work is the Computing Device input team. This group has looked at a variety of end user services including computer labs, personal computer devices, virtual desktops and bring your own device strategies. Their work sets the framework for recommendations to be crafted by the IT steering team and the CIO who will be meeting to accomplish this work on October 23. One significant challenge is the lack of detailed data on costs or expenses specifically tied to various services. Staff resources generally are multi-functional, across several services or disciplines. Time recording specific to services is anecdotal at best.

The Customer Service/User Support team has nearly completed its submission and is expected to forward it to the CIO during the week of October 22, 2012. This group has paid particular attention to the current service delivery system, similarities and differences based on campus/service provider. Consideration has occurred towards expanded or even 24/7 first level IT support.

The Unified Communications team continued its efforts with a detailed data survey. To date the data submitted through the survey has been less than we had hoped, but they remain hopeful. Their work is scheduled to be complete and turned in by November 1, 2012.

The fourth team, most recently chartered, is the IT Standards and Procurement input team. This group will likely last into the future. It provides a mechanism to evaluate new strategies and decisions as technologies change and major contracts are considered. Current efforts will include looking at Maine Fiber Co and Oracle expenditures to seek concessions or reductions, as well as looking at the impact of standardization on devices and the impact on overall costs.

The Chief Information Officer and other individuals are working on other components of review, including budget and staff analysis, policy and practice development, and initiative management.

The Project is seriously behind schedule to complete a full-scope review of IT services by December 31, 2012. This delay is a result of the complexity of the inventory and analysis task, stretched human resources, and the time required to ensure adequate communications and input from the broader university community. A more thorough analysis of the project schedule and an up to date Gantt chart is under development and will be circulated as soon as completed. It will propose a complete report on the following items by **December 31, 2012**:

- Analyze management structure and senior IT staff model
  - Recommendations related to governance

- Evaluate redundant services
  - Computer device/lab provisioning
  - Customer support services
  - Standards and procurement processes
  - Unified communications
- Initiative Management Process for R/D of new products/services
- Inventory staff and infrastructure
- Review and recommend changes to funding model
- Establish administrative practices and standards processes for hardware, software, architecture

The resulting report will also define a process to be implemented that addresses redundant and new services to properly align and streamline IT delivery wherever possible. Services include:

- Evaluate redundant services
  - Video Conferencing
  - Data Centers
  - Web Services
  - Learning Management/Class room technologies
- Evaluate systems/applications
  - Advanced/research computing
  - Enterprise system strategy

### **Key actions next 30 days**

- Review existing Policy and Practice documentation
- Continue evaluation of governance structure for information technology
- Maintain a web status page
- Receive, evaluate and exchange ideas as sub-teams report back

### **Concerns/Risks**

- Achieving appropriate governance structure to support strategic change
- Resistance to the anticipated savings distribution plan
- Overcoming the us versus them pervasive perception.
- Time schedule is short and we lag well behind at this moment
- Lack of detailed expense and cost data related to individual functions
- Key team members assigned to multiple teams

Please contact me if you would like follow up in any way regarding this update or the general IT review.