

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

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Executive Summary

In March, US:IT efforts focused on staffing and transition planning. Through this effort, we have outlined a process for transitioning US:IT staff into the new unified services which incorporates communication, implementation planning and team building. Through this process, we have re-evaluated the timing for assessing the appropriate placement of distributed IT staff. In order to thoughtfully conduct this process with appropriate campus input, the schedule will be revised and published in next month's report.

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 April. Several items are now listed as yellow or red. The effort to carefully plan and engage key internal stakeholders was underestimated. The delays do not place additional risk on the anticipated savings in FY 2015. 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 March:

- CIO presentation "What to Expect in the new US:IT organization" delivered to Distance Learning Steering Committee and other stakeholders .
- Plan developed for transitioning staff to new unified services, for the transition of CIO Council members to Unified team leaders, and for the development of transition strategies for the unified services.
- Preparations for the spring TechQual survey are underway for April delivery (Project Plan: 1.4.2).
- Recommendation 4 *New Funding Strategy*: The team continues to build out the model for rate development (Project Plan: 3.0).
- Desktop/Laptop procurement: evaluation of feedback from vendor demos and conducted reference calls.
- Summit agenda finalized (Project Plan: 1.2).
- Town Hall Meeting with all US:IT staff held March 25.
- CIO continued meeting with campus stakeholders regarding distributed IT staff.

Expectations for April

- CIO Council will notify IT Staff of unified service assignments April 15 (Project Plan. 1.1).
- Meetings with Campus IT Directors and Unified Service leaders April 15 through April 17.
- Unified Service Leaders begin service transition planning with new teams.
- CIO Council full meeting for continued transition planning and team building training April 18.
- US:IT Town Hall Meeting #2 April 30.
- CIO delivers presentation on US:IT to Chief Academic Officers and Employee Relations Liaisons.
- CIO will continue to meet with Council members to formalize goals and objectives (Project Plan: 4.4).
- Service delivery and staff alignment completed and communicated to stakeholders (Project Plan: 4.5).
- Revised plan will be developed for assessing placement of distributed IT staff (Project Plan: 1.3).
- Develop dashboard of TechQual+ fall survey results for Mission Excellence website (Project Plan: 1.4.1).
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- Effort continues on developing rate model for IT services and cataloging of IT services. Schedule is being revised to accommodate change in model direction and budget planning cycle (Project Plan: 3.1).
- Laptop/Desktop RFP award will be announced, contract negotiations completed (Project Plan: 5.2).

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.

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	80%	Cindy & Fred
1.2 All IT Summit	5/22/14	5/23/14	60%	Cindy & Fred
1.3 Identify and transfer for Non-Central IT Staff *Schedule under revision*		7/1/14	40%	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+ preparations for April survey	2/1/14	4/30/14	90%	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	2/12/2014	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. *Schedule under revision*	3/1/13	5/31/14	50%	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	90%	Unified Service

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				Leaders
4.3 Assign staff to Unified Services	1/15/14	2/28/14	98%	All Directors
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	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		CIO Council
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%	Dick Thompson
5.2 Laptop/Desktop RFP	1/2/14	2/28/14	90%	Mike Cyr