IT Service Investment Board

May 31, 2013

Agenda

- HR/Payroll Procurement Update

- IT Strategy Board Update

  - Kuali Student review recommendation

  - Support for research computing

- UW-IT Portfolio Ranking Process

- Wrap Up

HR/Payroll Procurement Update

- Four-stage vendor selection process on target
- Two vendors remaining
- Currently providing solution demos
- Next steps: cost proposals, reference checks
- Final vendor selection stage begins in August
  - Demos on Seattle Campus August 13-15 & 20-22
  - UW community to provide feedback on anticipated impacts/change
- Finalist vendor selected in October
- Must be approved by Board of Regents and State CIO

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IT Strategy Board Update

Kuali Student Review Committee Process

Charge: Assess rationale for the UW's ongoing investment in Kuali Student and issue recommendations related to renewing the UW's founding partner MoU.

The Committee met four times to:

- Refine evaluation criteria

- Gather updated peer institution data

- Consider vendor offerings

- Discuss outcomes to date and risks

- Develop recommendations

Committee Members:

- Gary Quarfoth (Chair), Associate Vice Provost, Office of Planning and Budgeting, Kuali Student Board

- Julia Carlson, Director Graduate Enrollment Management Services

- Virjean Edwards, UW Registrar

- Sara Gomez, Associate Vice President for Information Management, Kuali Student Board

- Michaelann Jundt, Assistant Dean, Undergraduate Academic Affairs

- Kay Lewis, Assistant Vice President for Student Life, Director of Financial Aid and Scholarships

- Kevin Mihata, Associate Dean for Educational Programs, College of Arts & Sciences

- Greg Miller, Chair of Civil and Environmental Engineering

- Phil Reid, Associate Vice Provost, UW-IT Academic Services, Professor of Chemistry

- Darcy Van Patten (ex-officio), Director of Student Program, UW-IT

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Kuali Student Review
Strategy Board Recommendation

Unanimously endorsed Kuali Review Committee recommendations:

- **Renew:** Continue the UW's founding partner investment in Kuali Student by signing a three-year MoU

- **Accelerate:** Consider additional investment to speed up delivery of a fully working core student information system and increase the UW's influence on the remainder of the project

- **Communicate:** Create and rollout communication plan to remind UW community of rationale and update on Kuali outcomes

- **Manage Expectations:** Develop concrete plans on when a student replacement project could realistically begin, based on other major campus-wide IT projects (e.g., HR/P)

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Support for Research Computing

IT Strategy Board input:

- Support for UW-IT's current approach and continuing with current plans

- Endorses working with peer institutions to develop common solutions and metrics

UW-IT's Current Efforts

- Two active projects
  - Enhancing network for research needs
  - Hyak phase II
- Submitting grants to fund additional cyber-infrastructure resources
- Planning to increasing cyber-infrastructure consulting
  - Engineering staff plus 1 FTE in response to IT Service Management Board recommendation
- Discussing data storage needs for Genome Sciences and Ocean Observatory
- Joining coalition for Academic Science Computation
- Net+ services on horizon: Amazon, AWS, Microsoft Azure

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UW-IT Portfolio Ranking

UW-IT Portfolio Ranking Process

- Goal of ranking
  - Prioritize projects to determine where to focus limited resources

- UW-IT Portfolio Review Board role
  - Provide a preliminary ranking of all major (PI and P2) projects
  - Rank "Likelihood of Success" criteria

- IT Service Investment Board role
  - Provide input on PRB ranking
  - Rank 4 - 5 selected projects needing further input
  - Provide final recommendation on project ranking and priorities

- Preparation for Investment Board Ranking
  - Individual briefings about projects and process (Summer 2013)
  - Project proposals sent in advance

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Today (May 31 meeting)

- Review and discuss UW-IT Project Review Board ranking of Priority 1 projects

- Use revised ranking criteria to rank two projects (MyPlan and Recruiter 2.0)
  - Projects will be ranked using the electronic ranking process (with the clickers)
  - Only the importance criteria will be ranked (UW-IT Project Review Board has already ranked likelihood of success criteria)

- Provide input into ranking process including:
  - Ranking criteria and weightings
  - Project proposals
  - Other information needed

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UW-IT Project Priority Ranking Worksheet

