

## 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 January through March 2015 Issued April 2015**

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During the first quarter of 2015, US:IT has been focused on its US:IT 2.0 governance work. US:IT 2.0 is a transformation of US:IT's internal decision making and process management focused on delivering high quality, responsive services that matter to our UMS community. Teams incorporating staff across all levels have been working under new charters to provide processes for strategy development, portfolio management, and operational excellence. During this time, the unified services: Academic Technology, Enterprise Applications, Infrastructure, End User Technology, Web Services and the Technology Support Center continue to work on projects which support University goals as well as enhance their internal operations. In this quarter, the FY16 Budget was finalized and US:IT has met the savings objectives set out in the Administrative Review.

#### **Structural Savings for FY 15 \$1,984,000**

Accomplishments for January through March:

- US:IT 2.0 began with the design teams transitioning to fully functioning decision making teams with charters. The teams, Strategy Roundtable, Portfolio Management, and Operational Excellence accomplished deliverables to stage their future work:
  - The Strategy Roundtable researched strategy development processes and developed a framework for strategy development which has an extensive input process for gathering feedback from UMS Stakeholders.
  - Project and Portfolio Management researched portfolio management processes and engaged in an initial "collection process" for identifying the details on the broad range of services offered by IT across the UMS.
  - Operational Excellence created an "After Action Review" process which will support IT in improving the quality and responsiveness of our services.
- The University Technology Support Center continues to refine their processes to improve customer service. With the launch of Phase II, UTSC made changes resulting from feedback and data analysis have lead to changes in call flow, handling urgent issues, UTSC hours, and tools UTSC staff uses to collaborate on call resolution. End User Technology group continued their work on a major project with Strategic Procurement to deploy 700+ new multi-function devices (copier/printers) to the campuses. To date devices have been deployed at UMPI, UMM, UMFK, 16 Central Street, UMF, and UMA.
- Efforts continue in assessing and re-assigning non central IT staff.
- FY16 Budget is finalized and Administrative Review savings objectives are met.

## Information Technology Transformation Plan – Phase 2

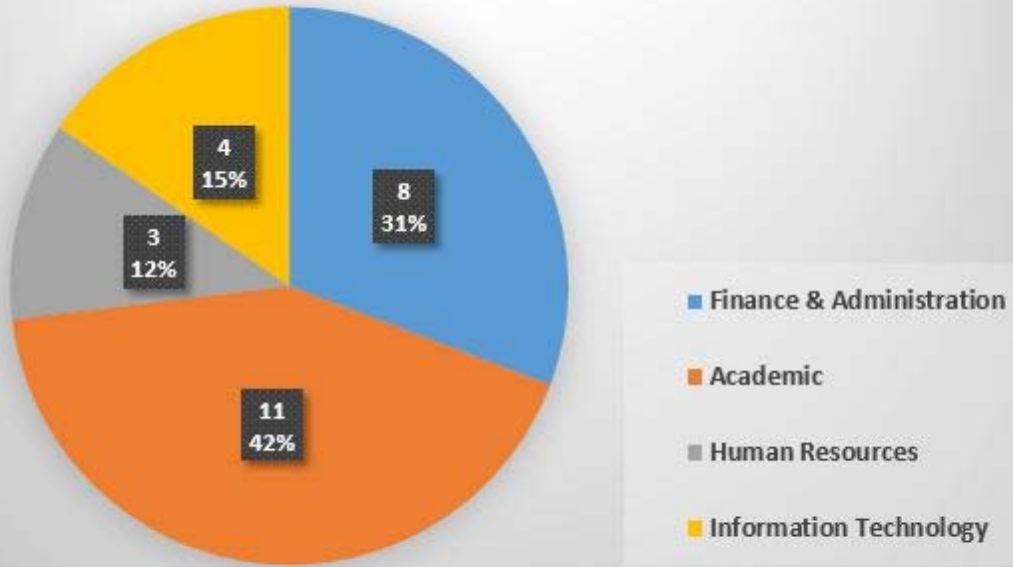
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- Delivered a progress and project report to Board of Trustees Finance and Facilities in March. The dashboard of projects is provided at the end of this report. US:IT has an extraordinary number of projects underway in support of UMS financial, academic, and student recruitment retention goals.

Expectations for April through June:

- \*US:IT 2.0 continues its work to develop a process, service focused organization through the following actions:
  - The Strategic Roundtable will focus on strategy to build a shared sense of identity and direction that ensures IT delivers high quality services for the common good and ensures IT is responsive to specific mission driven services-and innovations which support the University of Maine System..
  - The Project and Portfolio Management Team will focus on organizing the services identified and transforming that into version 1.0 service catalog. Additionally, once the catalog is established and published, they will develop a change management process for the catalog.
  - The Operational Excellence will establish a framework for recording and documenting processes, document four to six existing processes, continue to improve and encourage use of the After Action Review.
- UTSC will continue to look at feedback and data to improve services. Planned improvements include improving the call routing scheme to route student calls, to the student worker base, and staff member calls to professional staff members. This would allow the use of call agent skills by more effectively distributing calls according to agent skill level, and most importantly raise the level of service provided to our customers.
- End User Technology and Strategic Procurement will continue to provision new multi-function devices to remaining locations. Project completion anticipated June 30, 2015.
- Transition plans for UM non-central IT will begin. Non-central IT staff assessments will begin at other campuses.
- Two projects, moving Panopto to enterprise quality service and transitioning USM from Groupwise to Google Apps for Education, will begin this quarter. These projects are directly related to goals identified in the Administrative Review, and directly related to the US:IT 2.0 strategic imperative around shared sense of identity and providing high quality service will be initiated.

## US:IT ACTIVE PROJECTS



Academic Projects Total Budget = \$797,910

Finance & Administration Projects Total Budget = \$3,199,049

Information Technology Projects Total Budget = \$2,760,000

Human Resources Projects Total Budget = \$0

## US:IT PROPOSED PROJECTS

