#### VII. STANDING COMMITTEES

### B. Finance, Audit and Facilities Committee

#### **UW** Information Technology Strategic Initiatives

#### **INFORMATION**:

This will be an oral report for information only. The attached slides will be used during the presentation. They are provided here so that those who want to review them ahead of time have an opportunity to do so.

Attachment Positioning UW for the Future

# Positioning UW for the Future

UW Board of Regents
Finance, Audit and Facilities Committee
July 21, 2011

Kelli Trosvig
Interim Vice President and Vice Provost
UW Information Technology

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# **UW-IT Strategy Map 2011**

## UW's strategic mission: Discovery

UW's organizational mission: Sustainable academic business plan

## **UW-IT Technology Vision**

Convenient and safe access to digital information and services across time, place, device and organizational boundaries.

## **UW-IT Organizational Vision**

A trusted, sought-after partner, passionate about using and improving IT to accelerate innovation and discovery. An exemplar of organizational excellence and the UW's core values.

## UW-IT Mission

Enable students, faculty and staff to be more effective

Help UW manage risks and resources

Foster a community of innovation

## Improve individual & group effectiveness

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- Innovative teaching & learning tools
- Advanced global research support
- Improved collaboration and productivity tools
- Excellent foundation services and infrastructure

## Strategic Goals

Manage institutional risks & resources

- Business continuity, security and privacy protection
- Modern business information systems
- Information for decision making





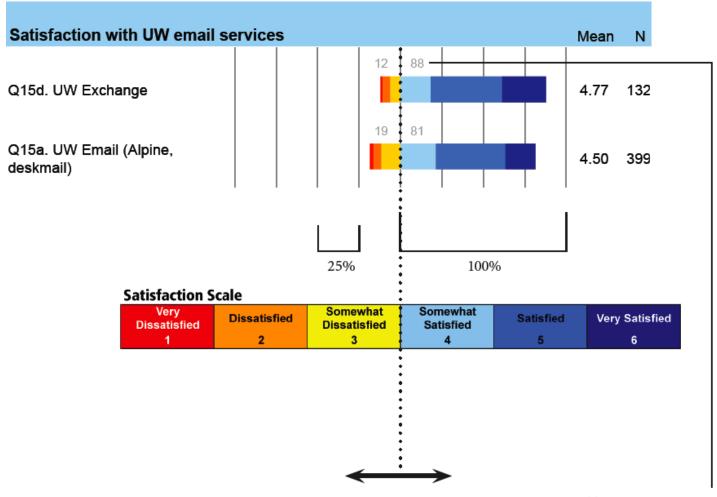
# Key Findings Across the Reports

|  | IT Student Strategy<br>Report | UW-IT Customer<br>Satisfaction Survey   | Teaching and Learning<br>Survey                             |
|--|-------------------------------|---|---|
| Better standard classroom IT equipment                               | Top 5 priority for students   | No data   | Highest priority 2005, 2008, 2011                           |
| Increased Wi-Fi coverage   | Top 5 priority for students   | Top priority for faculty and students   | Top 5 priority for faculty                                  |
| Better teaching and learning tools                                   | Top 5 priority for students   | Low customer satisfaction ratings   | Top 5 priority for faculty is local support for using tools |
| Improved Information about course requirements and academic planning | Top 5 priority for students   | Student Administrative<br>Systems lowest<br>satisfaction ratings for<br>staff | No data   |
| Improved email services  | Not identified as an issue    | Declining satisfaction with on-premise solutions                              | Email still primary method used for collaboration           |
| Improved cellular coverage   | No data                       | Top priority for faculty  | No data   |





## **UW-IT 2011 Satisfaction Survey**



All charts for the scale shown above feature a dotted line that indicates the midpoint of all possible responses.

The total percents on either side of the midpoint are represented as whole numbers.