PROJECT NAME: FY13 Geographic Redundancy

	Max Score Available	Total Project Score	Percent of Maximum
Total Project Score	**208.0**	**0.0**	0%
IMPORTANCE	105.5	0.0	0%
PROBABILITY OF SUCCESS	102.5	0.0	0%

IMPORTANCE

Strategy	Weight	Criterion	Condition	Enter Value
MISSION, STRATEGY, and GOALS o Sustain • Academic excellence and mission • Financial stability o Compete • Attract the best students, faculty, and staff • Increase and diversify funding o Transform • Embrace technology for and interdisciplinary collaboration by a diverse and dispersed student body • Invest in people and infrastructure to meet 21st century challenges Does the project improve the University's competiveness by lowering barriers to collaboration in research, instruction, or other University efforts across organizational, regional, or global boundaries?	4.5	Does this project *directly* support the mission, strategy, and goals of UW?	Multiple Strategic Goals (5)	**0.0**
			Single Goal - High Priority (3)	**Total Score**
			Single Goal without High Priority (1)	0.0
			No Goal supported (0)	

Strategy	Weight	Criterion	Condition	Enter Value
ENTERPRISE RISK o Compliance • Contractual, regulatory, or statutory o Financial • Penalties and sanctions; Loss of revenues, and lawsuits for damages and injuries o Strategic • Business partnerships/alliances and institutional standing or missed opportunities	4.6	Does this project address a compliance, financial, or strategic risk?	Risk reduction: High Likelihood/High Impact (5)	**0.0**
			Risk reduction: High Likelihood/Medium Impact (4)	
			Risk reduction: Medium Likelihood/High Impact (3)	**Total Score**
			Risk reduction: Medium Likelihood/Medium Impact (1)	0.0
			Risk reduction: Medium or Low Likelihood/Low Impact (0)	

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Strategy	Weight	Criterion	Condition	Enter Value
RESILIANCE AND OPERATIONAL RISK • *Sustain and strengthen the core IT operations infrastructure* • *Operational risk – ensure key services are resilient* • *Business continuity – ensure key services are resilient through redundant and geographically diverse infrastructure* • *Information Security and Privacy - sustain and strengthen a risk management based information security and privacy program*	4.3	Does this project help sustain and strengthen the core IT operations infrastructure, mitigate operational risk, or address information security and privacy issues?	Required - Operational or Security/Privacy Risk (5)	**0.0**
			Strengthen/Improve - High Priority (4)	
			Strengthen/Improve without High Priority (3)	**Total Score**
			Maintenance with High Priority (2)	
			Maintenance without High Priority (1)	**0.0**
			No impact (0)	

| Strategy	Weight	Criterion	Condition	Enter Value
IMPROVE EFFICIENCY AND OPTIMIZE COSTS • *Does the decision drive our processes and culture towards greater organizational efficiency?* • *Does the decision reduce overall costs to the University (and not by shifting costs to units)?* • *Will the project result in a reduction or an increase in staff resources?*	4.2	Does this project drive our process and culture toward greater organizational efficiency and reduce costs overall?	Improves organizational efficiency and results in reduction of direct costs - labor and/or operations. High ROI (5)	**0.0**
			Improves organizational efficiency, but does not result in direct cost savings. Breakeven ROI (3)	**Total Score**
			Increases efficiency in one area while decreasing efficiency in another area (0)	**0.0**

Strategy	Weight	Criterion	Condition	Enter Value

IMPACT
o Breadth
  • *Impact on the number of community, faculty, staff, and students*
o Magnitude
  • *Impact on the experience for members of the community, faculty, staff, and students*
	3.5	What impact will this project have on the number of community, faculty, staff, and students, and to what degree will this project have an impact on the on the experience for members of the community, faculty, staff, and students?	*Considering both breadth & magnitude…*	**0.0**

			Impact is very broad and very significant (5)	**Total Score**
			…	
			Impact is very narrow and minimal (0)	**0.0**

