

## 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 July through September 2014 Issued October 2014**

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During the last three months US:IT has focused on organizing the new teams, taking on new roles within the organization, budget development, projects which support US:IT in the new service delivery model while continuing to serve our users with quality and responsiveness. Since May, staff have been formally assigned to shared services delivery areas, US:IT launched the University Technology Support Center which is a unified approach to providing help desk services, drafted a first-ever five year IT Capital plan, launched a major project to build capacity in the data center, and filled positions created in support of the shared service delivery teams.

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

Accomplishments for July through September 30:

- Staff reductions to achieve realignment and cost savings completed in July and August
- Several US:IT positions were filled including Operations Manager at UMPI, Software Support Analyst, and a web services position.
  - Positions advertised internally to provide opportunity to US:IT staff
- The contract for HP Desktop/Laptops was signed and implementation of a unified ordering system is underway.
- Active Directory was implemented at UMA as the first installation of a organization wide single authentication system
- University Technology Support Center launched, providing unified help desk services and expanded hours of operation.
  - Single ticketing system used for most campuses
  - Call volume very high and wait times challenged staff over the first two weeks
  - Analysis of data and modifications to staff assignments has eased this challenge and an improved call routing and management routine will be implemented in December.
- The first unified Five Year IT Capital plan was presented to the Shared Services Advisory Council and the Board of Trustees Finance, Facilities and Technology Committee.
  - Additional vetting of the plan and further input from campuses planned during budget development processes.
- Budget and Rate Development work led to the determination that data was not available to achieve accurate service rates. An alternative budgeting approach for IT was developed with a commitment to collect data to develop service rates in the future.
- Work continues with UMaine to assess non-central IT positions for possible inclusion in US:IT organization.

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- A major project was initiated to create capacity in the data center as well as implement recommended security improvements. This project will promote IT objectives to consolidate data centers.
- An updated APL for IT Business Cases and two new APLs (CIO Wavier and Project Management Office) were approved.
- A Communications Team within US:IT was formed with representation from across the US:IT teams. The purpose is to:
  - Provide the CIO Council with input on questions, concerns, and misunderstandings in the workforce;
  - Help the CIO Council identify communications opportunities;
  - Provide guidance and direction on communications modes and methods which will engage the staff and foster communication from the CIO Council to staff and from staff to CIO Council.
- The second phase of the telephony project was initiated at the University of Maine to move to Voice Over Internet Protocol (VOIP), a significant step in standardization around unified communications.
- Network management was transitioned from UMF staff to the Infrastructure shared service team.
- A Town Hall session was held September 26<sup>th</sup> with Communications Team orchestrating question/answer period.
- US:IT dedicated funding to strategic initiatives supporting unified systems for recruitment and retention.

Expectations for October through December:

- A detailed analysis will occur to refine US:IT organization to align with current and future needs of the UMS. Adjustments to governance, alignment and processes will be developed to achieve operational excellence.
- The University Technology Support Center (UTSC) will complete planning of Phase II of their implementation which includes:
  - adjustments from lessons learned in the August/September launch,
  - call management,
  - refinement of metrics reporting,
  - and additional training for UTSC staff.
- The US:IT organization evaluates processes and begins refinement and streamlining.
- Searches will be conducted for remaining new positions.
- The Communications Team will roll out a communications forum using Confluence, the knowledge base tool for IT staff.
- The single Active Directory system will be further deployed to University College, University of Maine System at 16 Central, and other campuses as readiness is determined.
- End User Technology will publish process for acquiring desk top and laptop devices.

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- Education and training on use of Project Initiation process and new APLs will be delivered for IT Directors and appropriate staff to support needs of campuses and administrative departments.
- End User Technology group will begin major project with Strategic Procurement to deploy 700+ new multi-function devices (copier/printers) to the campuses.
- Efforts will continue in assessing non-central IT staff, with appropriate transfers within the second and third quarter as appropriate.
- FY16 IT Budget will be finalized.