

Information Technology Transformation Plan Status Report for January 2014 Issued February 2014

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Executive Summary

Implementation of the recommendations related to information technology is now supported by a unified leadership team executing the changes designed to achieve efficiencies and cost savings. The expectations set within the Phase 1 Project Plan were met. Those few items left incomplete are incorporated into the Phase II plan and recalibrated to a completion date that matches the priority and importance of the stated outcomes. This high level summary of activity and outcomes represents the initial steps to meet the goals of Phase II. A high level project plan for the remainder of the fiscal year is now published.

Structural Savings Target for FY 15 \$1,984,000

Accomplishments for January:

- FY 15 saving strategy and implementation draft plan approved presented to Chancellor
- Final service delivery model reports were provided to Unified Team leaders along with goals and targets for development of organization structure and service responsibilities (Project Plan: 4.0).
- CIO Council actively developing organization structure and aligning staff with the various unified services. Special attention focused on service definition, delivery strategy and accountability (Project Plan: 4.0).
- TechQual+ benchmark survey is complete, including peer comparison data (Project Plan: 1.4)
- Recommendation 4 *New Funding Strategy*: This team is working with the State of Maine's Chief Information Officer's finance group assess the mature rate development process and tools they are using. Work continues on identifying the services for rate development (Project Plan:3.0).
- Senior leaders from State government and University of Maine System met to explore network, data center and other sharing opportunities (Project Plan: 5.0).
- Desktop/Laptop procurement proposals received and evaluated (Project Plan: 5.2).
- Project Plan prepared for Phase II.

Expectations for February

- Phase II plan for FY 15 communicated to Presidents, CAO's, CFO's, IT staff and interested parties (early February) (Project Plan: 1.1).
- Directors will complete organization charts to accomplish assigned responsibilities (Project Plan: 4.2).
- CIO will meet with Council members to formalize goals and objectives, implementation strategy and communication (Project Plan: 4.4).
- Service delivery and staff alignment completed and communicated to IT and interested parties (Project Plan: 4.5).
- Schedule a Town Hall Meeting event for US:IT staff to be held first week of March (Project Plan: 4.5).
- Continue implementation plan for incorporating non-central IT staff—CIO and Campus Directors to meet with CFO/CAOs to review non-central IT list. Schedule meetings for early March (Project Plan: 1.3).
- Campus IT Directors share and discuss benchmark results with campus leadership (Project Plan: 1.4.1)
- Prepare second benchmark survey for early April release. Seek all necessary approvals (Project Plan: 1.4.2).

- Develop dashboard of TechQual+ if fall survey results for Mission Excellence website (Project Plan: 1.4.1).
- Evaluate rate model for IT services, continued organization and cataloging of IT services (Project Plan: 3.1).
- Laptop/Desktop RFP activities include product demonstrations by vendors (Project Plan: 5.2).

Information Technology Transformation Plan – Phase 2

1.0 Governance and Organizational Transformation	Start Date	Finish Date	% Complete	Responsible
1.1 Develop 2 nd Phase Communications plan for leaders, administrators, staff, and innovators	1/2/14	4/30/14	40%	Cindy & Fred
1.2 All IT Summit	5/22/14	5/23/14	5%	Cindy & Fred
1.3 Identify and transfer for Non-Central IT Staff		7/1/14	80%	Dick Thompson
1.4 TechQual+ Satisfaction/Quality Benchmarking	1/2/14	4/14		Stephen Houser
1.4.1 Directors share and discuss benchmark results with leadership	2/1/14	2/28/14	90%	IT Directors
1.4.2 April TechQual+ preparations for April survey	2/1/14	4/30/14	10%	Stephen Houser
2.0 Policies and Practices (Recommendation 2)	Start Date	Finish Date	% Complete	Responsible
2.1 Establish policy and practices which create transparency in initiating projects, requesting services, procuring IT services.	3/1/13	Ongoing		Cindy Mitchell
2.1.1 Business Case, Project Management Office, CIO Waiver APL approvals	2/12/14	5/31/14	95%	Cindy Mitchell
2.1.2 Develop strategy, policy on product, development, procurement of COTs, SaaS, Cloud solutions	1/2/14	4/1/14	25%	John Grover
3.0 Funding Model (Recommendation 4)	Start Date	Finish Date	% Complete	Responsible
3.1 Develop funding strategies and cost models of shared and centralized IT services.	3/1/13	5/31/14	40%	Cindy Mitchell
4.0 Unified Service Transformation (Recommendations 5,6,7,8)	Start Date	Finish Date	% Complete	Responsible
4.1 Identify services delivered by each team	1/2/14	2/14/28	90%	Unified Service Leaders
4.2 Complete organization charts to accomplish assigned responsibilities	1/7/14	2/28/14	50%	Unified Service Leaders
4.3 Assign staff to Unified Services	1/15/14	2/28/14	95%	All Directors

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4.4 For Council: formalize goals and objectives, implementation strategy and communication	1/2/14	3/7/14	50%	Dick Thompson
4.5 Communications and Town Hall Meeting with Staff	2/14/14	3/7/14	5%	CIO Council/Unified Leaders
4.6 Virtual Call Center Operational	12/1/13	6/1/14	0%	Lauren Dubois
4.7 Unified Communication Staff assigned and operating under new governance structure	12/1/13	6/1/14	0%	Jeff Letourneau
5.0 Identify, review and organize IT services into a shared services model with campus IT management (Recommendation 9)	Start Date	Finish Date	% Complete	Responsible
5.1 System-wide Active Directory go live	6/13	3/31/14	45%	Stephen Houser
5.2 Laptop/Desktop RFP	1/2/14	2/28/14	85%	JoAnne Wallingford