



IT Strategy Board

November 1, 2013

Agenda

- IT Strategy Board 2013-14 Agenda
- Teaching and Learning Initiatives and Analytics
- UW-IT Strategic Overview
- UW Administrative Systems Modernization Strategy
- IT Service Investment Board Update
- IT Project Portfolio Oversight

Proposed 2013-14 Agenda

Month	IT Strategy Board Topic
February 4, 2013	<ul style="list-style-type: none"> ✓ Priorities and work plan ✓ Oversight responsibilities ✓ Kuali Student review plan ✓ IT projects and priorities
May 13, 2013	<ul style="list-style-type: none"> ✓ Kuali review recommendations and action ✓ Revised Criteria and Guidelines ✓ Support for research computing
November 1, 2013	<ul style="list-style-type: none"> ▪ UW-IT Strategic Plan update ▪ Teaching and Learning initiatives and analytics ▪ Administrative Systems Roadmap
February 3, 2014	<ul style="list-style-type: none"> ▪ HR/P Modernization ▪ IT Service Investment Board update ▪ IT support for research administration ▪ Curriculum Management
May 12, 2014	<ul style="list-style-type: none"> ▪ Canvas Network ▪ EDMS ▪ Others TBD



Teaching and Learning: Services and Analytics

Philip J. Reid

Associate Vice Provost, UW-IT Academic Services

Professor of Chemistry



The Canvas Learning Management System

Origins & History

- Canvas learning management system (LMS) piloted in 2011 and then selected as central LMS.
- Launched Autumn Quarter 2012.
- UW Bothell and UW Tacoma have transitioned to Canvas from Blackboard. UW Seattle still employing an “opt in” model for adoption.
- Adoption continues to grow by >20% each quarter.

ex001

🏠 > ex001 > Assignments

Home

Syllabus

Announcements

Assignments

Pages

Files

Outcomes

Conferences

Chat

Settings

Overdue Assignments

[See Course Stream](#)

Critical Reflection on Learning

Dec 13, 2012 at 11:55pm

out of 100

Quiz

Nov 15, 2012 at 11:59pm

Qualitative Review

Oct 27, 2012 at 10pm

out of 100

Quantitative Review

Nov 17, 2012 at 11:59pm

out of 100

Draft: Statement of Problem/Interest

Oct 3, 2012 at 11:59pm

out of 15

Draft: Research Question

Oct 10, 2012 at 11:59pm

Draft of Methodology

Oct 17, 2012 at 11:59pm

Draft: Literature Review/Conceptualiz...

Oct 31, 2012 at 11:59pm

Collecting, Analyzing, and Presenting...

