

Changes in, and Priority for,
**Information Systems (IS), and
Information Management (IM),**
at the UW

Ron Johnson, *Vice President, Computing & Communications*

Phyllis Wise, *Provost and Vice President, Academic Affairs*

Sara Gomez, *Vice Provost for Information Management and CIO*

Mike Eisenberg, *Chair A-TAC*

President's Cabinet – March 20, 2007

We are teaming up to make Information Systems (IS) and Information Management (IM), priorities and to make them more effective. *We are building upon:*

The UW-wide **IS Futures**' process/report (Chaired by Mike Eisenberg);

The C&C **Strategic Planning** effort;

Input from the 'TAC's; the Deans, and many others;

Contemplation by all, of the huge **challenges** the UW and other research universities face in doing a better job of leading & managing, & in ensuring compliance;

The remarkable **opportunities presented** by major reorganizations of, and changes in UW's administration over the past few years, and the opportunities they present to **break with the past** and **achieve alignment** of authority **over functional** 'business' practice, policy, priority and resources **with IS & IM** resources and capabilities;

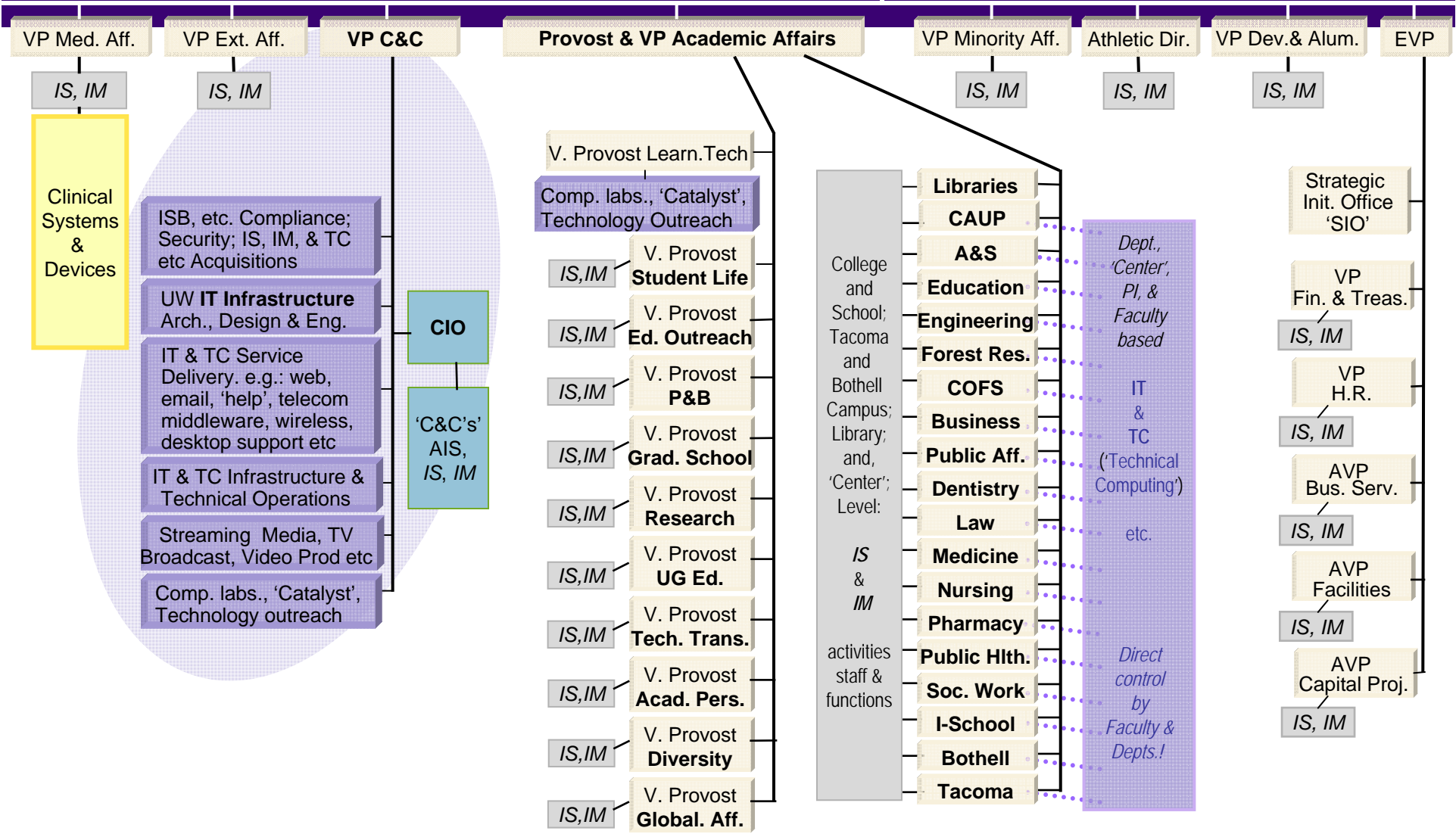
Evolving State **ISB**' requirements/relationship

Provost Wise & Vice President Johnson teamed to create a:

