

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 April through June 2015 Issued July 2015

Contents

- Executive Summary
- April through June Accomplishments
- Expectations for July through September 2015

In the second quarter of 2015, the CIO conducted a thorough internal assessment and made mid-course corrections to the US:IT organizational structure. The purpose of this change was to move US:IT from an asset to service based organization. This change incorporates improving relationship management, making the structure more responsive, invest in and impact academic facing services, and shifting the focus on staff development, evaluation and hiring towards service-based competencies. Additionally during this quarter, the three US:IT 2.0 teams completed their goals around strategy development, production of a service catalog, and establishment of a framework for process development .

Structural Savings for FY 15 \$1,984,000 - Achieved

Activity for April through June:

- A new organization structure was implemented in late May, Cindy Mitchell assigned responsibility for relationship and service management for the University of Maine, the University of Maine at Machias and the University of Maine at Fort Kent. Fred Brittain was assigned relationship and service management responsibility for the University of Southern Maine, the University of Maine at Farmington and the University of Maine at Presque Isle.
- Two Executive Director of Information Technology positions were eliminated to reduce senior level managers
- As part of the organizational change, the Support Center and Campus Services were organized into as single unit, lead by Aaron Gagnon and reporting to Cindy Mitchell. The purpose of this change is to improve the responsiveness and delivery of service from call received through service delivery at the appropriate level.
- The organizational change include realignment and expansion of a function, now called Campus Academic and Business Solutions led by Aaron Barnes and reporting to Fred Brittain. This function includes business analysts, software support specialist and a reporting team providing direct support and consulting for existing solutions, potential needs, and reporting.
- Lauren Dubois' role has been modified to include relationship and service management for the University of Maine at Augusta as well as leadership for the engineering staff for Classroom Technology and End User Technology.
- Adjustments have been made in staffing at the campus level to improve responsiveness and capacity.
- US:IT 2.0 completed its targeted second quarter goals to develop a process, service focused organization through the following actions:

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- The Strategic Roundtable delivered strategy to build a shared sense of identity and direction that ensures IT delivers high quality services for the common good and ensures IT is responsive to specific mission driven services-and innovations which support the University of Maine System..
- The Project and Portfolio Management Team delivered version 1.0 of its service catalog as well as a change management process for the catalog.
- The Operational Excellence developed a framework for recording and documenting processes, documented four to six existing processes, continued to improve and encourage use of the After Action Review. Yes, I think so
- University Technology Support Center continues to look at feedback and data to improve services. Planned improvements include improving the call routing scheme to route student calls, to the student worker base, and staff member calls to professional staff members. This would allow the use of call agent skills by more effectively distributing calls according to agent skill level, and most importantly raise the level of service provided to our customers.
- End User Technology and Strategic Procurement finished the deployment of new multi-functional devices.
- Five non-central IT staff were welcomed into the UMaine US:IT staff.
- Two projects, moving Panopto course capture system to a cloud based service and transitioning USM from Groupwise to our cloud based Google Apps for Education, will begin this quarter. These projects are directly related to goals identified in the Administrative Review, and directly related to the US:IT 2.0 strategic imperative around shared sense of identity and providing high quality service will be initiated.

Expectations for July through September:

- US:IT 2.0 continues its work to develop a process, service focused organization
 - US:IT will be focused on many summer projects include classroom improvements, technology implementations for student success, and infrastructure. End User Technology will complete implementation of labs at UMA and University College centers.
 - Revision of Capital Plan to accommodate requests for expansions of service
 - Begin FY 2017 budget process
 - Evaluate quality of service over time.