Nov 14, 2012 at 12am

Draft of Inquiry Project

Nov 28, 2012 at 11:59pm

Inquiry Project Final Paper

Dec 6, 2012 at 5:30pm

out of 100

Upcoming Assignments

Engaged Discussion

out of 100

 View Course Analytics

Group Assignments by Type

 See my grades so far

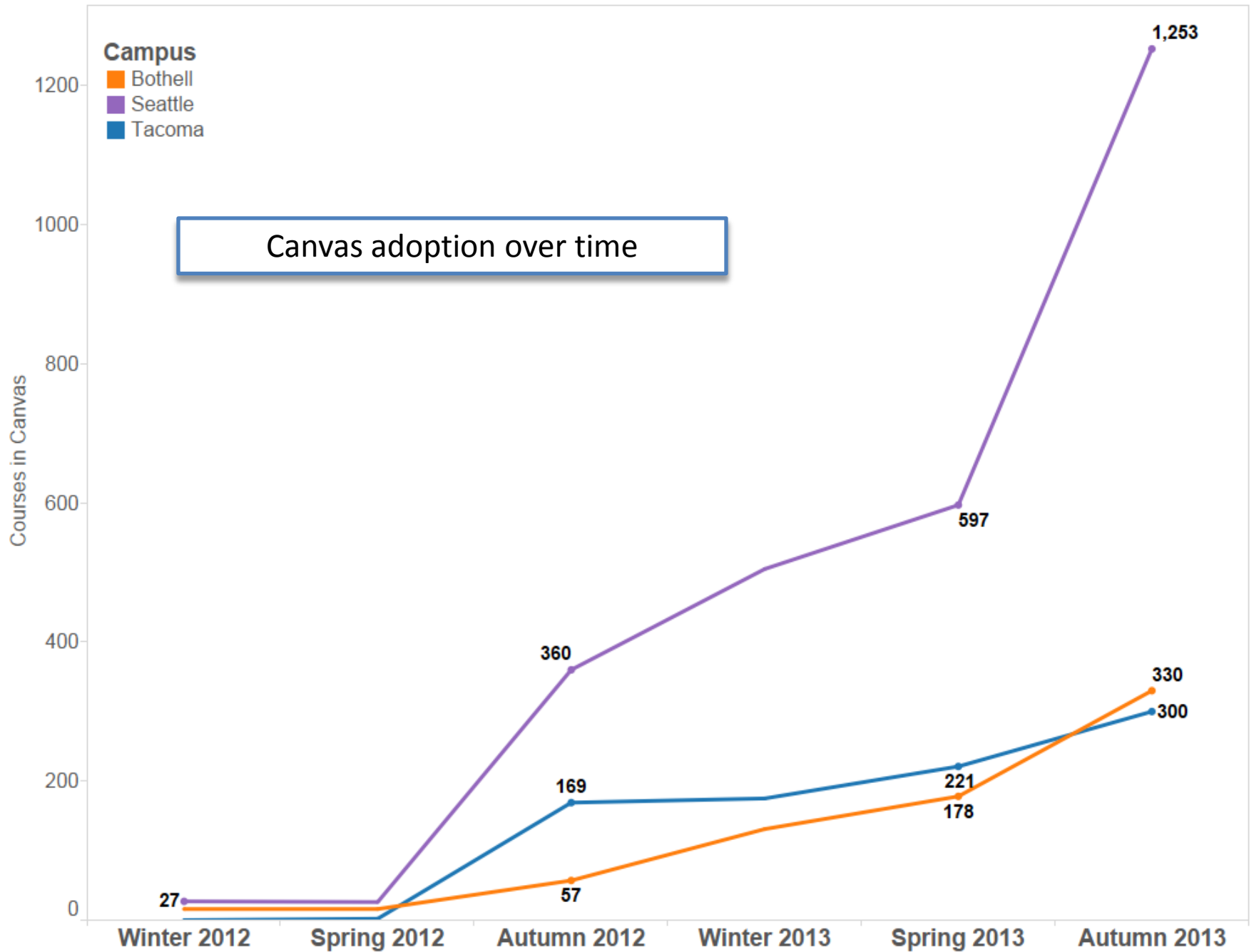
Upcoming Assignments  [View Calendar](#)