- **Position of Vice Provost for Information Management & CIO [VP-IM/CIO]:**
 - reporting primarily to the Provost; and also reporting to the Vice President C&C for technology issues
 - heading an **Office of Information Management (OIM)**, that includes the following units and reporting relationships:
 - ‘C&C’s’ Admin. Info. Serv. (**AIS**) and data warehouse groups
 - the Strategic Initiatives Office (**SIO**) [*previously in the Office of the Executive Vice President*]
 - the Information Systems and Information Management teams, people and projects throughout the Offices of the Provost and Vice Provost’s will have a strong dual reporting relationship to the VP-IM/CIO and their own Vice Provost
 - College and school level information systems and information management staff, teams and projects will also have a dual reporting relationship to the VP-IM/CIO and the unit’s leader.
- **UW Data Management Committee (DMC) and emphasis**
- **Shift in emphasis and name of I-TAC to “information management” and new name = ‘I-MAC’**

UW's OLD IS, IM, IT Org. Landscape

President



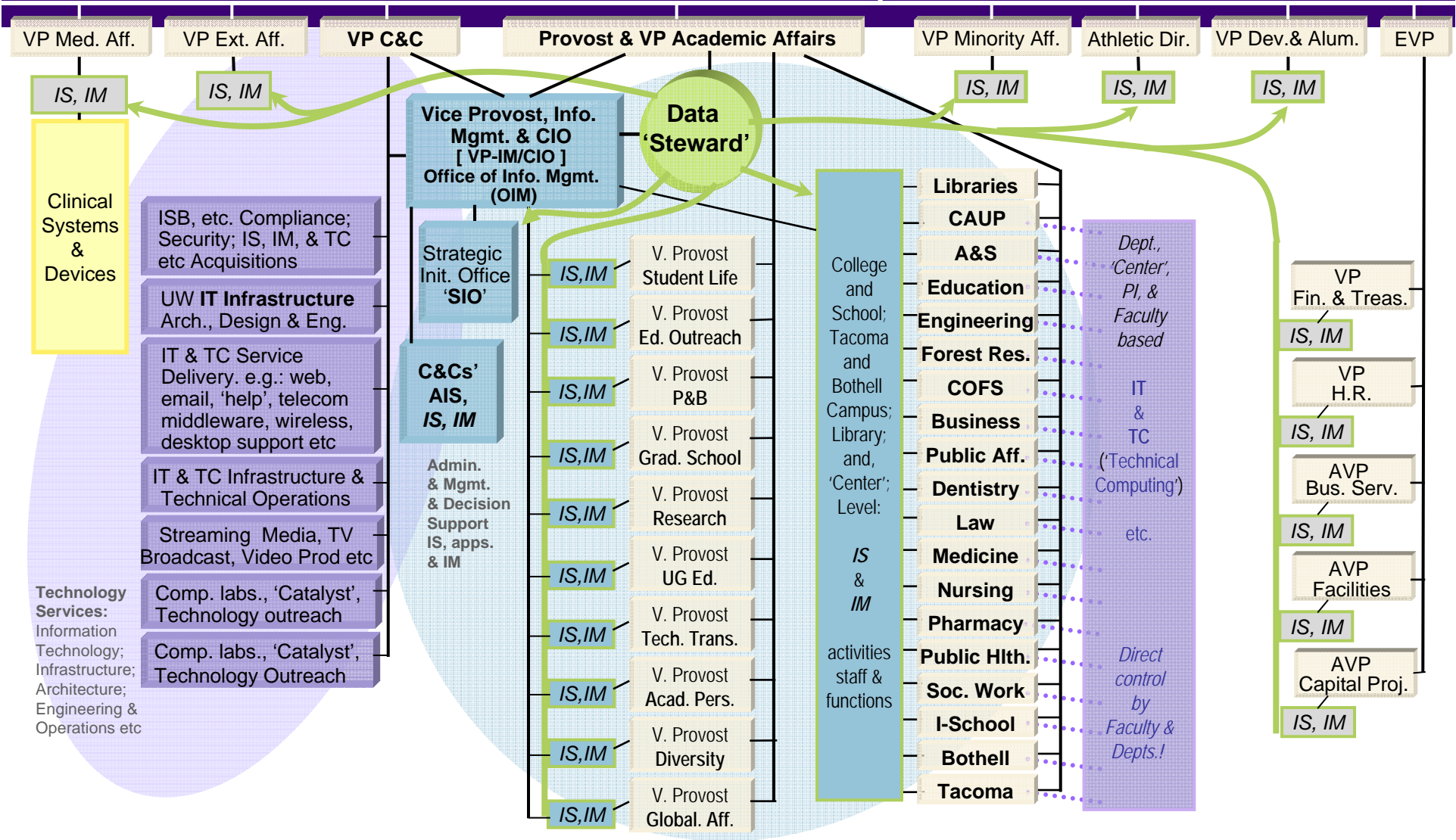
IS = Administrative, Management and/or Decision Support 'Information Systems'. Includes Applications design, development, and maintenance. Also includes control of IS & IM applications operation. No one had/has any overarching/'cross-silo' authority or responsibility for IS.
 IM = 'Information Management'. At best, only done locally, not done globally across the UW.