W

# **UW-IT 2011 Satisfaction Survey**

| Satisfaction with aspects of UW-IT overall |  |      |     |  |  |  |  |  |
|--|--|------|-----|--|--|--|--|--|
| Q2a. UW-IT quality of services             | 6 94                                   | 4.88 | 584 |  |  |  |  |  |
| Q2b. UW-IT responsiveness to your needs    | 9 91                                   | 4.86 | 548 |  |  |  |  |  |
| Q2c. UW-IT communication with you          | 9 91                                   | 4.84 | 547 |  |  |  |  |  |
| Q2e. UW-IT commitment to you               | 10 90                                  | 4.78 | 464 |  |  |  |  |  |
| Q2d. UW-IT flexibility                     | 14 86                                  | 4.65 | 474 |  |  |  |  |  |
| Q2f. UW-IT value for the cost              | 16 84                                  | 4.60 | 358 |  |  |  |  |  |
| Satisfaction that UW-IT addre              | sses your information technology needs | Mean | N   |  |  |  |  |  |
| Q1. UW-IT addresses your IT needs          | 7 93                                   | 4.81 | 529 |  |  |  |  |  |



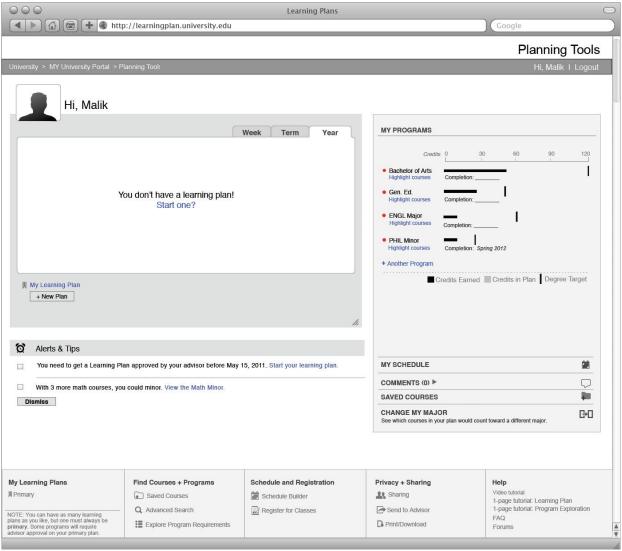
# A Comparison by the Numbers

|                     | NE           | W I | воок         |    | USE   | D BC | ОК    |    |   | eTexts |
|---------------------|--------------|-----|--------------|----|-------|------|-------|----|---|--------|
| <b>Retail Price</b> | \$<br>100.00 | \$  | 100.00       | \$ | 75.00 | \$   | 75.00 | \$ | • | 35.00  |
|                     | V            |     | <b>N</b> 1 - |    | V     |      | B.I   |    |   |        |
|                     | Yes          |     | No           |    | Yes   |      | No    |    |   |        |
| Buy Back            | \$<br>55.00  | \$  | -            | \$ | 55.00 | \$   | -     | \$ | • | -      |
|                     |              |     |              |    |       |      |       |    |   |        |
| Net Cost to         | \$<br>45.00  | \$  | 100.00       | \$ | 20.00 | \$   | 75.00 | \$ | • | 35.00  |
| Student             |              |     |              |    |       |      |       |    |   |        |
|                     |              |     |              |    |       |      |       |    |   |        |
| UW Rebate           | \$<br>10.00  | \$  | 10.00        | \$ | 7.50  | \$   | 7.50  | \$ | • | -      |
|                     |              |     |              |    |       |      |       |    |   |        |
| Real Cost to        | \$<br>35.00  | \$  | 90.00        | \$ | 12.50 | \$   | 67.50 | Ş  | • | 35.00  |
| UW Student          |              |     |              |    |       |      |       |    |   |        |
| o i o caaciic       |              |     |              |    |       |      |       |    |   |        |
| Available for       |              |     |              |    |       |      |       |    |   |        |
| <b>Future Use</b>   |              |     | X            |    |       |      | X     |    |   | X      |
|                     |              |     |              |    |       |      |       |    |   |        |