Strategy	Weight	Criterion	Condition	Enter Value
Pre-positioning / Long-term o *If this project does not immediately or near-term address any strategic impact listed above, will it likely have impact in the future?* o *If this project will soon address the strategic impacts listed above, leave this impact at "0.0".* o *The intent of this element is to compensate for any strategic impact element that would otherwise be scored low because it does not produce near-term value.*	4.2	What is the future potential of this project, toward any of the other strategic elements?	Will be highly transformative in the future, in multiple ways (5)	**0.0**
			Will be transformative in the future, in a single dimension (3)	**Total Score**
			No future mpact; unlikely to produce significant future change in mission, risk mitigation, or operational efficiency (0)	**0.0**

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UW-IT Portfolio Board Ranking Results

All P1 Projects

UW-IT Portfolio Board Ranking Results

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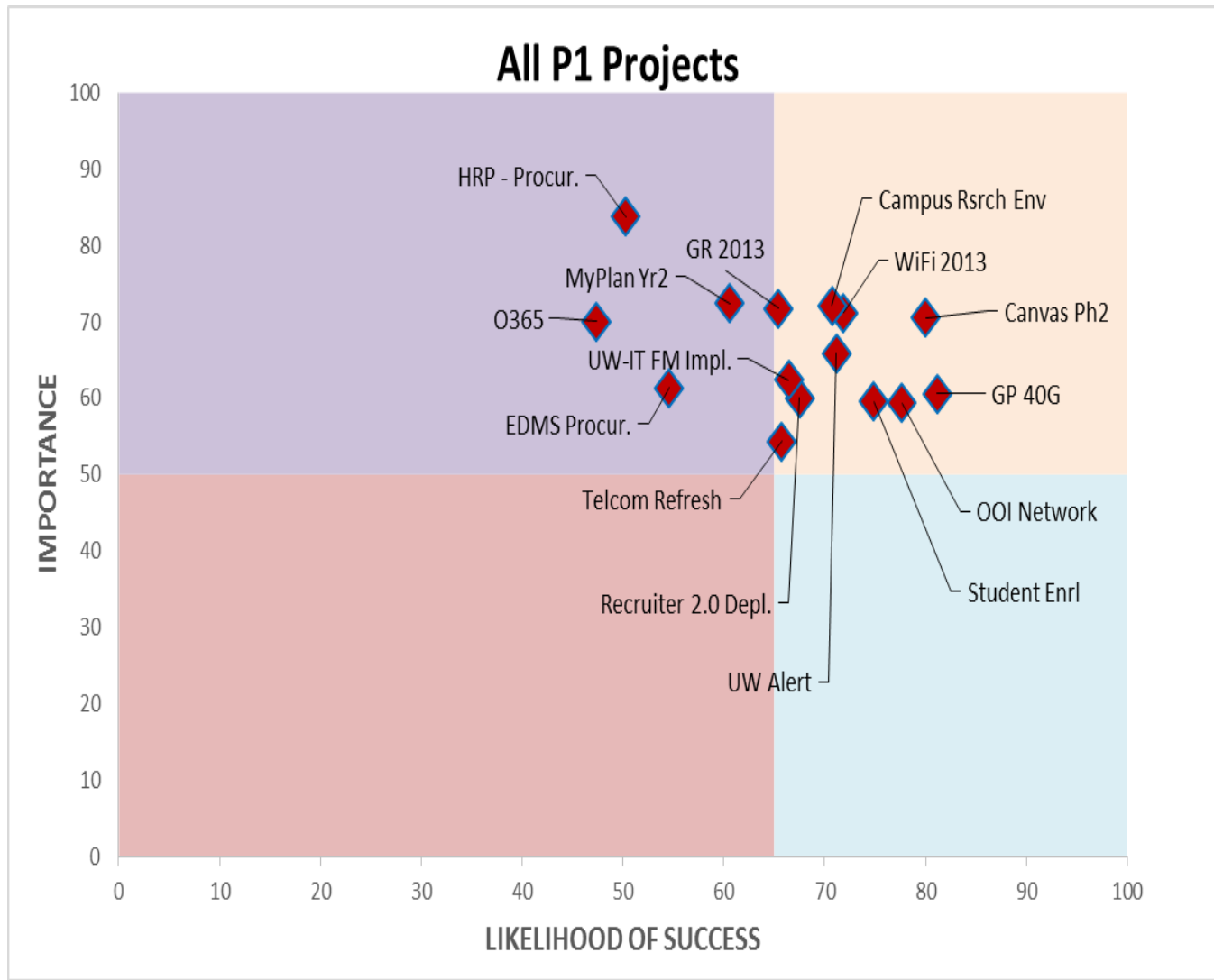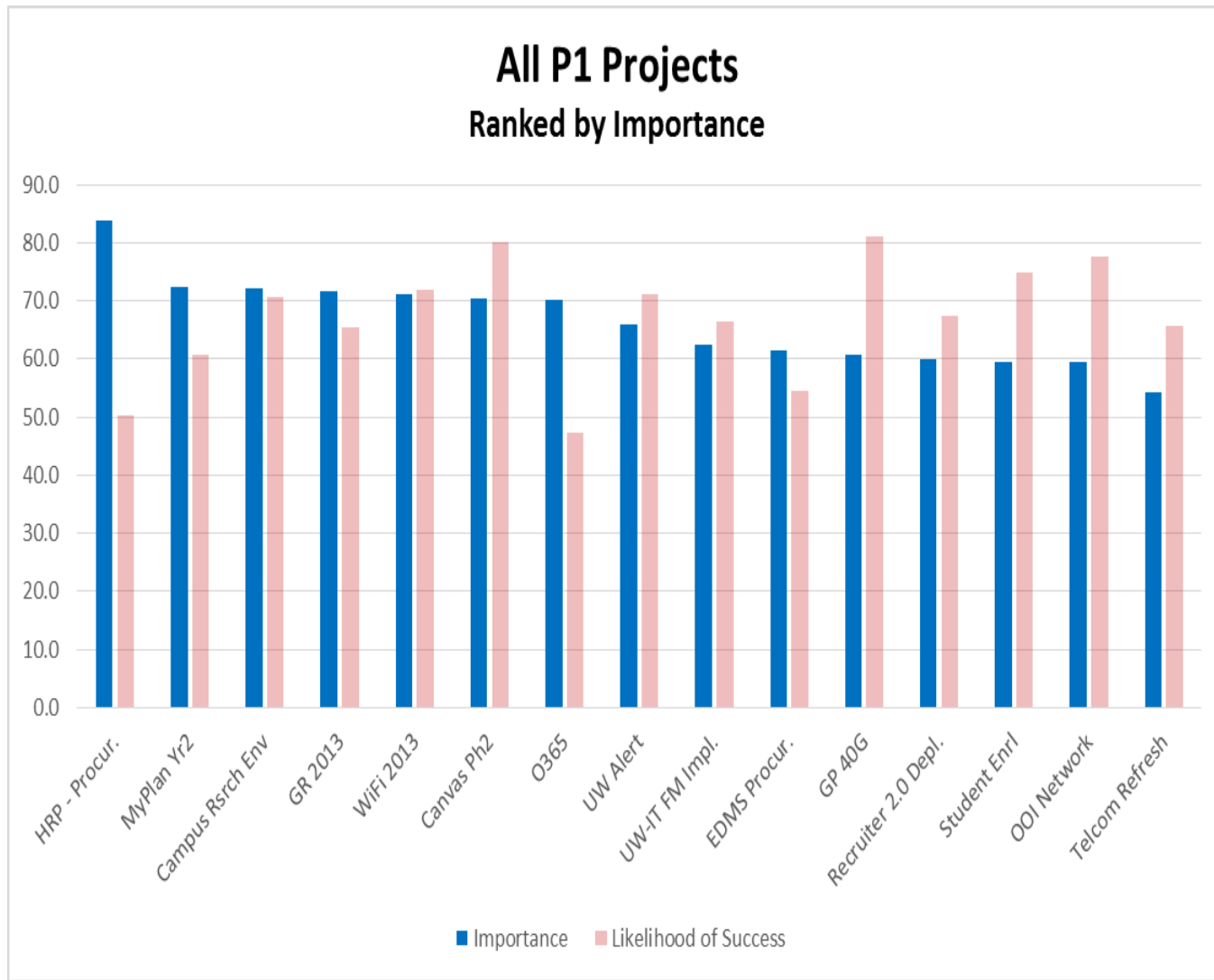
Projects to Rank

