

Office of Information Management – Update

May 15, 2007

This is an update on activities underway in the Office of Information Management (OIM) through **May 15, 2007**. The update includes progress on OIM's three-phase initial work plan:

1. **Discovery/Assessment:** Identify challenges and opportunities (Winter/Spring 2006-07)
 2. **Organizational Design and Transition:** Build the future of how we work together (Spring/Summer 2007)
 3. **Strategic Roadmap:** Choose where to invest people, money, and time (Summer 2007—Spring 2008)
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Progress: At-A-Glance

- **Discovery/Assessment:** Complete. More than 700 comments gathered and being analyzed. Input will inform strategic roadmap.
 - **Organizational Design and Transition:** On track to have initial leadership team and organizational structure in place by July.
 - **Strategic Roadmap:** High-level scope, timeline, and approached identified. Information Management Advisory Committee (I-MAC) will serve as steering committee.
 - Next steps:
 - Determine broad-based advisory structure (in addition to I-MAC's role)
 - Finalize detailed work plan
 - Complete discovery/assessment analysis
 - Start current-state analysis
 - **Data Management Committee Progress:**
 - Deans Advisory Group selected "Top 5" data questions
 - Approved data security requirements
 - Established framework for authorizing data access
 - Next steps:
 - Focus on providing answers to "Top 5" questions
 - Create one-stop data portal
 - Document/define new authorization roles
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Progress: A Closer Look

1. Discovery/Assessment (Winter/Spring 2006/07)

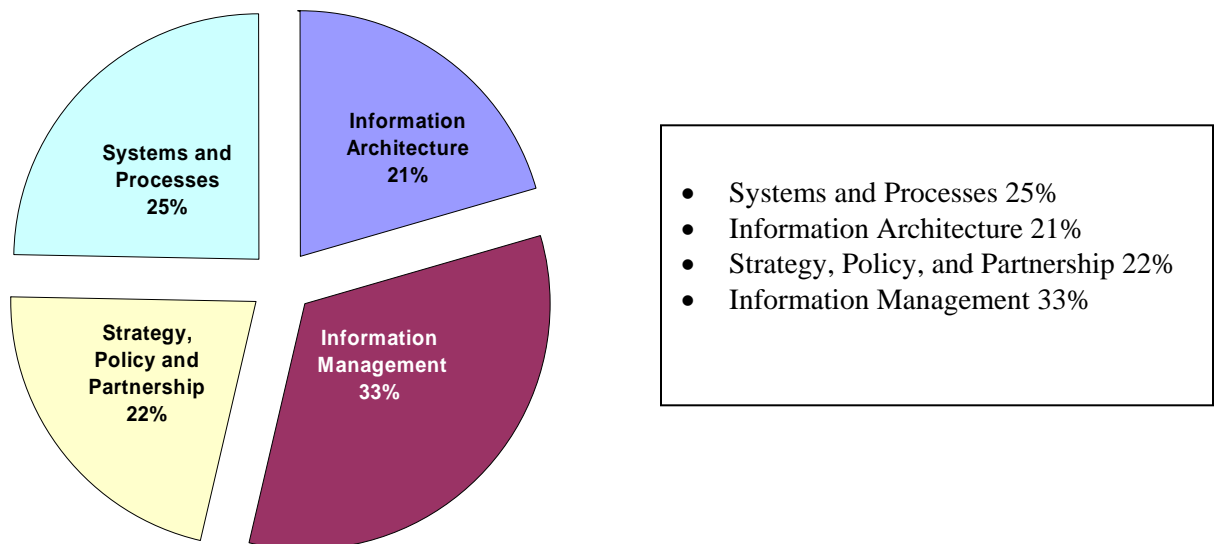
We have completed the discovery/assessment phase. More than 700 comments have been collected from meetings with key UW stakeholders. The comments have been organized into four broad themes:

- **Strategy, Policy and Partnership** (including leadership, governance and policy issues, and strategic partnerships)
- **Information Management** (data access and integrity)
- **Business Processes and Information Systems** (improved business processes and information systems, including core system replacement)
- **Information Architecture** (building the technical environment that enables central solutions for common needs and specialized approaches for unique local needs)

For more details about the broad themes and a complete list of discovery/assessment meetings, please see the [OIM Emerging Themes document](#).

Broad Themes Analysis

We are continuing the analysis of comments from the discovery/assessment phase. The following pie chart has been updated to show the percentages of comments from the meetings that fell into each of the four broad theme categories.



Next Steps

Input from the discovery/assessment meetings will be folded into the current-state analysis that will be conducted as part of the strategic roadmap (see #3 below). Findings from the IS Futures Task Force will also be included in this analysis.

2. Organizational Design and Transition (Spring/Summer 2007)

Work on an initial design for the new OIM organization is expected to be completed by July. Representatives from across the OIM community have participated in this process.

The new design will focus on:

- Facilitating communication, coordination, and collaboration across the broad community of OIM stakeholders
- Ensuring that the organization can operate efficiently and effectively

3. Strategic Roadmap (Summer 2007—Spring 2008)

The UW Strategic Roadmap for Information Management and Administrative Systems will be the UW's strategic plan for how to move forward in this area. The roadmap will:

- Define a vision for the future of UW information management and administrative systems
- Identify short-term priorities (that can be addressed in six-to-eighteen months) and long-term priorities (that can be addressed over a five-year rolling period)
- Map short-term and long-term priorities to broad themes, and link them in a logical sequence to show how the vision will be achieved
- Identify trade-offs and resources required
- Ensure OIM's work is optimally aligned with the UW's highest priorities
- Look at enterprise risk management as one element of evaluating priorities

Work on the roadmap has begun and will accelerate throughout the summer.

