

Office of Information Management (OIM)

January 18, 2007 Retreat

Summary of Take-Aways

The Office of Information Management began its organizational design phase on January 18, 2007 with an all-day retreat to discuss an organizational vision, goals, and structure for the Office of Information Management. Attendees represented a broad spectrum of the information systems and information management (IS/IM) community, including central computing, the Strategic Initiatives Office, many vice president and vice provost units, and college/school computing directors. (See list of attendees below). The retreat group will continue to be used as a sounding board for OIM efforts.

The following is a summary of major take-aways from the retreat, organized into six themes: Common goals, strategic thinking, business drivers, resources, and leadership.

Sense of True Community; Working toward Common Goals

- This is a time of incredible opportunity. There is tremendous energy and enthusiasm. People are excited about collaborating towards a stronger future.
- People want to see OIM be successful and are willing to engage in whatever it takes to make OIM succeed.
- There is a sense of true community and a desire to work toward common goals. One major goal is to improve access to data and information. This includes providing tools to enable access to information for those who need it and also enabling people across the university community to build reports using the same data. The data warehouse is the best tool available to provide this information, and there is enthusiasm for putting energy and funding into further development of the warehouse.
- There is a cooperative and supportive spirit from the many areas across the university. The retreat began to build a sense of trust and partnership among those who attended.
- People said they found the retreat very helpful in understanding the underlying goals of OIM and in providing the opportunity to be a part of building its future direction.
- We began to paint the picture of what a successful OIM will look like and what it can accomplish. If we commit to partnering and teamwork to improve our information management, there is nothing we can't do!

Strategic Thinking

- We don't just need to think outside the box; we need to get rid of the box altogether.
- We identified strategic threads that will lead to formulating a roadmap for the future direction of information systems, information management, and OIM. (We need to overlap these with the themes coming out of the discovery/assessment phase.)

Centralized and Decentralized; Business Needs Drive!

- It's not centralized versus distributed, it's centralized and distributed.

- We need an information systems and information management (IS/IM) organization and architecture that supports distributed computing, connects local resources to central systems, and meets local needs in a timely way.
- There is strong consensus that business needs should drive the IS/IM enterprise and that we have the opportunity to build structures to help us more effectively understand those needs and priorities.
- Both security and economy argue for central systems that better meet school and college needs. We have an opportunity to work with the deans and others to eliminate unnecessary duplication and complexity in both process and data.
- It is crucially important that we work as partners to create guidelines on what should be developed centrally and what locally and that we have an inclusive decision making process. We will also need processes (air traffic control) to make sure central things are developed centrally and decentralized things are developed locally, using common tools and best practices.
- Processes should be set up so OIM is not seen as a gatekeeper, but that all units are helping to ensure applications are developed in the "right place." This implies there is a reasonable and understood prioritization process for central development.

Resources

- Our partners want faster service delivery. We need to figure out project approaches that provide the resources necessary to meet their expectations.
- There is justified concern about the effort it will take to implement new IS/IM approaches, directions, and policies quickly and without extra resources. This may mean that managers will have to do their current jobs as well as contribute to this important effort.

Leadership Support

- There is now energy and momentum around OIM. We need to capitalize on this—making it contagious and continuous—especially among the deans and the provost.
- If we are to move forward effectively, it is critical that we have leadership support from the deans, provost, vice provosts, and vice presidents.

Who Attended

Dave Asher	Director of Finance and Planning	UW Educational Outreach
Charles L Bennett	Director	Decision Support Center, Financial Management, Decision Support Center
Cindy D. Brown	Communications Director	Computing & Communications/Office of Information Management
Tom Colwell	Facilitator	
John P Drew	Director	Graduate School, Computing and Information Resources
Michael B. Eisenberg	Dean Emeritus and Professor	The Information School
Sara Gomez	Vice Provost/CIO (interim)	Office of Information Management
Bill Ferris	Executive Director for Administration	Office of the Executive Vice President

Rhonda Forman	Director	Academic Human Resources
Jeanne Marie Isola	Director	Strategic Initiatives Office
Jim Loter	Director of Computing Services	College of Engineering - Dean's Office
Todd B. Mildon	University Registrar	Office of the University Registrar
Les Pennington	Assistant Director	Office of Information Management
Gary J Prohaska	Technology Manager	Office of Information Management
Nancy Rauhauser	Senior Manager	Office of Information Management
John D Sahr	Associate Dean	Undergraduate Academic Affairs
Peter Scott	Senior Computer Specialist	Office Minority Affairs
Bill Shirey	Senior Manager	Production Services, Office of Information Management
Marcia M Tufarolo	Senior Technology Manager	Office of Information Management
Darcy A. Van Patten	Manager of Strategic Initiatives	Office of Research
Bill Yock	Senior Manager	Enterprise Data Warehouse, Office of Information Management