- **MyPlan** (Academic Planning Tool), Phase 2
  - Implement enhancements to address student priorities based on user research and usability testing
  - Improve short- and long-term planning
  - Increase adviser ability to provide substantive guidance to students
  - Provide students with a clearer roadmap to graduation by introducing system reviews of academic plans
- **Recruiter 2.0**
  - Implement a new recruiting and communications package for undergraduate admissions on all three campuses
  - Replace an existing system that is being retired
  - Make it easier to strategically manage UW enrollment

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Project Ranking

- Projects will be ranked on a scale of 0 – 5
- Ranking Criteria:
  - Mission, strategy, and goals
  - Enterprise risk
  - Resilience and operational risk
  - Improve efficiency and optimize costs
  - Impact (breadth and magnitude)
  - Pre-positioning/long term

Input on Ranking Process

- Is the ranking process achieving the right outcomes (including criteria/weightings)?

- Does the process need any adjustments (criteria/weightings/other)?

- Are the project proposals providing enough and the right level of information?

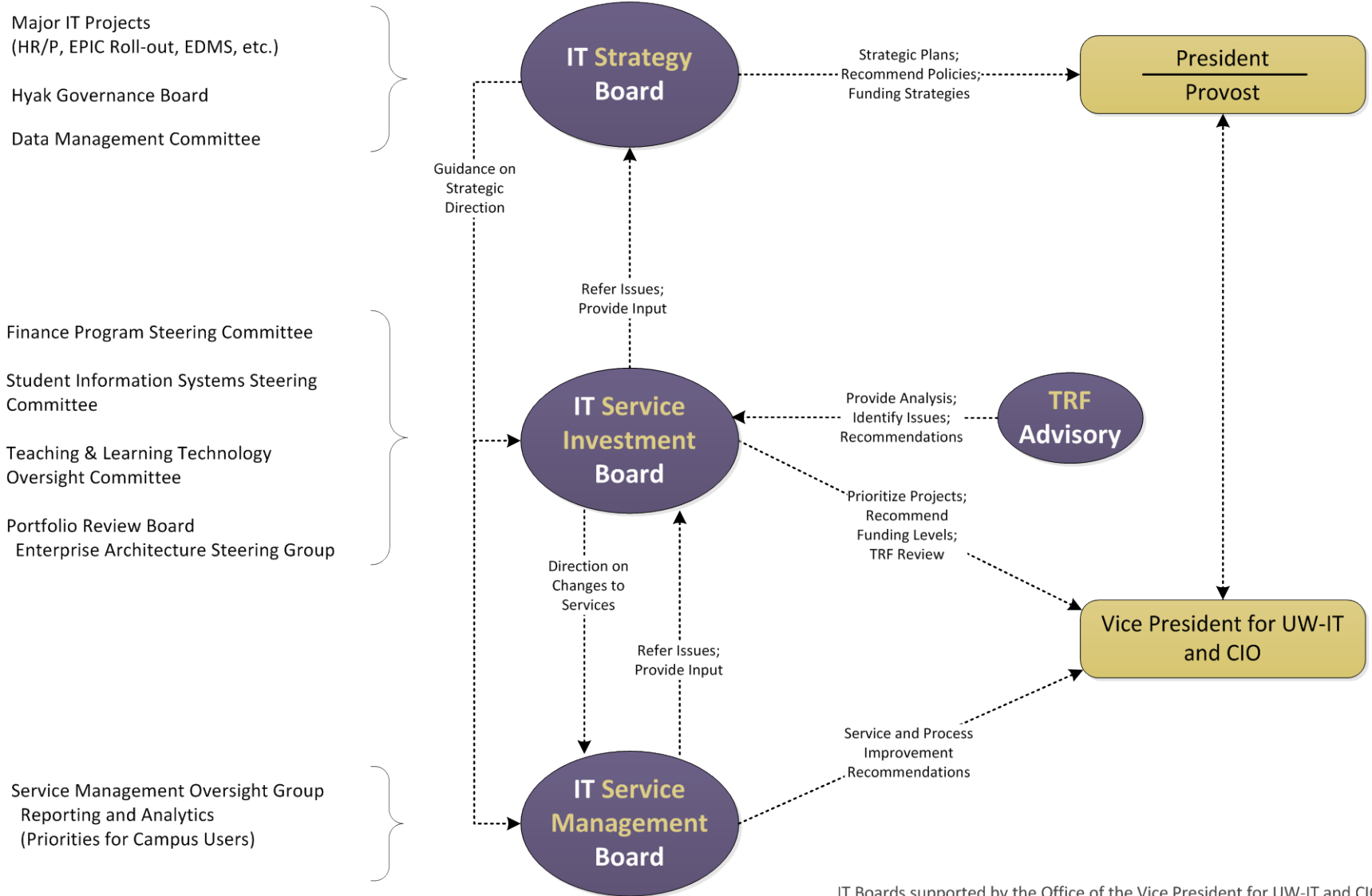- What further information do you need to rank the projects?

