

## 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 June 2014 Issued July 2014

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

#### Executive Summary

In June US:IT continued to focus on forming its new unified teams and preparing for the July 1 move to the unified service delivery structure. Unified Service Delivery leaders have been meeting with staff, developing transition milestones, and hiring new positions identified to support the unified delivery model.

With this report we close out reporting against the FY14 Transformation project plan and will present the FY15 milestones in the July report. Some activities not completed in FY14 will be carried over to the FY15 report as the project plan is adjusted to optimally support the new US:IT organization as it balances organizational change with meeting the IT needs of the campuses.

#### Structural Savings Target for FY15 \$1,984,000

Accomplishments for June:

- Most advertised positions filled (Project Plan: 4.6.4, 4.8.1).
- Teams continued focus on identifying services transitioning to unified services and those remaining on campuses (Project Plan 4.6.1).
- Meetings with unified teams as they prepare for full unified operations July 1 (Project Plan: 4.6).
- Discussions related to combining services, standardizing on tools for IT staff, developing standards for documentation and communication (Project Plan 4.6).
- Rate development data collection sheets provided to CIO Council to complete (Project Plan 3.0).
- Microsoft Enterprise product licensing completed (Project Plan 5.1).
- Active Directory project continued progress toward July UMA implementation (Project Plan 5.1)
- University Technology Support Center implementation continued with phone system configured, escalation points identified, and service metrics defined (Project Plan 4.7).
- CIO Waiver, Business Case and Project Management Office APLs approved by Shared Services Advisory Committee (Project Plan 2.1.1).
- CIO continued to work with campus leadership on process for identifying non-central IT staff (Project Plan 1.3).
- Web Services Team assumed responsibility for UMM and System Office websites.

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Expectations for July:

- July 1, staff transition to assigned unified service delivery team.
- Vacant Positions posted externally to be filled.
- HP desktop/laptop contract signed.
- Active Directory goes live at UMA.
- Continued refinement of services delivered by services and campuses.
- Organizational charts, key milestones, and transition plans for each unified team complete by July 10.
- University Technology Support Center will focus on incident and problem resolution workflows, implementing interim ticket system, completing service catalog for serving campus support needs, developing a training program for support center staff, and communication plans.
- The Web Services teams will work on converting site technologies and the conversion of the UMS Portal from CampusEAI to Liferay.
- Evaluation of non-central IT positions continues.

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<b>1.0 Governance and Organizational Transformation</b>	<b>Start Date</b>	<b>Finish Date</b>	<b>% Complete</b>	<b>Responsible</b>
1.1 Develop 2 <sup>nd</sup> 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		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	95%	Stephen Houser
1.4.2.1 TechQual+ Survey administered	4/1/2014	4/30/2014	100%	Stephen Houser
1.4.2.2 TechQual+ Analysis released	5/1/2014	6/30/2014	0%	CIO Council
<b>2.0 Policies and Practices (Recommendation 2)</b>	<b>Start Date</b>	<b>Finish Date</b>	<b>% Complete</b>	<b>Responsible</b>
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	100%	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
<b>3.0 Funding Model (Recommendation 4)</b>	<b>Start Date</b>	<b>Finish Date</b>	<b>% Complete</b>	<b>Responsible</b>
3.1 Develop funding strategies and cost models of shared and centralized IT services.	3/1/13	7/31/14	70%	Cindy Mitchell
<b>4.0 Unified Service Transformation (Recommendations 5,6,7,8)</b>	<b>Start Date</b>	<b>Finish Date</b>	<b>% Complete</b>	<b>Responsible</b>
4.1 Identify services delivered by each team	1/2/14	2/28/14	98%	Unified Service Leaders

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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	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	90%	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	80%	CIO Council
4.6.4 New Positions to Unified services posted and filled.	4/15/2014	6/30/2014	95%	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	95%	CIO Council
4.7 Virtual Call Center Operational	12/1/13	8/4/14	70%	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	75%	Fred Brittain
<b>5.0 Identify, review and organize IT services into a shared services model with campus IT management (Recommendation 9)</b>	<b>Start Date</b>	<b>Finish Date</b>	<b>% Complete</b>	<b>Responsible</b>
5.1 System-wide Active Directory go live	6/13	7/7/14	80%	Dick Thompson
5.2 Laptop/Desktop RFP	1/2/14	2/28/14	95%	Mike Cyr