Nothing for now

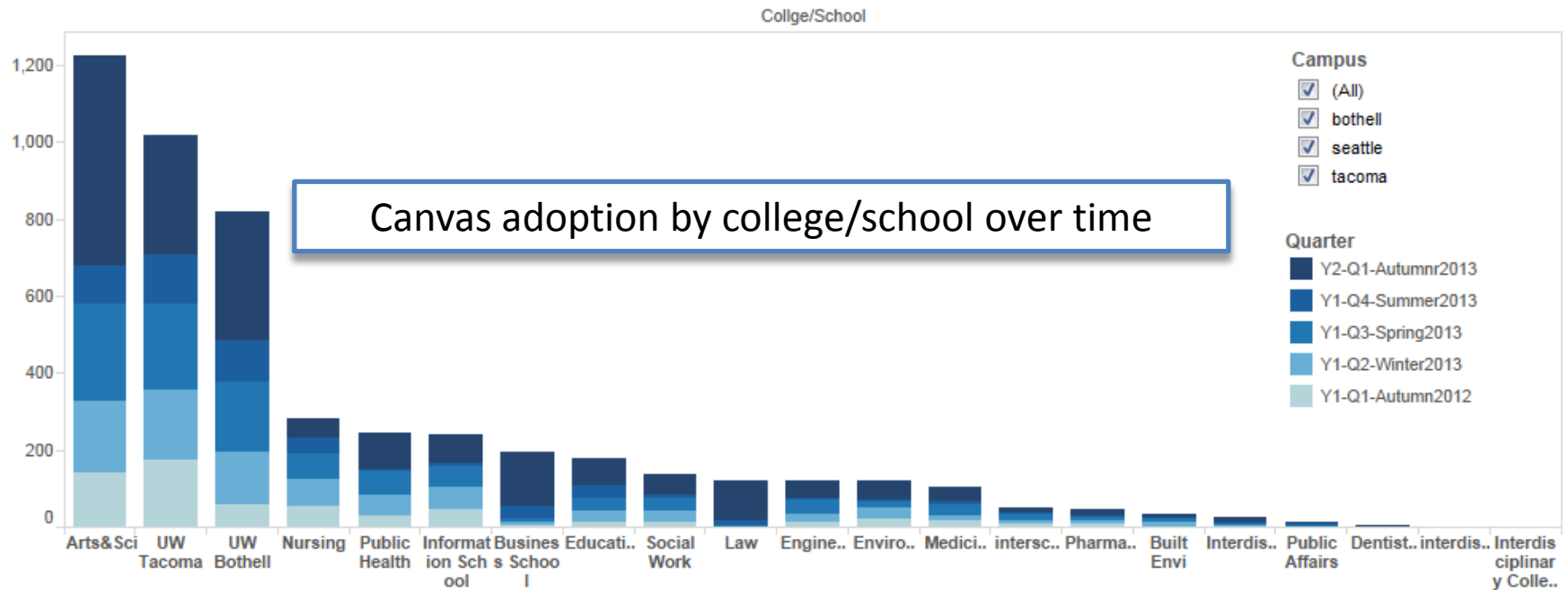
Recent Feedback

Nothing for now

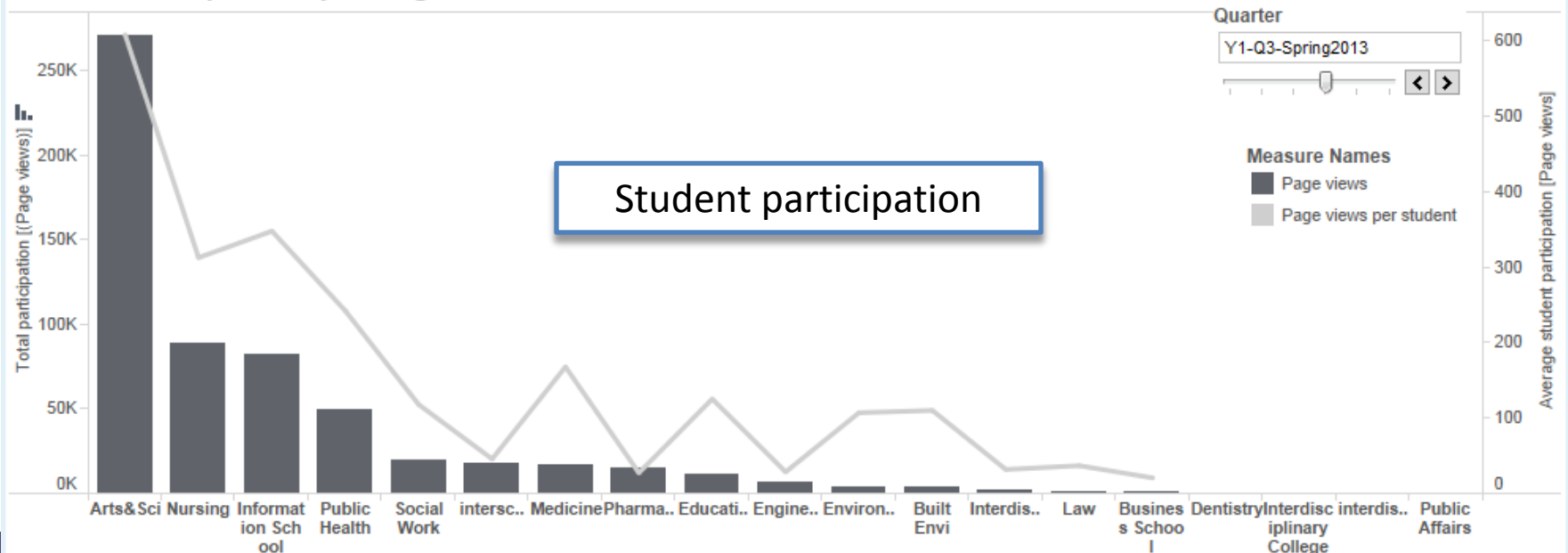
Count of Courses by Campus



Courses by College/School



Overall Participation by College/School



College/School

Arts&Sci

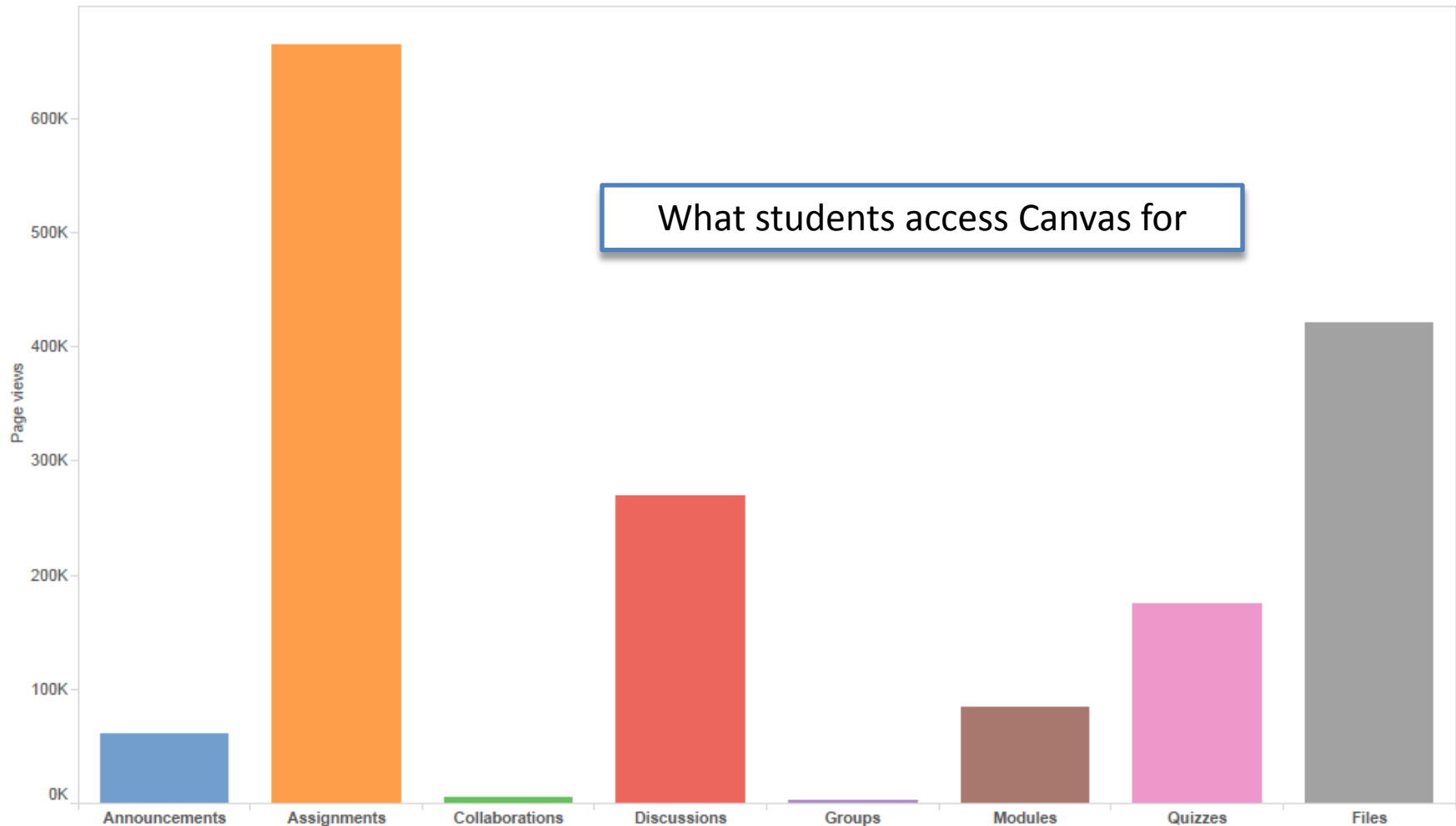
Quarter

Y2-Q1-Autumnr2013

Overall Canvas Usage

# Courses	# Assignments	# Discussion Topics	# Files uploaded	# Media Recordings
546	5,939	2,878	14,775	3,226

Overall Participation by Activities



Notify.UW

Origins & History

- Released in April 2013 as an official replacement for UW Robot, a paid course availability notification service.
- Notifies students via email or mobile text message when a closed course reopens.



