SMB Capability Mapping and Service Sets

Service Management Board (SMB)
2016-02-22
Framework Overview

Service Management Board

Make business recommendations on service sets

TRF Committee

Make funding recommendations on service sets

Service Set Roadmaps

Provide roadmap for service sets

Capabilities

Capability Map based on UW mission

Capability Definitions framing business outcomes

Decision Criteria based on existing UW frameworks

UW-IT

Evolve service sets in response to business capabilities

Make changes to and manage services

Make investment decisions on service sets
Foundational capabilities enable the UW to differentiate itself in alignment with our mission, as defined in the **UW brand strategy** and **strategic planning**.

These nine foundational capabilities are relied upon by people throughout the UW to carry out their part of the UW mission. They enable daily work, keep our information safe and compliant, and enable the institution to function in alignment with our values.

SMB and other governance groups contribute to the **alignment** capability. Together, governance groups evolve the mission, differentiators, frameworks, and values that inform the foundational business capabilities, and communicate to campus about available services.
SMB seeks to align business capabilities with sets of services

**Business Capabilities**

- **Student Information Access**
  As a student, access and manage all the information needed to maximize the UW experience.

- **Employee and Supervisor Information Access**
  As an employee or supervisor, manage HR, payroll, and benefits information and recruit and retain team members.

- **Instructor Information Access**
  As an instructor, create and manage information related to students, courses, and the curriculum.

- **Financial Information Access**
  As a steward of UW resources, manage financial information and complete financial transactions.

- **Development Information Access**
  As a representative of the UW, manage information about relationships with prospects and donors.

- **Researcher Information Access**
  As a researcher, administer research awards and create and manage research data with collaborators around the world.

- **Individual Technology Access**
  Be individually ready to work, using the information technology devices, software, connectivity, skills, and support needed for each role.

- **Communication and Collaboration**
  Work together interactively and dynamically, without being constrained by location or other unnecessary boundaries.

- **Information Access and Creation**
  Fully utilize the best information available, and effectively share and re-use new information.

**Alignment**

SMB defines business capabilities and prioritizes business needs.
Service providers manage set of services to enable capabilities.

**Service providers use service sets to communicate:**

- How related services enable business activities and outcomes
- A roadmap for changes to related services in response to demand or technology changes
- How services are measuring up to values

**The business uses capabilities to communicate:**

- Desired business outcomes
- Business activities to be enabled by services
- Changes in business needs
- Values by which the maturity of each capability will be measured
Layers of Services

Based on ITIL/ITSM, there are multiple ways for an IT organization like UW-IT to organize its services, rather than a monolithic portfolio in which all services are treated the same.

“Core” or “customer facing” services directly enable business capabilities.

“Enabling” or “supporting” services are required to make core services work.

Based on: ITIL Foundations Course, slide 96
Capability Map (DRAFT Service Management Board working document, updated 10/16/2015)

Differentiated at the UW by:
- Leading-Edge Student Experience
- Proven Impact
- Public as a Philosophy
- Innovation Mindset

Foundationally enabled by:
- Student Information Access
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Enabled for the common good based on:
- Alignment of enterprise processes, practices, and services
- Managed and delivered:
  Anytime & Anywhere, Quickly, Predictably, Flexibly, Safely, Securely, In Compliance, Resilient
What information does SMB need to govern service sets?

**Capability definition**
- Description
- Business outcomes
- Business activities

**Service set**

*What core services enable this capability?*
- Service A
- Service B
- Service C
...

*What enabling services are also required?*
- Service 1
- Service 2
- Service 3
...

**Assessment**
- How does the set, as a whole, designed to enable business outcomes?
- What are the current services in the set? How are they organized?
- How are the services measuring up to values:
  - Anytime & Anywhere, Quickly, Predictably, Flexibly, Safely, Securely, In Compliance, Resilient

**Trends**
- Changes in business needs within the capability (new activities, goals, etc.)
- Changes in how the capability is utilized (demand/volume, satisfaction, etc.)
- Changes in how the capability can be enabled with services (future/current/deprecated technologies, opportunities, etc.)

**Roadmap**
- Within this service set, what are priorities for:
  - Improving alignment with the business capability
  - Improving alignment with values
  - Responding to changes in enabling technologies
- At a high level, how will these priorities be translated into changes in the set of services? (Detailed planning and execution is the responsibility of the service provider)
Information Access and Creation (FRONT)

Description
Fully utilize the best information available, and effectively share and re-use new information.

Business Outcomes
- users can easily find the information they need to do their job
- users can store and share information securely and with limited friction
- users understand information through common definitions
- users can easily combine, shape, and personalize data across business domains to deliver meaning
- custodians can enforce policies created by governance structures

Assessment
Maturity
- Increase in modern HR system to increase compliance.
- Emphasis on operational resiliency through geographic resiliency project.
- ITSM incident management and increased use of service center ensures more predictable access to information.
- Increase in data-driven analytics to improve student retention
- Improvement in simple and quick registration for all student populations
- Movement towards consortium standard application to simplify admissions experience

Trends
External, Higher Ed:
- Information Security ranked #1 2016 CIO concern by EDUCAUSE
- Increasing emphasis on well-curated, common data sets

UW:
- HR/P Modernization
- Increased use of data analytics for business analysis
- Challenges in collecting useful trend data from SaaS applications (Google, MSCA) to understand usage

UW-IT Roadmap
UW-IT FY17 initiatives and Service Changes
- Create service offering to provide easy electronic signatures
- Training and user education on Tableau
- Finish GR/DR for critical systems
- Continue to develop shared metadata to enable consistent access to and use of data
- Produce conceptual models for finance business processes and data flows to support Finance Transformation
- Investigate data mashup tools
- Deprecate functionality in Catalyst tools in favor of cloud-based, vendor platforms
- Expand content of MyUW portal ...

Services
Information Access and Creation (BACK)

Core Services
TRF-Funded Services
1. Enterprise Data & Analytics
   a. Reports, Cubes, Visualizations
   b. Enterprise Data Warehouse (EDW)
   c. Data Definitions and Metadata
2. Enterprise Web Services and Events
3. Google Collaborative Applications
4. MSCA (Microsoft Collaborative Applications)
5. MyUW
6. UW Administrative Home Pages
7. UW Central File Storage Service for Users -- UDrive
8. UW Directories
9. UW Shared Web Hosting
10. Digital Presentation Studio
11. Lecture Capture
12. Administrative Applications for Advancement
13. Administrative Applications for Facilities
14. Administrative Applications for Finance
15. Administrative Applications for HR/Payroll
16. Administrative Applications for Student Administration

Enabling services
TRF-Funded Services
1. Directory Services
2. Access Management
3. Authentication
4. Data backup
5. Data colocation
6. MySQL Database Services
7. Notify.UW
8. Standard hosted services
9. Standard managed servers
10. Storage Area Network (SAN) data storage
11. UW NetID
12. Wifi Wireless Services
13. Wired Network Services

Services through other Funding
17. Document Management (CONCERT)
   a. Docusign

Legend
TRF-Funded

Other funding