

Information Technology Transformation Plan – Phase 2

This is a working document in which we will add or revise tasks as appropriate to insure progress and a stable implementation.

Information Technology Transformation Plan Status Report for April 2014 Issued May 2014

Contents

- Executive Summary
- April Status Report and Project Milestones Through FY2014

Executive Summary

In April, US:IT concentrated on the personnel movement to the new unified service delivery strategy. In mid-April each staff member was notified of their new assignment in the IT organization, and are now working with the unified service leader to plan the transition to the unified services. All staff have been informed that until the official start date of the new service (July 1 in most cases), they remain in their current positions and are to perform their current duties. Eight people (7.5 FTE) were notified their positions were targeted for elimination in the next 60-90 days. New positions are being posted to provide these staff an opportunity to apply. Sixteen vacant positions were eliminated. Ten new positions have been identified to support the unified services, intentionally reducing managers and supervisors.

We have begun to see the fruits of the unified efforts as the Multi-campus director has been able to provide direct operational and leadership support for UMPI when their IT Director resigned. Additionally, the multi-campus leadership has been actively supporting Machias and UMFK.

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

Accomplishments for April:

- CIO Council notified IT Staff of unified service assignments April 15 (Project Plan: 1.1).
- Campus IT Directors and Unified Service leaders met with staff April 15 through April 17 (Project Plan : 4.5).
- Unified Service Leaders began service transition planning with new teams (Project Plan: 4.1, 4.6).
- Job descriptions and PDQs for new positions drafted and provided to HR for review (Project Plan: 4.2).
- CIO Council held a full day meeting for continued transition planning and team building training April 18.
- CIO has delivered presentation on US:IT to Employee Relations Liaisons (Project Plan: 1.1).
- CIO continues to meet with Council members to formalize goals and objectives (Project Plan: 4.4).

Information Technology Transformation Plan – Phase 2

This is a working document in which we will add or revise tasks as appropriate to insure progress and a stable implementation.

- Revised plan is under development for assessing placement of distributed (non central) IT staff at campuses (Project Plan: 1.3).
- Techqual Spring Survey completed (Project Plan: 1.4.2).
- FY15 budget/savings targets analyzed and established.
- Manager of Technology Support Center named (Project Plan: 4.2, 4.7).
- Effort continues on developing rate model for IT services and cataloging of IT services. (Project Plan: 3.1).
- Laptop/Desktop RFP letter of intent issued, contract negotiations underway (Project Plan: 5.2).

Expectations for May:

- All IT Town Hall staff meeting, May 8th (Project Plan: 4.5.2).
- IT Summit May 22nd in Orono, May 23rd in Augusta (Project Plan: 1.2).
- New positions will be posted (Project Plan: 4.2, 4.7).
- Unified Services leaders continue to work with their teams and develop transition plans (Project Plan: 4.6).
- Techqual+ Spring analysis published (Project Plan: 1.4.2).
- CIO continues to meet with leaders to formalize goals and objectives (Project Plan: 4.4).
- Rate development process continues (Project Plan: 3.1).
- Plan for assessing non-central IT staff will be finalized (Project Plan: 1.3).
- Laptop/Desktop contract negotiations complete. Implementation planning underway (Project Plan: 5.2).
- Active Directory schedule is under revision to accommodate UMA's desired implementation window (Project Plan: 5.1).

Information Technology Transformation Plan – Phase 2

This is a working document in which we will add or revise tasks as appropriate to insure progress and a stable implementation.

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	100%	Cindy & Fred
1.2 All IT Summit	5/22/14	5/23/14	85%	Cindy & Fred
1.3 Identify and transfer for Non-Central IT Staff *Schedule under revision*		7/1/14	40%	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	100%	IT Directors
1.4.2 April TechQual+	2/1/14	4/30/14	95%	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	2/12/2014	5/31/14	95%	Cindy Mitchell
2.1.2 Develop strategy, policy on product, development, procurement of COTs, SaaS, Cloud solutions	1/2/14	5/1/14	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. *Schedule revised*	3/1/13	7/31/14	60%	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	2/28/14	98%	Unified Service Leaders

Information Technology Transformation Plan – Phase 2

This is a working document in which we will add or revise tasks as appropriate to insure progress and a stable implementation.

4.2 Complete organization charts to accomplish assigned responsibilities	1/7/14	2/28/14	100%	Unified Service Leaders
4.3 Assign staff to Unified Services	1/15/14	2/28/14	100%	All Directors
4.4 For Council: formalize goals and objectives, implementation strategy and communication	1/2/14	3/7/14	75%	Dick Thompson
4.5 Communications and Town Hall Meeting with Staff	2/14/14	6/30/14	100%	CIO Council/Unified Leaders
4.5.1 Town Hall Meeting with Staff	3/25/14	3/25/14	100%	Dick
4.5.2 Town Hall Meeting 2	4/30/14	4/30/14	0%	CIO Council
4.6 Transition of Service Delivery	4/15/2014	7/1/2014	5%	CIO Council
4.6.1 Finalize list of services moving to Unified Service Area	4/15/2014	7/1/2014	98%	CIO Council
4.6.2 Determine roles and responsibilities	4/15/2014	7/1/2014	75%	CIO Council
4.6.3 Develop transition plan and communications	4/15/2014	7/1/2014	50%	CIO Council
4.7 Virtual Call Center Operational *Schedule revised*	12/1/13	7/1/14	40%	Lauren Dubois
4.8 Unified Communication Staff assigned and operating under new governance structure	12/1/13	6/1/14	50%	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 *Schedule Revised*	6/13	6/30/14	50%	Dick Thompson
5.2 Laptop/Desktop RFP	1/2/14	2/28/14	95%	Mike Cyr