

## 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 October through December 2014 Issued January 2015**

---

#### **Contents**

- Executive Summary
- October through December Accomplishments
- Expectations for January through March 2015

During the fourth quarter of calendar year 2014, US:IT continued its focus on transforming service delivery through the new teams: Academic Technology, Enterprise Applications, Infrastructure, End User Technology, Web Services and the Technology Support Center. Each team is working on projects which support the University goals and the work of faculty, students and administrators. Budget development for FY16 has been a significant focus. The unification of technology services has changed, and the way US:IT costs are distributed to the Universities has changed. Efforts continue to streamline and focus on savings and efficiency opportunities. US:IT engaged in analysis and design of its internal decision making and process management to improve services to the University of Maine System and to support the restructured US:IT organization. This effort, entitled US:IT 2.0, includes representative staff at several levels, and from across the UMS.

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

Accomplishments for October through December:

- US:IT underwent a detailed analysis to refine US:IT organization governance to align with current and future needs of the UMS. US:IT 2.0 was launched with a charge to three design teams to charter three new decision making and process management teams: Portfolio Management, Strategic Round Table and Operational Excellence teams. Draft Charters were delivered to the CIO in late December.
- The University Technology Support Center (UTSC) launched Phase II of their implementation which includes:
  - adjustments from lessons learned in the August/September launch,
  - increased call distribution, calls answered by next available agent at any location
  - leveraged technology for improved call flow - instituted phone tree
  - established a quick punch out for Video Conference emergency issues
  - implemented self-registration tool for student devices on the network
  - revised on-going training for UTSC staff
  - continued shift towards policy and data driven operation
- The Communications Team launched a communications forum using Confluence, the knowledge base tool for IT staff.
- The single Active Directory system was deployed to University College.
- End User Technology published a process for acquiring desk top and laptop devices.

## 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.**

- End User Technology group began a major project with Strategic Procurement to deploy 700+ new multi-function devices (copier/printers) to the campuses. To date devices have been deployed at UMPI, UMM, UMFK and 16 Central Street
- Education and training was conducted on use of Project Initiation process and new APLs were provided to IT Directors and appropriate staff to support needs of campuses and administrative departments.
- Efforts continue in assessing non-central IT staff.
- FY16 IT budget was finalized and provided to Campus CFOs. Internal budget development for the new teams was initiated.

Expectations for January through March:

- US:IT 2.0 design teams will be transitioned into functioning decision making teams with charters to guide activity and priority.
- US:IT will focus on process development including a process on processes, process standards and templates, process prioritization, decision making, portfolio establishment and review, strategy development and governance.
- End User Technology and Strategic Procurement will continue to provision new multi-function devices to remaining campuses.
- The single Active Directory system will be further deployed to campuses as readiness is determined.
- Efforts will continue in assessing non-central IT staff.
- Internal IT budgets for FY16 will be finalized.