Next Steps

- Incorporate your input into the ranking process

- Provide individual briefings about projects and process during the summer

- Provide project proposals in advance of October meeting

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Questions & Discussion

Appendices

Information Technology (IT) Governance

Major IT Projects
(HR/P, EPIC Roll-out, EDMS, etc.)

Hyak Governance Board

Data Management Committee

Finance Program Steering Committee

Student Information Systems Steering
Committee

Teaching & Learning Technology
Oversight Committee

Portfolio Review Board
 Enterprise Architecture Steering Group

Service Management Oversight Group
 Reporting and Analytics
 (Priorities for Campus Users)

IT Strategy Board

President / Provost

Strategic Plans;
Recommend Policies;
Funding Strategies

Guidance on
Strategic
Direction

Refer Issues;
Provide Input

IT Service Investment Board

TRF Advisory

Provide Analysis;
Identify Issues;
Recommendations

Prioritize Projects;
Recommend
Funding Levels;
TRF Review

Direction on
Changes to
Services

Refer Issues;
Provide Input

Vice President for UW-IT and CIO

Service and Process
Improvement
Recommendations

IT Service Management Board

IT Boards supported by the Office of the Vice President for UW-IT and CIO

Updated: May 6, 2013

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Proposed 2013 Meeting Timeline

Month	IT Service Investment Board Topic
January 15	UW strategy for Administrative Systems & Information Management
March 4	IT Strategy Board prioritization guiding principles and criteria (review and input)
April 19	▪ IT Service Management Board recommendations ▪ Review revised criteria and guidelines, project prioritization
May 31	UW-IT project portfolio prioritization using criteria and guidelines
October 14	Review and prioritize UW-IT project portfolio
November 12	Review TRF funding levels

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UW-IT Project by Strategic Goal

Service Goals

Excellent infrastructure and foundation services

Programs	Project 1	Project 2	Project 3	Project 4	Project 5
Telephony	Telecom Core Refresh				
Network	UW Medicine Switch Tech Refresh HMC	UW Medicine Switch Tech Refresh UWMC	K-20 Operations Expansion	Wi-Fi Technology Refresh FY2013	Centralized Address Translation and Firewall Services
Storage	Upgrade Enterprise SAN Storage (EMC refresh)				

Advanced productivity and collaboration tools

Personal Productivity	Office 365	UW Event Calendar Replacement	IT Connect Redesign		

Improved global research support

Improved student experience

Teaching & Learning	Canvas	Tegrity	eTexts		
Student Admin Systems	Course Availability Notifications	Curriculum Management Implementation	MyPlan, Year 2	MyPlan, Year 1	

Modern information management and business systems

Enterprise Data Warehouse	Student Course Enrollment	Tableau Business Intelligence Tools Enterprise Pilot	EDW Infrastructure Renewal	Migration & Academic Release	
HR/Payroll	HRP Replacement System Procurement & Contract Negotiations	Feasibility Assessment			
Finance	UW-IT Financial Management System Implementation	My Financial Desktop	JDE Upgrade 2012		
Recruitment	Recruiter 2.0 Deployment	MS Dynamics CRM Proof of Concept			
Kuali	Kuali Student	Kuali Rice			

Business continuity, security, and privacy

Business Continuity	FY13 Geographic Redundancy	
Security and Privacy	UW NetID Password Policy Foundations Project	

Organizational Goals

Exemplary organization

IT Service Management	ITSM Toolset Selection	ITSM Toolset Deployment	Request Fulfillment	Incident Management

Strong strategic partnerships

Gigapop	PNWGP WA 40G Network

Culture of exploration and sharing

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