IT = Information Technology infrastructure, design, engineering, architecture, deployment and operations. Includes hardware, networks, underlying email, messaging and web infrastructure, middleware, distribution systems, and support. Includes Technical Computing, instruments etc,

- Direct 'Line' Reporting relationship
- 'Dotted line' Reporting Relationship
- No institutional IM
- UW-wide IS & IM Some Responsibility, little Authority
- Largely separate IS/IM authorities/responsibilities
- 'IT' activities - central, departmental, PI etc.

UW's NEW IS, IM, IT Org. Landscape

President



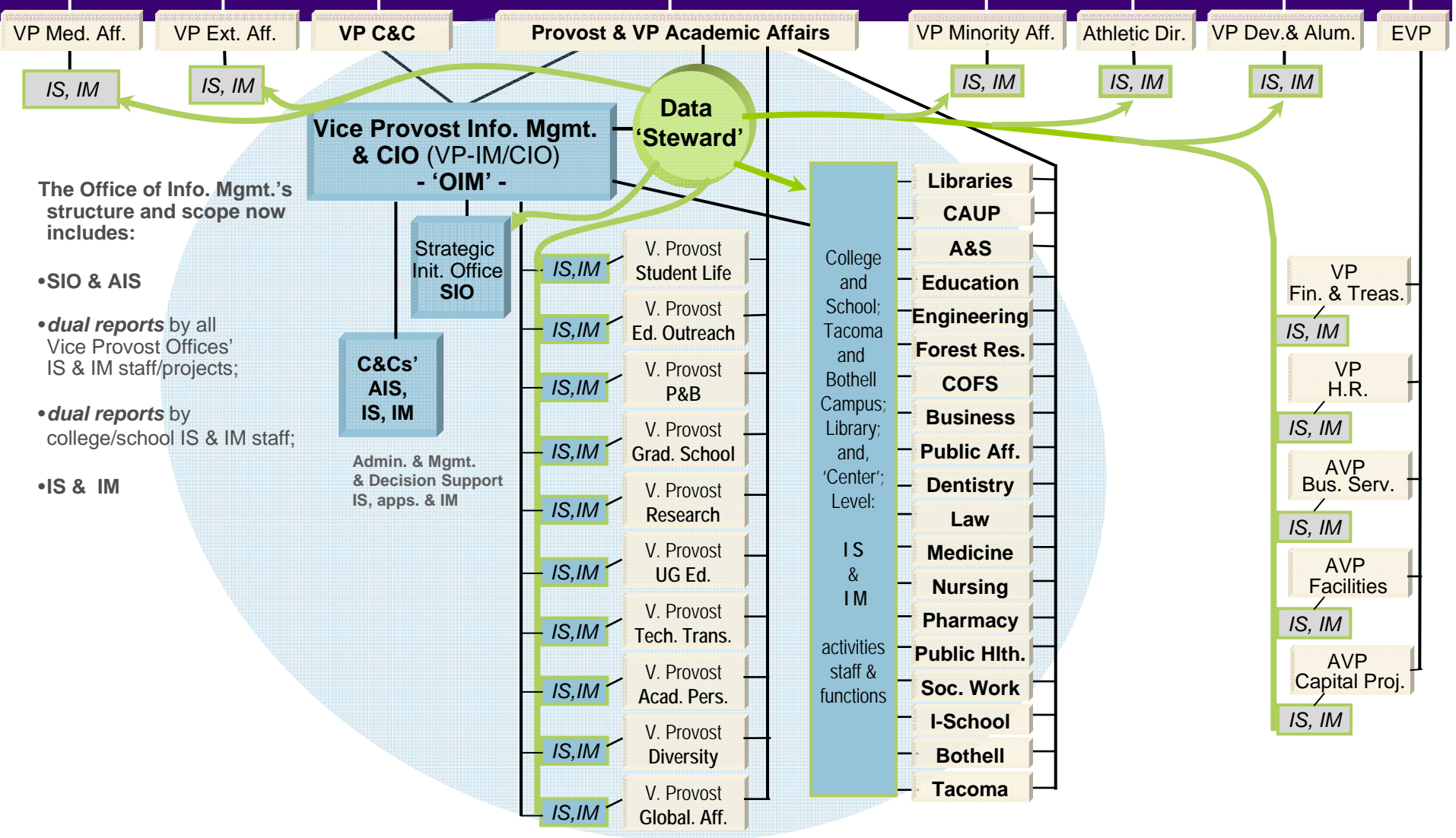
IS = Administrative, Management and/or Decision Support Information Systems. Includes Applications design, development, and maintenance. Also includes control of IS & IM applications operation.
IM = Information Management systems, information architecture, knowledge architecture, and other IM responsibilities & activities, incl. 'data definition', 'data administration', warehousing, data validation & evaluation.

IT = Information Technology infrastructure, design, engineering, architecture, deployment and operations. Includes hardware, networks, underlying email, messaging and web infrastructure, middleware, distribution systems, and support. Includes Technical Computing, instruments etc.

