

# Memo

**To:** Chancellor James Page, Vice Chancellor Rebecca Wyke,  
**From:** Richard Thompson, Lead, Administrative Review Team for Information Technology  
**CC:** Members of the Administrative Review Team for IT, Tamara Mitchell, OOE  
**Date:** 1/23/2013  
**Re:** August Project Update.

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## **Executive Summary**

The first several weeks of effort focused on developing a governance structure that will support functional alignment of information technology services. Three iterations have been produced and are now being discussed with leaders including Presidents, Chief Academic Officers, Chief Financial Officers and the Chancellor. An issues summary is being prepared for the Chancellor to facilitate further discussion related to governance. Work continues in this area.

The Research leads met several times to support the work of chartered review teams. Team leaders requested more direction to focus what seems a daunting task to evaluate large areas of information technology service. A full meeting with IT leadership across the system has created necessary focus to address this issue for the two originally chartered teams. This also allows for initiating other teams as the schedule contemplates.

Active teams are addressing governance, end user device provisioning through virtualization, and customer support (help desk) services. The teams are ramping up as quickly as possible, but there is much work to be done. Three more teams are to be chartered early August, including standardized procurement of hardware and software (to be coordinated with the procurement review team lead by Chip Gavin), unified communications and video conferencing. Team composition is being evaluated. The selection of members is critical to allow consideration of significant changes which might otherwise be rejected by folks who are impacted. I am impressed with the teams leads activities and management of their mission.

The Project schedule is running approximately 3 weeks behind, but the final date remains viable at this point. A more thorough analysis of the project schedule and an up to date Gant chart will be provided with the September report. This will include all mitigations that are initiated to retain the original completion date.

Communication of this initiative and the review team process has not been sufficient across the System as a whole. Campus visits were accomplished at UMM, UMFK, UMPI, UMF and UMA in July to address this situation. A meeting was held with the VP for Finance and Administration at UMaine and a meeting is scheduled at USM. A formal communication plan will be developed over the first two weeks of August to provide a more consistent and thorough mechanism and process to accomplish effective dialogue.

## **Key actions next 30 days**

- Restate the vision, goals and objectives to more clearly support activity underway
- Continue evaluation of governance structure for information technology
- Charter four additional teams
- Develop communication strategy
- Create and maintain a web status page
- Meet with IT staff across system
- Teams continue effort with CIO support

## **Concerns/Risks**

- Achieving appropriate governance structure to support strategic change
- Resistance to the anticipated savings distribution plan
- Overcoming the us versus them pervasive perception.
- Time schedule is short and we lag behind at this moment
- Key team members assigned to multiple teams

Please contact me if you would like follow up in any way regarding this update or the general IT review.