

Office of Information Management – Update

January 1, 2007

This is an update on activities underway in the Office of Information Management (OIM). The update includes progress on the three phases in the initial OIM 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 direction road map:** Choose where to invest people, money, and time
 - Short-term priorities (Spring/Summer 2007)
 - Longer-term priorities (Fall/Winter 2007-08)

Discovery/Assessment (Winter 2006/07)

We are currently conducting meetings with deans, administrators, and computing directors to identify challenges and opportunities for UW information systems (IS) and information management (IM). The initial goal is to define the most critical needs in order to shape the future strategic roadmap for UW IS/IM. The next phase of meetings will include Vice Provosts and Vice Presidents (to be scheduled).

Two meetings have been completed with the following schools/colleges:

- December 13: Dentistry, Nursing, Pharmacy, Public Health, Social Work
- December 20: Architecture, Business, Forestry, iSchool, Law

The remaining colleges/schools schedule is as follows:

- January 17: Libraries
- January 19: Arts & Sciences (including divisional deans)
- January 22: Engineering, Public Affairs
- January 23: Medical Affairs & School of Medicine, Ocean & Fisheries
- TBD: Tacoma & Bothell
- TBD: Education
- TBD: Minority Affairs, Undergraduate Academic Affairs & Student Life

The following broad themes are emerging from these meetings:

- *Core, central systems are not meeting the current institutional needs.* A great deal of redundant effort and money is being spent on shadow systems and workarounds.
- *We need to get the compliance and utility pieces funded* and “out of the picture” so we can focus on the new and innovative, and on future strategic directions.
 - Base funding needs to include continuous improvements.
- *We need integration across systems and data* and the ability to see the “lifecycle” of, for example:
 - Students: Applicants through alumni

- Faculty and staff: First hired through their entire UW career, including promotion and professional development
- Grants: Pre-award through post-award, with the ability to track proposals by different categories including when submitted, when and how funded – *the ability to track funding is critical!*
- *We need broader and more timely access to data* to enable both operational and strategic decision making and serve a range of users.
 - Data: Find it, store it, access it
 - Ability to track money, students, and people
- *We need more consistency across business processes* and we need to increase service by reducing the number of people/steps involved
 - We need to understand how work is organized and how business processes should change to support future needs.
 - This will take compromises!
- *The 80/20 Rule* – There is agreement that most colleges/schools have 80 percent of business processes in common and an acknowledgement that there also are local, specialized needs.
 - Currently, there is a great deal of redundant effort in each school that is not an efficient use of resources.
 - If there is significant input into the process and clear benefits, colleges and schools would be OK with a more centralized approach.
- *There is a need to develop a distributed development environment* to enable access to common, central services while also providing local development capabilities for specialized needs.
 - Build a developer community across the university to include:
 - Common services, interfaces, and data definitions
 - Best practices and standards for development environments (tools, programming languages, etc.)
 - We need good architecture!
- *Success will come through business process improvements and partnerships!*
 - Leveraging existing staff toward common solutions will lead to greater efficiencies and greater innovation.
 - Through collaboration we might be able to more effectively leverage resources for new innovation!

Organizational Design and Transition (Spring 2007)

An all-day retreat is planned for January 18 to discuss an organizational vision, goals, and structure for the Office of Information Management. Attendees will represent a broad spectrum of the IS/IM community, including central computing, the Strategic Initiatives Office, many Vice Provost's units, and college/school computing directors.

Strategic Direction Roadmap

Short-term Priorities (Spring/Summer 2007)

Feedback from the deans' meetings will inform the short-term priorities. This feedback, combined with the Information Management Advisory Committee (I-MAC) proposal ranking process, will be jointly evaluated at the next I-MAC meeting on March 5, where a budget recommendation will be made to the Provost for the FY 07-08 budget cycle.

A Data Management Committee has formed to address emerging themes relating to information management including data definitions, the need for broader access, and other issues. Committee charge and membership can be found at:
<http://www.washington.edu/provost/oim/committee.pdf>

Longer-term Priorities (Fall/Winter 2007)

While still in the conceptual stage, the goal for the longer-term strategic roadmap is to define a future vision (5-10 years out) for the UW IS/IM needs. This roadmap will also serve as a framework the I-MAC can use to prioritize future proposals.