Average Subscriptions / Person

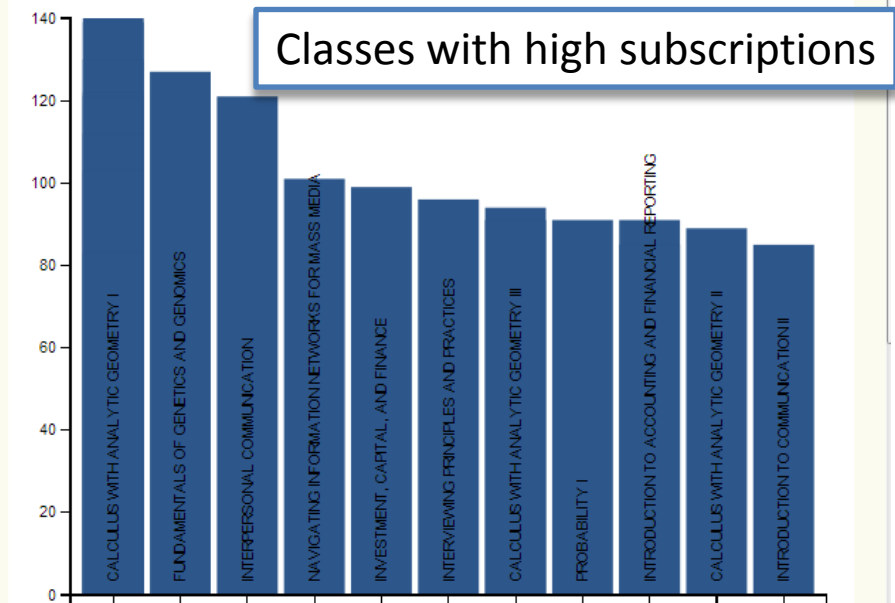
Average	Max	Min
4.1805	390	1

Subscriptions / Person

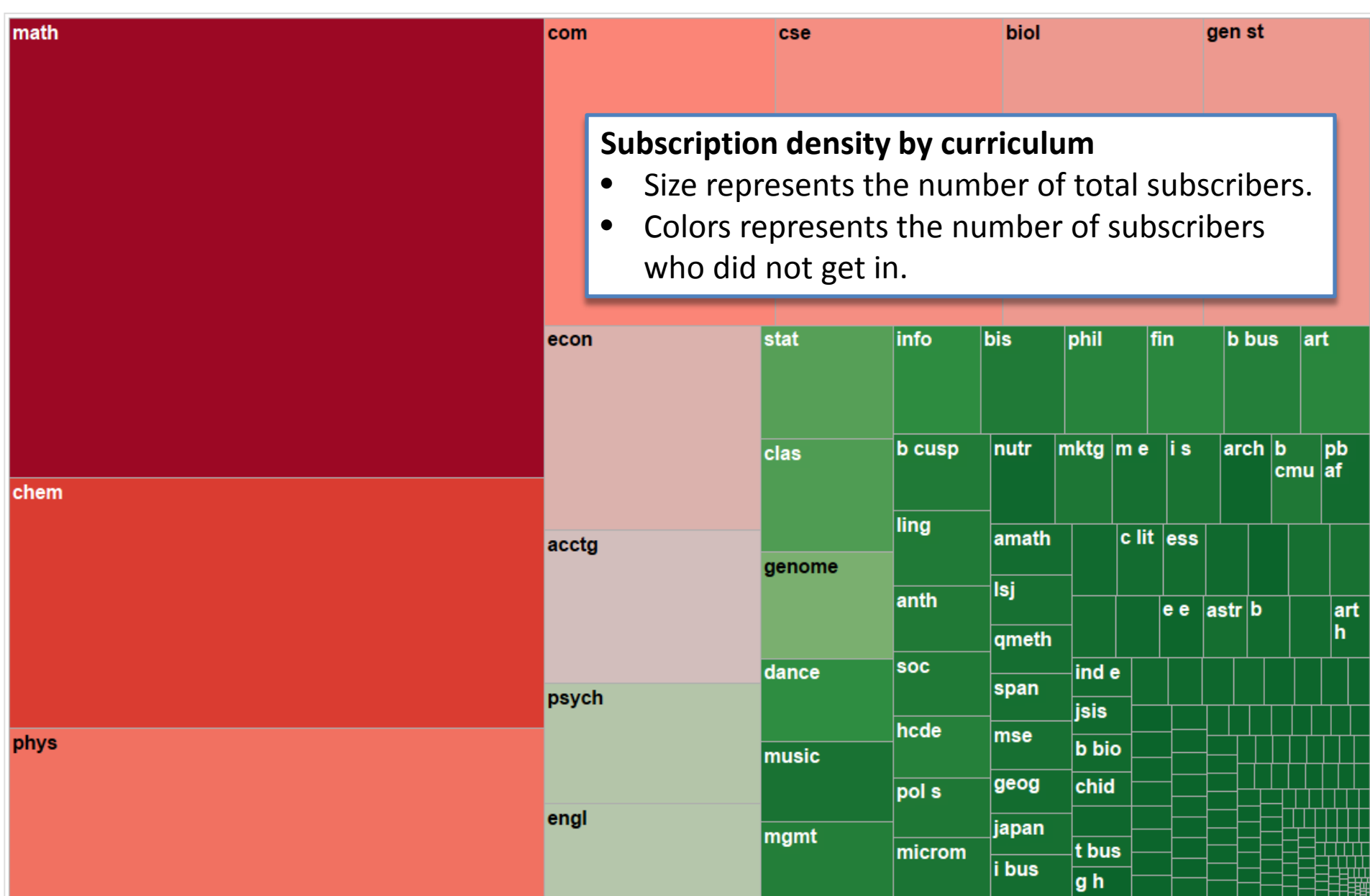


Person id	Subscriptions
jyi7@washington.edu	390
kmt95@washington.edu	212
mom10@washington.edu	194
xiaoh3@washington.edu	156
gengdd91@washington.edu	128
enoch201@washington.edu	102

Subscriptions / Channel



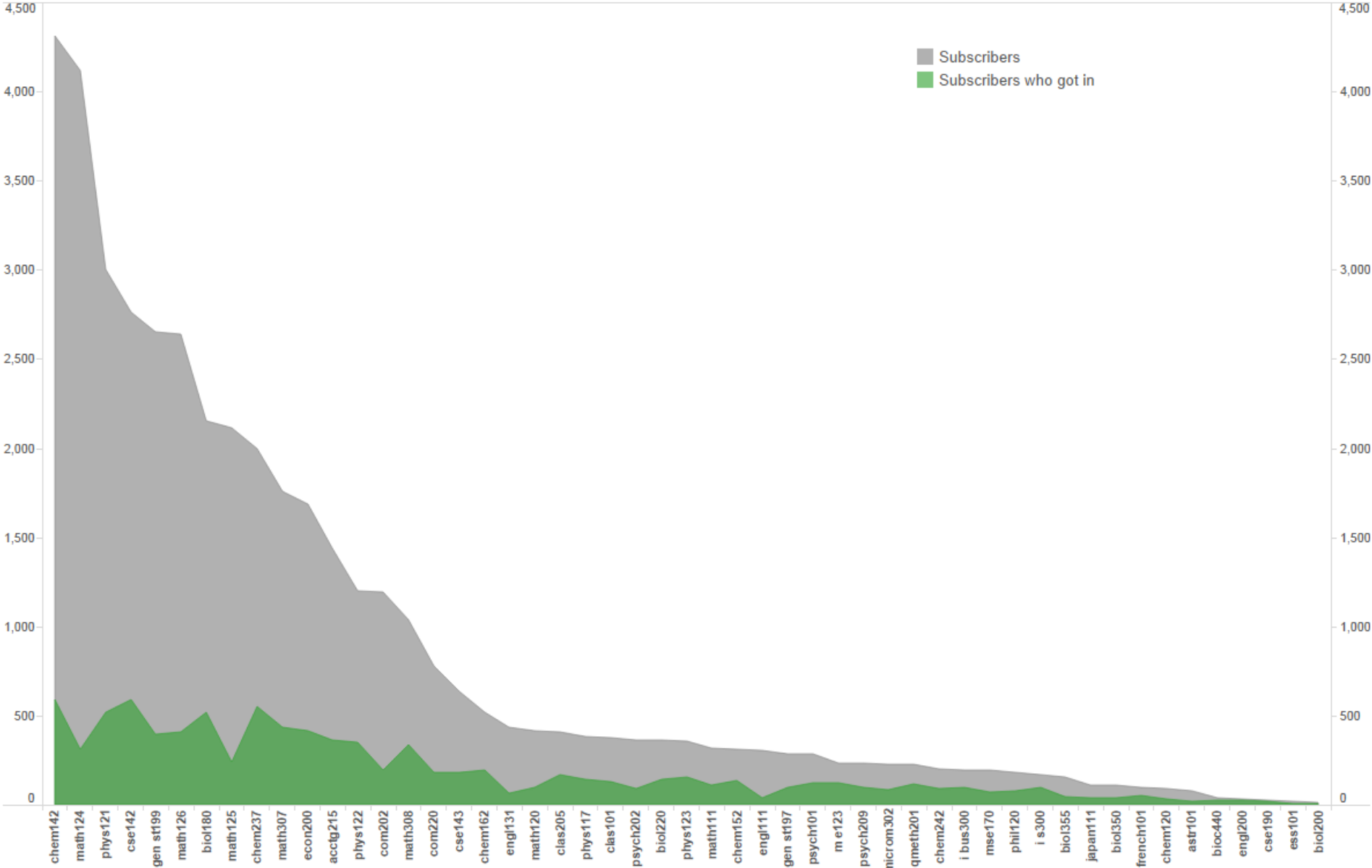
Name	Id	Subscriptions	Persons
CALCULUS WITH ANALYTIC GEOMETRY I	2013,autumn,math,124,f	140	95
CALCULUS WITH ANALYTIC GEOMETRY I	2013,autumn,math,124,d	139	95
CALCULUS WITH ANALYTIC GEOMETRY I	2013,autumn,math,124,a	130	96
FUNDAMENTALS OF GENETICS AND GENOMICS	2013,autumn,genome,361,a	127	94
CALCULUS WITH ANALYTIC GEOMETRY I	2013,autumn,math,124,c	122	84
CALCULUS WITH ANALYTIC GEOMETRY I	2013,autumn,math,124,e	121	79
INTERPERSONAL COMMUNICATION	2013,autumn,com,270,a	121	89
CALCULUS WITH ANALYTIC	2013,autumn,math,124,j	112	77