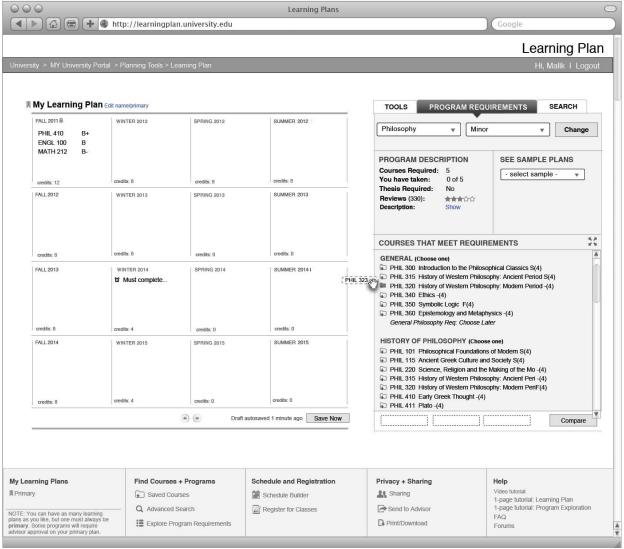




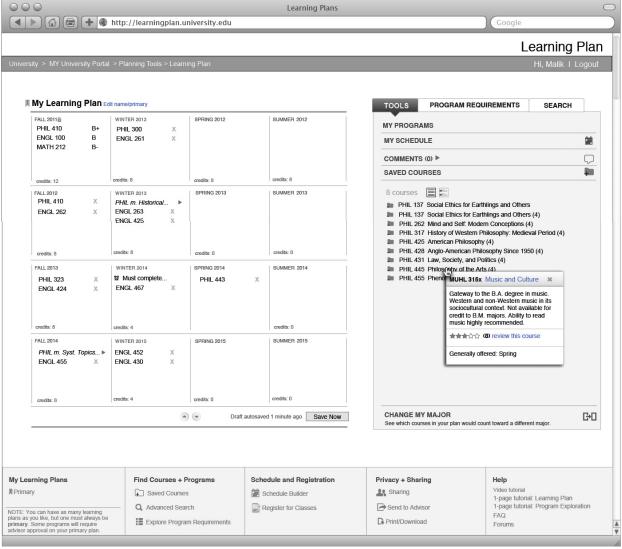
# My Academic Planner – a Tri-campus Partnership Initiative With STFC



# Making In-person Visits With Academic Advisors More Productive



# Providing Better Information to Deans About Future Course Demand



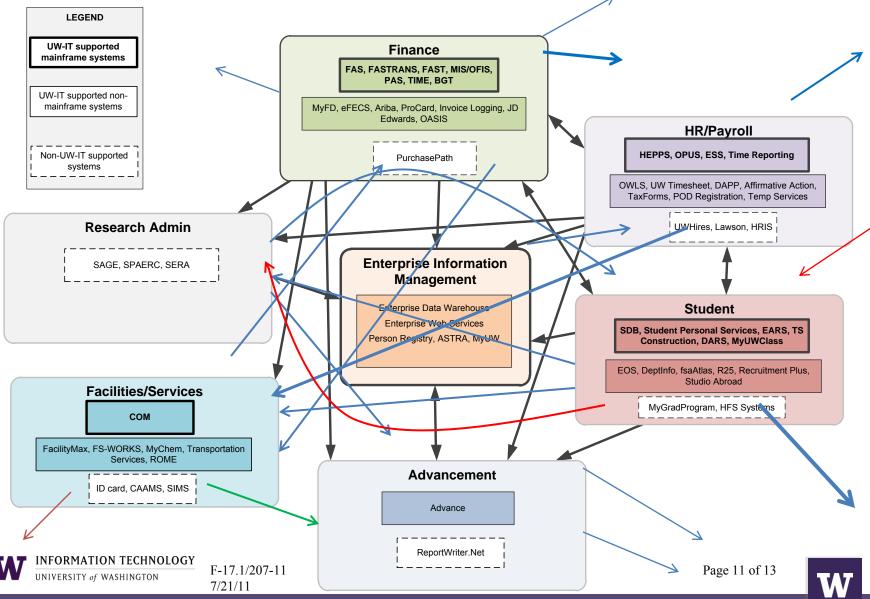
# Business Continuity Dependency Analysis