- Direct 'Line' Reporting relationship
- 'Dotted line' Reporting Relationship
- IM: Provost, CIO/VP-IM & Data Steward's IM Authority
- Provost's & CIO/VP-IM IS & IM Authority
- 'IT' activities - central, departmental, PI etc.

UW's NEW IS & IM

President



IS = Administrative, Management and/or Decision Support Information Systems. Includes Applications design, development, and maintenance. Also includes control of IS & IM applications operation.

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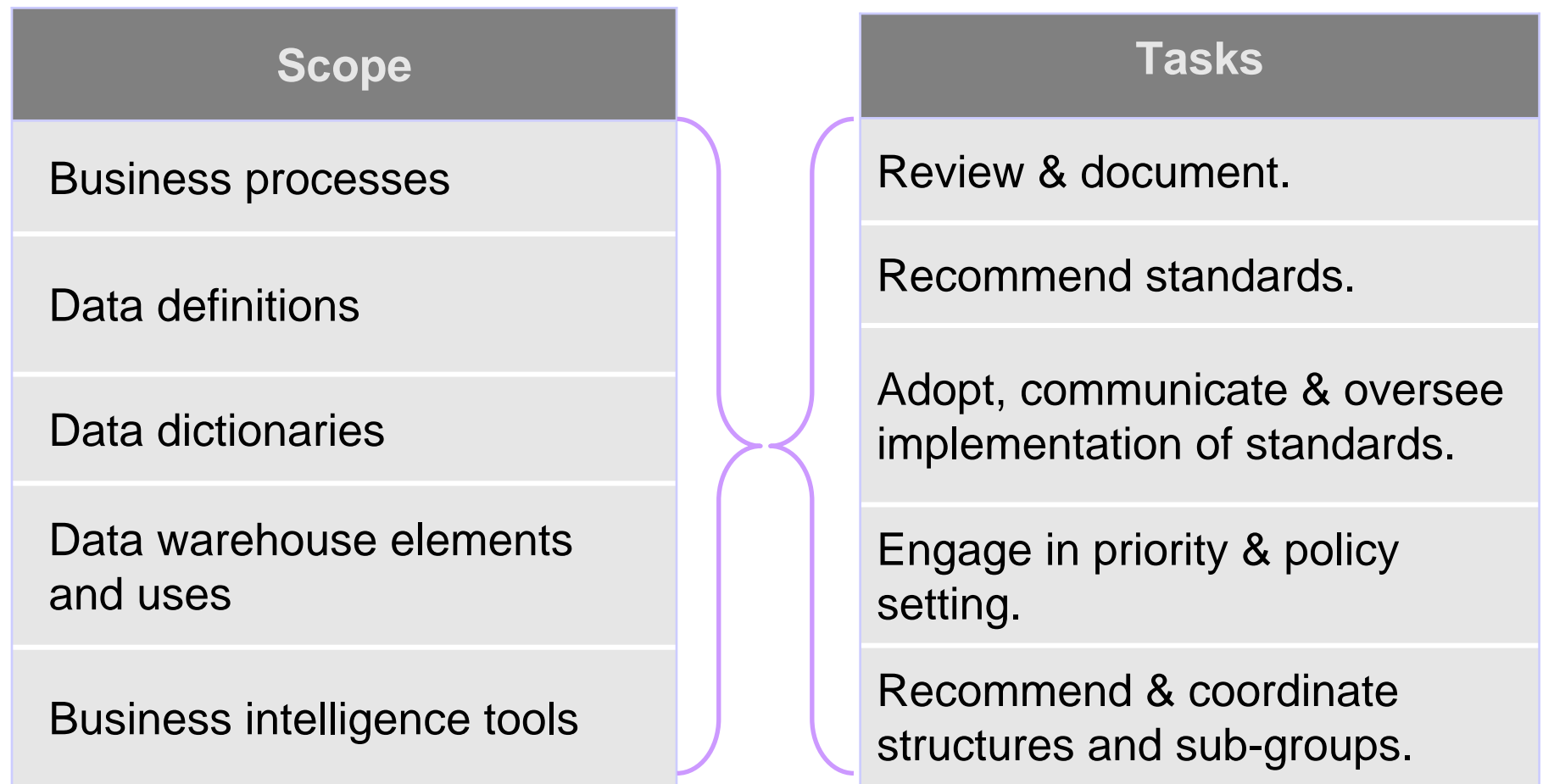
- Direct 'Line' Reporting relationship
- 'Dotted 'line' Reporting Relationship
- IM: Provost, CIO/VP-IM & Data Steward IM Authority
- Office of Information Management (OIM's) IS & IM Authority/Responsibility

Why? We are seeking:

- **Alignment of authority** over business practices, policy, resources and priorities in functional 'business' units with IM & IS resources and capabilities;
- A true and strong **UW focus** on, and priority for, administrative information systems and information management activities
- Far greater **Coordination of Resources**, Priorities and Directions across UW units
- More powerful **Teamwork** across much more of the UW
- **Alignment** with the admin. related priorities of the University
- A true '**Information Management**' approach with better integration across the university's 'central' and distributed information management and transactional systems, to get people the information they need.

