

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

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Executive Summary

In May US:IT focused on forming its new unified teams: meeting with staff to learn about the individuals and the services they support, developing inventories of services which will be delivered by the unified teams, and developing strategies for specific service delivery in the new unified model.

On May 22 and May 23 an IT Summit was held for the two hundred US:IT staff. Each day was designed with common agendas which provided for all staff being able to attend one of the days while leaving support in place at the campuses for continuity of operations. The Summit provided opportunities for the new unified teams to meet each other, interact as a team, and interact with other teams. The US:IT staff were engaged, positive, insightful and forward thinking. A survey of the summit indicates the people felt it was valuable and useful for establishing our new organization. The need for continued engagement and communication at the staff level was clearly identified, and we are actively engaged in developing a strategy for consistent, inclusive communication.

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

Accomplishments for May:

- Held second Town Hall meeting May 8 (Project Plan: 4.5.2).
- IT Summit for all IT staff held May 22 and 23 (Project Plan: 1.2).
- Job descriptions and PDQs posted for new positions. Searches underway (Project Plan 4.6.4, 4.8.1).
- Unified Services leaders continued to work with their teams to transition services and develop implementation plans (Project Plan: 4.6).
- Manager of Technology Support Center was named (Project Plan: 4.7).
- Contract development with HP for Desktop/Laptops continued. End User Technology group planning the future provisioning strategy (Project Plan: 5.2).
- Active Directory schedule revised to accommodate UMA's desired implementation window (Project Plan: 5.1).
- Rate development process continued. Model is developed. Efforts focused on data collection (Project Plan: 3.1).
- CIO continues to meet with CIO Council leaders to formalize goals and objectives (Project Plan: 4.4).
- A plan for assessing non-central IT staff is in place (Project Plan: 1.3). Information and strategy has been shared with UMaine as the first and largest number of staff to be considered.
- CIO has delivered IT service delivery presentation on US:IT to several groups and as a session at the distance learning faculty summit (Project Plan: 1.1).

Expectations for June:

- Advertised positions filled (Project Plan: 4.6.4, 4.8.1).
- Final decisions on services remaining at campuses and those being delivered by unified services (Project Plan 4.6.1).
- Ongoing meetings with unified teams as they prepare for full unified operations July 1 (Project Plan: 4.6).
- Many activities, discussions related to combining services, standardizing on tools for IT staff, developing standards for documentation and communication.
- Communications developed for each service to describe service delivery strategy and services delivered.
- Funding and rate development process for FY 16 budget to be presented to Shared Services Advisory Council.
- Complete comparative analysis and distribute Tech Qual Survey IT performance results from April survey.
- Complete testing and begin data migration on Active Directory (AD) system.

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	100%	Cindy & Fred
1.3 Identify and transfer for Non-Central IT Staff *Schedule Revised*		7/31/14	50%	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	100%	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.	3/1/13	7/31/14	70%	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	100%	Unified Service Leaders
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

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4.4 For Council: formalize goals and objectives, implementation strategy and communication	1/2/14	3/7/14	85%	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	100%	CIO Council
4.6 Transition of Service Delivery	4/15/2014	7/1/2014		CIO Council
4.6.1 Finalize list of services moving to Unified Service Area	4/15/2014	7/1/2014	95%	CIO Council
4.6.2 Determine roles and responsibilities	4/15/2014	7/1/2014	90%	CIO Council
4.6.3 Develop transition plan and communications	4/15/2014	7/1/2014	90%	CIO Council
4.6.4 New Positions to Unified services posted and filled.	4/15/2014	6/30/2014	75%	CIO Council
4.6.5 Unified Communication, Academic Technology, Developers, Enterprise, Sys Admin, End User Technology, Enterprise Support Teams official operational date.	4/15/2014	7/1/2014	80%	CIO Council
4.7 Virtual Call Center Operational <i>*Go Live Date Revised*</i>	12/1/13	8/4/14	50%	Lauren Dubois
4.8 Multi-Campus Operational Consortia	4/1/2014	7/1/2014	90%	Fred Brittain
4.8.1 Searches for Operations Managers at UMPI and UMM	5/1/2014	6/30/2014	80%	Fred Brittain
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 <i>*Go Live Date Revised*</i>	6/13	7/7/14	70%	Dick Thompson
5.2 Laptop/Desktop RFP	1/2/14	2/28/14	95%	Mike Cyr