

Information Technology Transformation Plan Status Report for February 2014 Issued March 2014

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Executive Summary

In February, US:IT efforts have been focused on the structure of the organization. The organization is the foundation for the work going forward. Our focus has been on clearly defining roles, responsibilities and aligning functions to teams, creating the unified services. This high level summary of activity and outcomes represents the actions taken in the past month toward the goals of Phase II as well as the plans for March. A high level project plan for the remainder of the fiscal year is included.

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

Accomplishments for February:

- Phase II plan for FY 15 communicated to Presidents, CAO's, CFO's, IT staff and other stakeholders (Project Plan: 1.1).
- Presentation developed and delivered SSAC and other stakeholders "What to Expect in the new US:IT organization."
- CIO Council actively aligning functions within the organization structure and aligning staff with the various unified services. Special attention focused on service definition, delivery strategy and accountability (Project Plan: 4.0).
- Preparations for the spring TechQual survey are underway (Project Plan: 1.4.2).
- Recommendation 4 *New Funding Strategy*: This team is working with the State of Maine's Chief Information Officer's finance group to assess their mature rate development process and tools they are using. Work continues on identifying the services to be targeted for rate development (Project Plan: 3.0).
- Desktop/Laptop procurement: sample configurations have been demonstrated at UMaine, USM and UMPI (Project Plan: 5.2).
- Location, dates and Keynote speaker secured for May 22-23 IT Staff Summit. Agenda is under development (Project Plan: 1.2).

Expectations for March

- CIO Council will complete organization structure and staff alignment. Staff will be notified of new assignments (Project Plan: 1.1).
- CIO delivers presentation on US:IT to Chief Academic Officers, other stakeholders, and US:IT staff.
- CIO will meet with Council members to formalize goals and objectives, implementation strategy and communication (Project Plan: 4.4).
- Service delivery and staff alignment completed and communicated to IT and interested parties (Project Plan: 4.5).
- Schedule a Town Hall Meeting event for US:IT staff to be held in March (Project Plan: 4.5).
- Continue implementation plan for incorporating non-central IT staff—CIO and Campus Directors to meet with CFO/CAOs to review non-central IT list. Schedule meetings for mid to late March (Project Plan: 1.3).

- Campus IT Directors share and discuss benchmark results with campus leadership (Project Plan: 1.4.1)
- Prepare second benchmark survey for early April release. Seek all necessary approvals (Project Plan: 1.4.2).
- Develop dashboard of TechQual+ fall survey results for Mission Excellence website (Project Plan: 1.4.1).
- Effort continues on developing rate model for IT services and cataloging of IT services (Project Plan: 3.1).
- Laptop/Desktop RFP analysis of feedback from product demonstrations, contract award(s) (Project Plan: 5.2).

Information Technology Transformation Plan – Phase 2

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	60%	Cindy & Fred
1.2 All IT Summit	5/22/14	5/23/14	30%	Cindy & Fred
1.3 Identify and transfer for Non-Central IT Staff		7/1/14	80%	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	90%	IT Directors
1.4.2 April TechQual+ preparations for April survey	2/1/14	4/30/14	20%	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	2/12/14	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	5/31/14	40%	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	2/14/28	98%	Unified Service Leaders
4.2 Complete organization charts to accomplish assigned responsibilities	1/7/14	2/28/14	50%	Unified Service Leaders
4.3 Assign staff to Unified Services	1/15/14	2/28/14	95%	All Directors

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4.4 For Council: formalize goals and objectives, implementation strategy and communication	1/2/14	3/7/14	50%	Dick Thompson
4.5 Communications and Town Hall Meeting with Staff	2/14/14	3/7/14	5%	CIO Council/Unified Leaders
4.6 Virtual Call Center Operational	12/1/13	6/1/14	10%	Lauren Dubois
4.7 Unified Communication Staff assigned and operating under new governance structure	12/1/13	6/1/14	0%	Jeff Letourneau
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	6/13	3/31/14	50%	Stephen Houser
5.2 Laptop/Desktop RFP	1/2/14	2/28/14	90%	JoAnne Wallingford