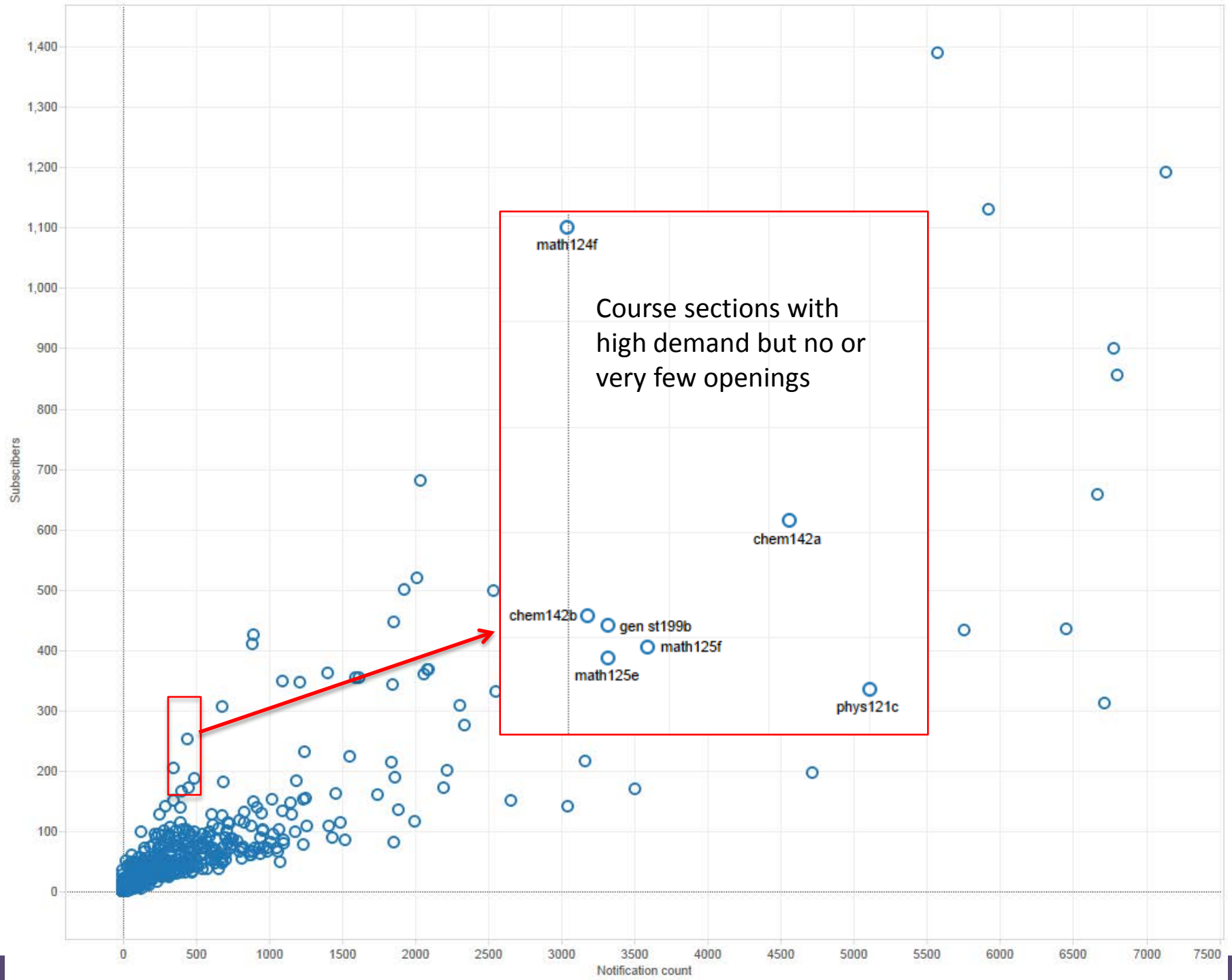


Number of subscribers who didn't get in



Courses with High Demand





MyPlan: Academic Planning

MyPlan – Online Academic Planning

MyPlan
Plan Find Courses Audit Degree

Academic Year 2012-2013
Quarter 1 Year
Print your entire academic plan

Create your plan by finding and adding courses and their sections to any quarter. [Learn more](#)

AUTUMN 2012 WINTER 2013 **SPRING 2013** SUMMER 2013

Planned Courses

Course	Section	Days	Time	Instructor	Section ID	Prerequisites	Enrollment
MUSIC 250 WORLD MUSIC (3)	A	Lecture (3)	MWF	9:30 AM - 10:20 AM	MUS 027	16760	10 / 30
STAT 311 ELEMENTS OF STATISTICAL METHODS (5)	A	Lecture (5)	MWF	2:30 PM - 3:20 PM	GWN 301	19115	108 / 180
	AB	Quiz	TTh	9:30 AM - 10:20 AM	DEN 314	19117	24 / 30
ECON 200 INTRODUCTION TO MICROECONOMICS (5)	A	Lecture (5)	TTh	11:30 AM - 12:50 PM	KNE 130	13025	467 / 500
	AC	Quiz	F	9:30 AM - 10:50 AM	CMU 120	13028	46 / 50

Progress Tracking

COLLEGE OF ARTS AND SCIENCES
GENERAL EDUCATION REQUIREMENTS

- OK** English Composition
- OK** Foreign Language
- OK** Quantitative and Symbolic Reasoning
- OK** Writing across the curriculum (W-courses) and/or add

AREAS OF KNOWLEDGE

- NO** Complete the following three requirements and a total from any will apply. (36 from one area may apply if or
- Earned: 75 credits Needs: 1 requirement
- NO** Visual, Literary, and Performing Arts
