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Information Technology Services

Supporting Academics and Our
Universities



*IT is reinforcing its commitment to the support of academics,
students, faculty and administrators.*

Update on the Administrative Review of IT

- ***What it is expected to achieve***
 - Quality services meeting or exceeding needs
 - Redundancy /overlap only where necessary
 - Flexibility and innovation at the campus level but managed to common standards
 - Transparent IT research and development process for new tools/applications
 - Cost savings/efficiencies
- ***What it is not***
 - A preconceived outcome
 - “Us” versus “Them”
 - One size fits all
- ***The scope of the review***
 - Analyze management structure and senior staffing model
 - Evaluate potentially redundant services
 - Customer Support Services
 - Telecommunications/network/wireless management
 - Individual campus datacenters
 - Procurement/Acquisition processes
 - Video Conferencing
 - Learning Management/Classroom Tech Tools
 - Web Services
 - Device/Computer lab provisioning (BYOD)
 - Evaluate systems/applications/assigned resources
 - Enterprise system strategy
 - Develop an initiative management process for R/D of new products/services
 - Consider a single operating budget
 - Inventory staff and infrastructure
 - Review and streamline funding model
 - Establish/implement policies and standards for architecture, hardware, software

• **IT Review process**

- Teams formed to evaluate major functions
 - End User Technology Strategy
 - Customer Support Service delivery
 - Unified Communications – voice, data, video
 - Standards and Procurement
- IT leaders, CIO and other contributors conducting
 - Budget/Expense data collection and analysis
 - Policy and practice analysis
 - Management and decision making structures

• **Early Findings**

- Data and Information
 - Inventory of staff (225+) and expenditures (\$31 million +) across UMS
 - Data is not maintained in a manner to evaluate specific service component costs
 - Inventory of assets, hard and soft, are not common or easy to access
- Provision of IT services
 - Individual campuses have expertise within certain service offerings that can be shared
 - Local service provision is given high priority
 - Some standard services exist, suggesting expansion of shared services
 - Services are uniquely designed in most cases, lack of commonality
- Other high level findings
 - Standards for IT hard and soft infrastructure, vendor management, products and common practices needed
 - Need for service catalog and common delivery strategy for most common services
 - System Wide Services IT is perceived as one size fits all, inflexible, slow to respond
 - Flexibility is coveted
 - Policies and practices needed to guide decision making
 - Decision making is distributed, consensus requires 100% agreement

• **Next Steps**

- Develop recommendations to create efficiency, service improvements and cost savings
 - Policies and practices to guide work
 - Strategies to improve service delivery in the areas investigated
 - Process to provide regular review of IT services and new requests
 - Leadership structure to foster collaboration and consolidation where appropriate
 - Expand IT commitment in support of academics, students and faculty
- Solicit input and communicate the conclusions in early December
- Complete the report and submit to Chancellor on December 31, 2012

Statistics at a Glance*

	UMS Totals	
Staffing		
(dept)		
FTE	194.55	
Cost	\$14,165,119	
(non-dept)		
FTE	31.1	
Cost	\$2,346,273	
Work-study		
Spend		
Telecom	\$1,471,543	
Audio Visual	\$231,819	
Instructional Tech	\$57,750	
Academic	\$30,700	
Administrative	\$4,448,458	
Card Services	\$-17,778	
General IT	\$3,453,453	
Revenue	-\$2,143,522	
Non-IT Spend	\$112,097	
Total	\$24,155,912	

* Based on reported data only. Verification of data underway.

(REVISED 11/29/12)