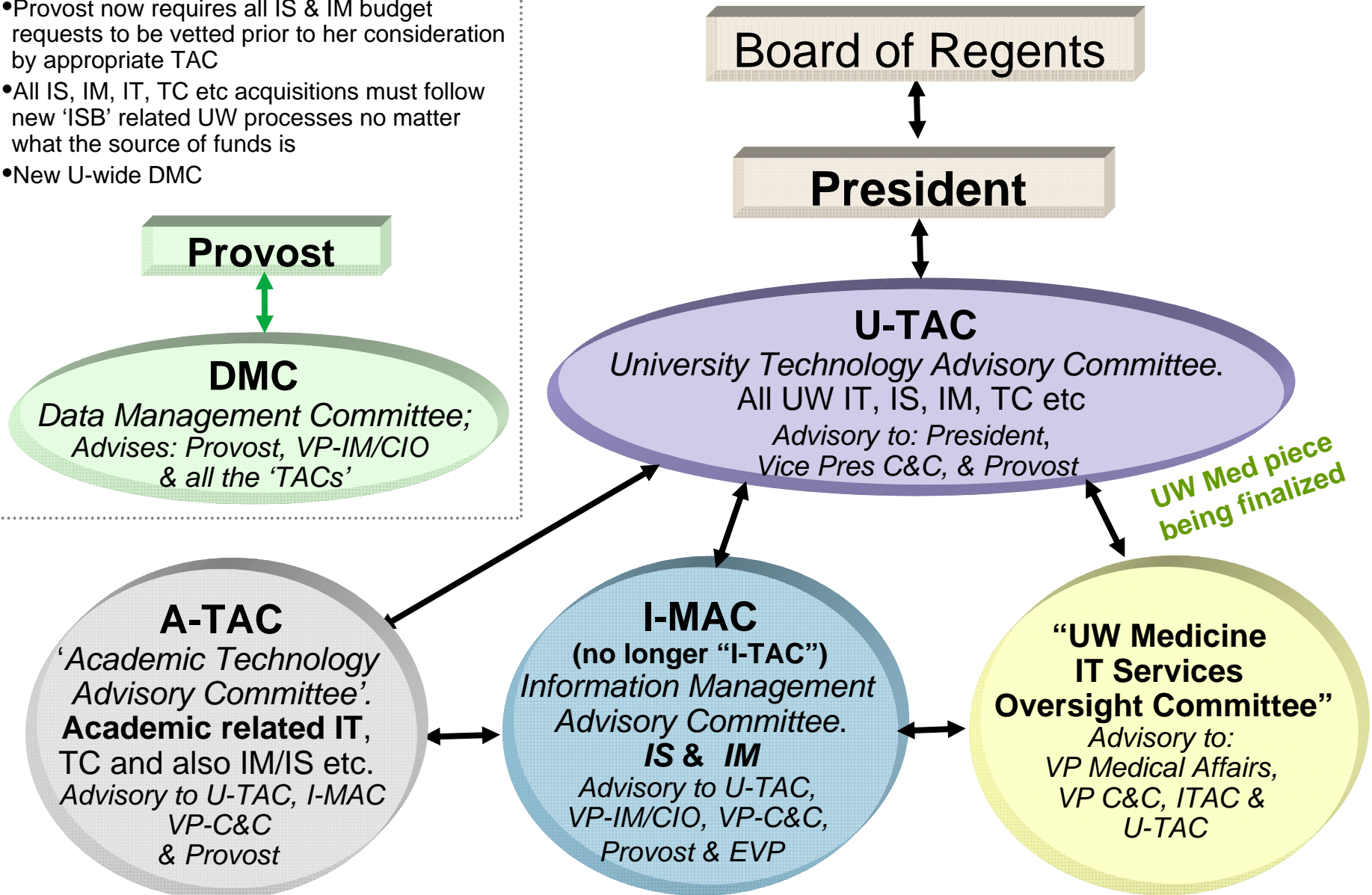
UW Data Management Committee

Addressing 'Information Management' for the 1st time @ the UW
An essential element of effective Information Systems.



UW's IS, IM, & IT etc. Oversight/Advisory Landscape

- Provost now requires all IS & IM budget requests to be vetted prior to her consideration by appropriate TAC
- All IS, IM, IT, TC etc acquisitions must follow new 'ISB' related UW processes no matter what the source of funds is
- New U-wide DMC



For *first* time in 15 years we do have:

Alignment of IS & IM resources and capabilities (via all the reports to OIM & the VP-IM/CIO), **within a truly critical-mass ‘span of management control’**

The ability:

- via the Provost, to align and manage ‘business’ priorities and resources across most of the University; and,
- to effectively and decisively address business practice and policy change in direct alignment with information systems and information management efforts!!

