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
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

UW-IT Strategy Map 2011

Strategic Goals

Improve individual & group effectiveness

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

Manage institutional risks & resources

- Business continuity, security and privacy protection
- Modern business information systems
- Information for decision making
## Key Findings Across the Reports

<table>
<thead>
<tr>
<th>Better standard classroom IT equipment</th>
<th>IT Student Strategy Report</th>
<th>UW-IT Customer Satisfaction Survey</th>
<th>Teaching and Learning Survey</th>
</tr>
</thead>
<tbody>
<tr>
<td>Top 5 priority for students</td>
<td>No data</td>
<td>Highest priority 2005, 2008, 2011</td>
<td></td>
</tr>
</tbody>
</table>

| 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 Systems lowest satisfaction ratings for 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

Satisfaction with UW email services

<table>
<thead>
<tr>
<th>Question</th>
<th>Mean</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q15d. UW Exchange</td>
<td>4.77</td>
<td>132</td>
</tr>
<tr>
<td>Q15a. UW Email (Alpine, deskmail)</td>
<td>4.50</td>
<td>399</td>
</tr>
</tbody>
</table>

Satisfaction Scale

- Very Dissatisfied 1
- Dissatisfied 2
- Somewhat Dissatisfied 3
- Somewhat Satisfied 4
- Satisfied 5
- Very Satisfied 6

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.
## UW-IT 2011 Satisfaction Survey

### Satisfaction with aspects of UW-IT overall

<table>
<thead>
<tr>
<th>Question</th>
<th>Mean</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q2a. UW-IT quality of services</td>
<td>4.88</td>
<td>584</td>
</tr>
<tr>
<td>Q2b. UW-IT responsiveness to your needs</td>
<td>4.86</td>
<td>548</td>
</tr>
<tr>
<td>Q2c. UW-IT communication with you</td>
<td>4.84</td>
<td>547</td>
</tr>
<tr>
<td>Q2d. UW-IT commitment to you</td>
<td>4.78</td>
<td>464</td>
</tr>
<tr>
<td>Q2e. UW-IT flexibility</td>
<td>4.65</td>
<td>474</td>
</tr>
<tr>
<td>Q2f. UW-IT value for the cost</td>
<td>4.60</td>
<td>358</td>
</tr>
</tbody>
</table>

### Satisfaction that UW-IT addresses your information technology needs

<table>
<thead>
<tr>
<th>Question</th>
<th>Mean</th>
<th>N</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q1. UW-IT addresses your IT needs</td>
<td>4.81</td>
<td>529</td>
</tr>
</tbody>
</table>
# A Comparison by the Numbers

<table>
<thead>
<tr>
<th></th>
<th>NEW BOOK</th>
<th>USED BOOK</th>
<th>eTexts</th>
</tr>
</thead>
<tbody>
<tr>
<td>Retail Price</td>
<td>$100.00</td>
<td>$75.00</td>
<td>$35.00</td>
</tr>
<tr>
<td>Buy Back</td>
<td>$55.00</td>
<td>$55.00</td>
<td>-</td>
</tr>
<tr>
<td>Net Cost to Student</td>
<td>$45.00</td>
<td>$20.00</td>
<td>$35.00</td>
</tr>
<tr>
<td>UW Rebate</td>
<td>$10.00</td>
<td>$7.50</td>
<td>-</td>
</tr>
<tr>
<td>Real Cost to UW Student</td>
<td>$35.00</td>
<td>$12.50</td>
<td>$35.00</td>
</tr>
<tr>
<td>Available for Future Use</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>
Making In-person Visits With Academic Advisors More Productive
Providing Better Information to Deans About Future Course Demand
Tomorrow’s Enterprise Systems

UW-IT supported mainframe systems
UW-IT supported non-mainframe systems
Non-UW-IT supported systems

Finance
(Kuali Finance)
eFECS, Ariba
PurchasePath?

HR/Payroll
(SAAS/Outsource)
Lawson (UW Medicine)

Enterprise Information Management
Enterprise Data Warehouse
Enterprise Integration
Enterprise Workflow
Enterprise Portal
Document Management

Research Admin
SAGE, SPAERC, SERA

Facilities/Services
FacilityMax, FS-WORKS, MyChem, Transportation Services, ROME
ID card, CAAMS, SIMS

Student
(Kuali Student)
MyGradProgram, HFS Systems

Advancement
Advance
ReportWriter.Net

Non-UW-IT supported systems
UW-IT supported non-mainframe systems
UW-IT supported mainframe systems

PurchasePath?
Institutional strategic risk and need for local control increase

**Support to Mission**
( Utility )

- Budget/Financial
  (BUY & RUN OR HOSTED OR CONSORTIUM)

- Procurement
  (INSOURCE THRU ECOMMERCE)

**Strategic to Mission**
( Core )

- Research
  S A G E / S E R A
  (BUILD)

- Faculty Effort
  e F E C S
  (BUILD)

- Flexible

- Reasonable cost

- Mitigate risk

- Leverage/partner with business and others (e.g., Kuali)

- Satisfies external stakeholders (e.g., DIS)

**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)