Roadmap Scope

The roadmap will be organized around the following broad themes from the discovery phase:

Governance and Partnership

- Leadership, alignment, and strategic partnerships
- Prioritization and governance
- Guiding principles
- Ongoing planning process

Information Management (*includes information architecture*)

- Data access
- Common definitions
- Security
- Common solutions; support for specialized needs

Administrative Systems

- Business process improvement
- Core systems:
 - Finance, procurement, budget
 - HR/payroll
 - Student and academic administration, including course management
 - Research
 - Facilities and services
 - Alumni/development
- Integration

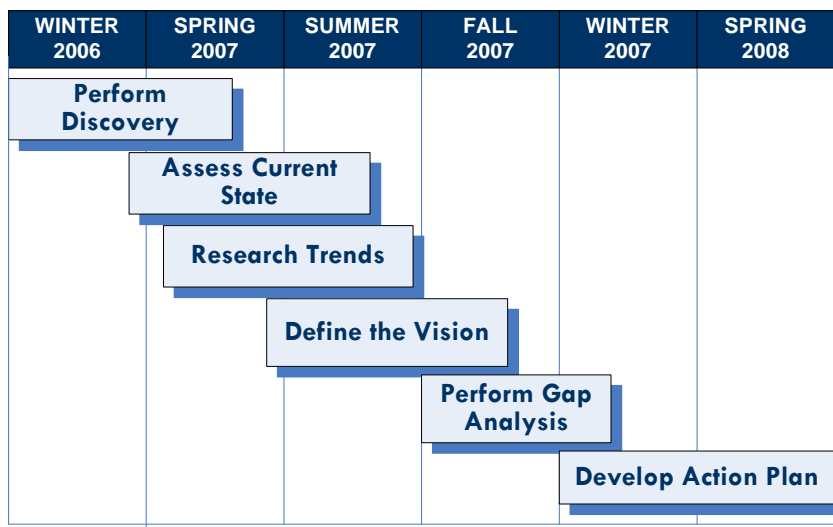
Roadmap Approach and Timing

The roadmap timeline is as follows (also see the table below):

- **Perform discovery**—Gather input from key stakeholders and collect relevant information from the IS Futures Task Force findings and other sources (*Winter 2006/Spring 2007*)

- **Assess current state**—Condense input and findings into a clear picture of the current state of UW information management and administrative systems (*Spring/Summer 2007*)
- **Research trends**—Including peer university experiences, Washington state, technical trends, best practices, etc. (*Spring/Summer 2007*)
- **Define the vision**—Develop guiding principles, engage stakeholders (*Summer/Fall 2007*)
- **Perform gap analysis**—Define the gap between current and desired state and begin developing solutions (*Fall/Winter 2007*)
- **Develop action plan**—Including solutions, priorities, resources, sequencing, timelines, and trade-offs (*Winter 2007/Spring 2008*)

Roadmap Approach & Timing



Roadmap Next Steps

- Determine advisory structure for the roadmap to ensure continuous involvement of key stakeholders
- Finalize detailed work plan
- Complete discovery/assessment analysis
- Start current state analysis
 - Research trends (IS Futures Task Force data and other sources)

Data Management Committee Update

Improving information management and data access has been consistently named as a top priority in our discovery/assessment meetings and will be a major focus for short-term and long-term efforts. The Data Management Committee (DMC), led by Michael Eisenberg, dean emeritus and professor of the Information School, is charged with addressing improvements in this area.

The committee has been working on the following three short-term priorities (that can be addressed in the next six-to-eighteen months):

Data definitions and related business procedures

- Reviewed and approved data security recommendations
- Reviewed past work and identified high impact, short-term priorities (low hanging fruit)
- Determined baseline operating assumptions (e.g., data access levels and openness)

Data management processes

- Linked with Data Management User Group
- Continuing to provide support and feedback to the Data Warehouse
- Developing UW Data Management Policy statement
- Creating “one-stop” communications portal with many access points
- Established a framework for authorizing access to data that includes the new roles of data trustees and data stewards
 - Working on defining and documenting those new roles

“Top 5” data questions

- Deans Advisory Group selected the following "Top 5" data questions for the team to focus on:
 1. How many student credit hours do I have?
 2. What is my student headcount?
 3. How many faculty FTE do I have by appointment type?
 4. What is my faculty headcount by appointment type?
 5. What is my permanent operating budget broken out by General Operating Fund (GOF), Designated Operating Fund (DOF), and Research Cost Recovery (RCR) funds?
- Cross university task groups are being formed to create institutional definitions to answer these five questions for each school, college, campus, and UW-wide. Institutional definitions will focus on meeting internal UW needs and providing consistent, reliable answers to the "Top 5" questions.

The work being done by the DMC will also inform long-term priorities for improving information management at the UW and will be incorporated into the Strategic Roadmap.

DMC committee charge and membership can be found at:

<http://www.washington.edu/provost/oim/committee.pdf>