IS & IM (and we hope also IT & TC) **as real UW priorities**

That, plus great people (which we have in AIS, the Vice Provosts’ units, the Schools/Colleges and SIO etc.), ***are the keys to success!***

Office of Information Management Update

March 16, 2007



**Sara Gomez
Interim Vice Provost/CIO
Office of Information
Management**

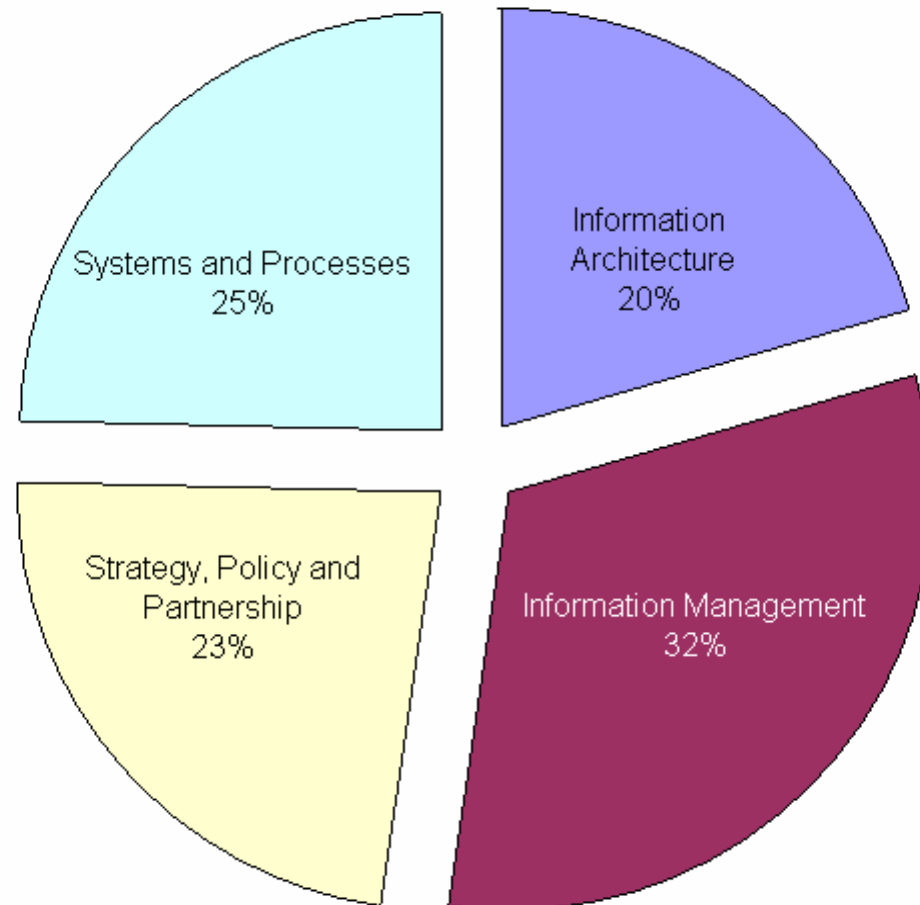
OIM Work Plan

- OIM initial three-phase work plan:
- **Discovery/Assessment:** Identify challenges and opportunities (Winter 2006-07)
- **Organizational Design and Transition:** Build the future of how we work together (Spring 2007)
- **Strategic Roadmap:** Choose where to invest people, money, and time
 - **Short-term priorities** (Spring/Summer 2007)
 - **Long-term priorities** (Fall/Winter 2007-08)

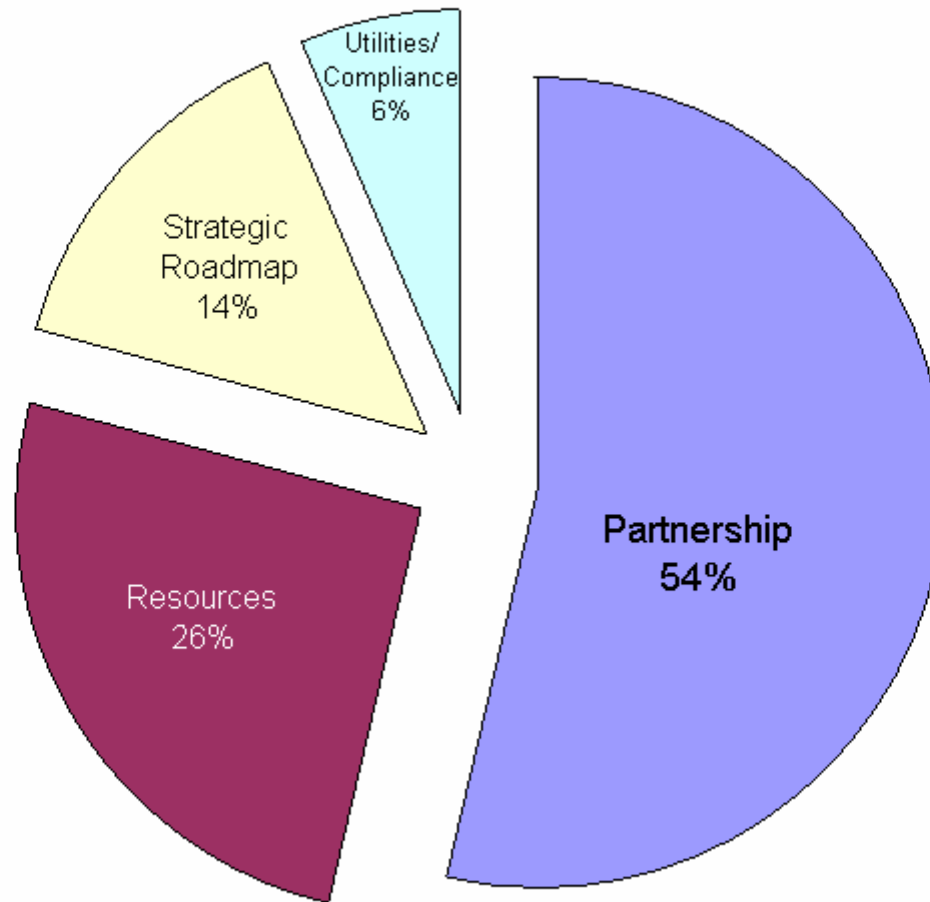
Discovery/Assessment Phase: Broad Themes Analysis