|  | Educ.Outreach<br>Elect. Acad. RefsaAtlas                                   | Sys.   | Student<br>Finances                          |  | Teachir                      | ng and Lear   | rning   |
|--|--|--|--|--|------------------------------|---|---|
| Proposal  DORA SAGE/SPAERC Sharepoint  | MyUW MyUWEO SDB Student Pers. S Student Web S Transfer Trans Undergrad. Ad | Serv. Fir fsa Serv. SE cript Art. Sti  | OD XML imp/exp<br>n. Aid Inq./Upd.<br>aAtlas | Catalyst<br>Catalyst<br>Catalyst                                 | Commonview                   | , M<br>F<br>S<br>S  | nstr. Class Descr.<br>MyUW<br>825<br>SDB<br>Student Pers. Serv.<br>Student Web Serv.<br>Time Schedule |
| Research Administration  |  |  | Studen                                       | t Administ   | ration                       |   |   |
|  |  | Co   | mmon Depe                                    | ndencies   |                              |   |   |
| @u Forwarding Dire<br>ASTRA<br>DHCP<br>DNS Auth master.sl<br>DNS Load Balancer<br>DSUE File Systems<br>Email Service – Des<br>Email Service – Exc<br>EMC Disk<br>Entrust/SecurID Tok | ILI Ke ave Ke s loa Me kmail Ne hange NE nen Service Ne                    | spatcher M/KIWI erberos eynes Terminal elville ebula VPN EBULA2 DOMA ETID DOMAIN etwork Tools Ba | NT   NX                                      | Webstations<br>erational Data<br>S / GDS<br>son Registry<br>DIUS | Store                        | UW Certificat<br>UW NetID Sy<br>Vitcos<br>Web Pine/Alp<br>Weblogin<br>White Pages<br>Windows File | stem  |
| Avaya Integrated Re<br>CM Servers (N1, N2<br>CXM Call Reporting  |  |  | EMMC<br>IP Network<br>Phone                  |  | Puma<br>TNAssign<br>Trunking |   | Voicemail<br>VPN Gateway  |
| Aggregation Routers<br>Border Routers  | Core Routers<br>Edge Switche   |  | - , -  | ote UW Mainte<br>ers   | enance LANS                  | UW Tech   | Dial-up Modem Pool  |
| 4545   | 3737   | TOWER  | R C-2  | SABEY  | TIE                          | RPOINT  | UMN   |

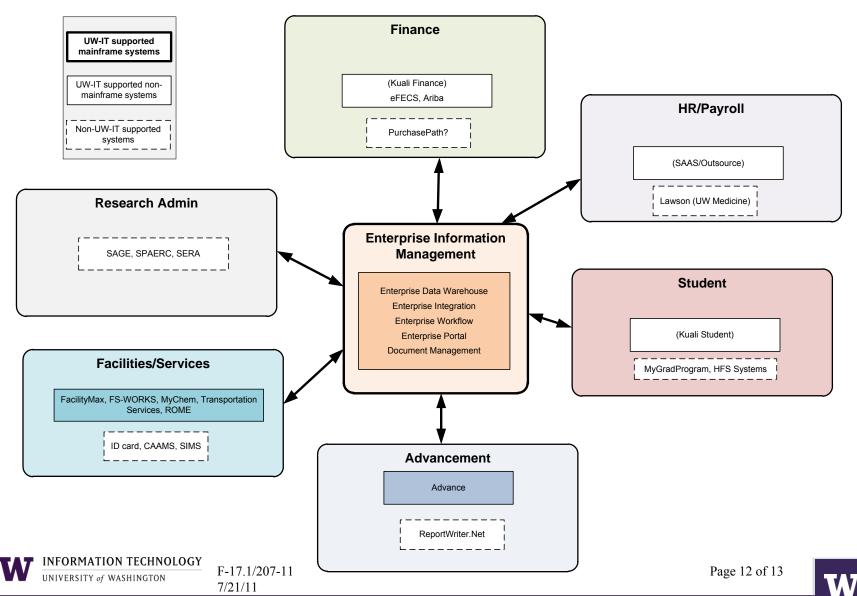


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Today's Enterprise Systems



# Tomorrow's Enterprise Systems



## **Enterprise Systems Transformation Framework**

# Support to Mission (Utility)

# Strategic to Mission (Core)

## Budget/Financial

(BUY & RUN OR HOSTED OR CONSORTIUM)

#### Procurement

(INSOURCE THRU ECOMMERCE)

- Flexible
- Reasonable cost
- Mitigate risk
- Leverage/partner with business and others (e.g., Kuali)
- Satisfies external stakeholders (e.g., DIS)

## Research

SAGE/SERA (BUILD)

Faculty Effort
eFECS

(BUILD)

## Student

(CONSORTIUM DEVELOPMENT)

## **Payroll**

## Staff and Academic Human Resources

(PARTNER WITH BUSINESS AS SERVICE, BUY, HOST IN PART OR TOTAL)

## Data Warehouse

(LEVERAGE PURCHASED TOOLS/BUILD)

Institutional strategic risk and need for local control increase



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