- Collected more than 550 comments from the meetings
- Categorized comments into four broad themes and sub-themes
- Analyzed how many comments fell into each category to get a sense of proportionality

Broad Themes

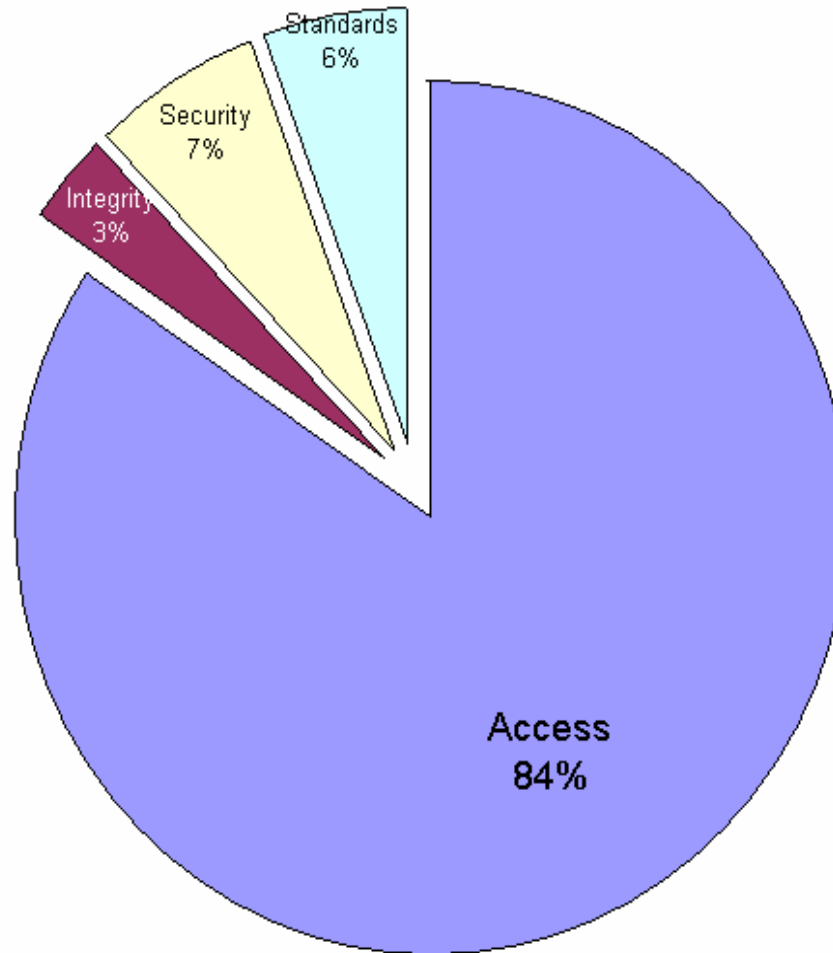


Strategy, Policy, and Partnership (23% of the Comments)



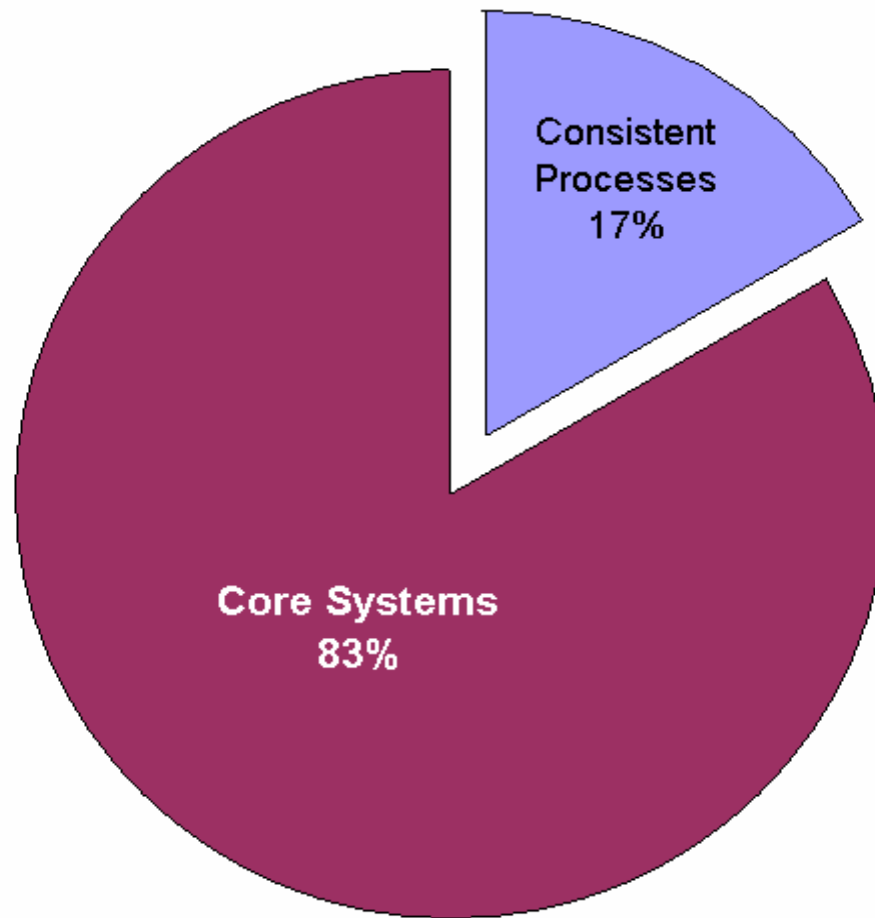
- Develop strategic roadmap
- Review governance structure
- Pursue strategic partnerships

Information Management (32% of the Comments)



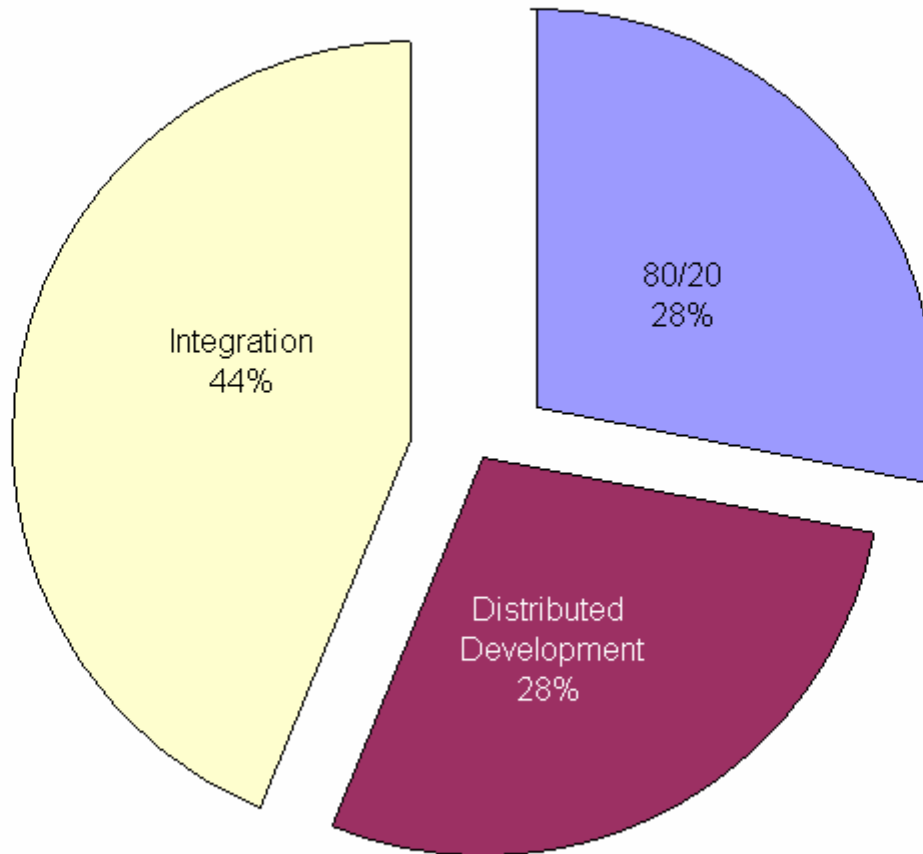
- Identify top five queries
- Develop consistent data definitions
- Address data access issues

Business Processes & Information Systems (25% of the Comments)



- I-MAC packages recommended for FY 07-08 funding
- Core system replacement

Information Architecture (20% of the Comments)



- Enable access to common central services
- Provide local development capabilities for specialized needs

Data Management Committee Progress – March 2007

1. Data and metadata definitions and related business processes
 - Reviewing and approving data security recommendations
 - Reviewing past work to build on; identifying “low hanging fruit”
 - Determining baseline operating assumptions (*e.g. access levels/ openness*)
2. Developing processes for data management
 - Linking with Data Management User Group (DMUG)
 - Providing support and feedback to the Data Warehouse
 - Developing UW Data Management Policy Statement
 - Creating “one-stop” communications portal with many access points
 - Reporting to Office of Information Management
3. “Top Five” questions for Data Warehouse and transaction systems

Data Management Committee

“Top 5” College & School Questions

- Our subcommittee’s charge:
 1. Identify the “top 5” data questions
 2. Define, prioritize, and provide institutional answers
 3. Create a concept profile for feedback and input
 4. Provide timely “top 5” profile through “one stop” portal
- 5. What we need from you:
 - ✓ YOUR “Top 5” questions – what are they?
 - ✓ Who do you go to for this information?

Comments? Questions?

T H A N K Y O U !

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