- Earned: 15 credits Needs: 5 credits

COURSES USED TO SATISFY THIS REQUIREMENT

Qtr	Course Name	TRANSFER C
0000	ENGL 305	TRANSFER C
SU93	ENGL 359	CONTEMPORAR
		342

Academic Planning

Registration Planning

What is

MyPlan is an academic planning tool that allows students to, **up to 6 years in advance**:

- Plan specific courses to take
- Add placeholders for courses TBD
- Identify back-up courses
- Bookmark courses of interest

Academic Year 2014-2015

Create your plan by finding and adding courses and their sections to any quarter. [Learn more](#)

AUTUMN 2014	WINTER 2015	SPRING 2015	SUMMER 2015
Planned ?	Planned	Planned	Planned
CHEM 142 (5)	CHEM 152 (5)	ECON 200 (5)	Study Abroad
MATH 124 (5)	MATH 126 (5)	PHYS 121 (5)	Add course or placeholder
C (5)	VLPA (5)	MATH 126 (5)	
Add course or placeholder	Add course or placeholder	Add course or placeholder	
Credits ? 15	Credits ? 15	Credits ? 15	Credits ? 0
Backup ?	Backup	Backup	Backup
Add course or placeholder	PHIL 200 (3-5)	Add course or placeholder	Add course or placeholder
	Add course or placeholder		

YOUR STUFF

Bookmarked Courses ?

- SPLING 405 SPANISH PHONETICS (5)
- FSTDY 299 STUDY ABROAD (1-12)
- ENGL 121 COMPOSITION: SOCIAL ISSUES (5)

[View all 3 courses in full details](#)

Recent Plan Audits ?

OCT 18 12:39 PM PLAN INCLUDES 7 COURSES 35 CREDITS SP 15 THROUGH Civil Engineering

Recent Degree Audits (DARS) ?

No recent Degree Audits found.

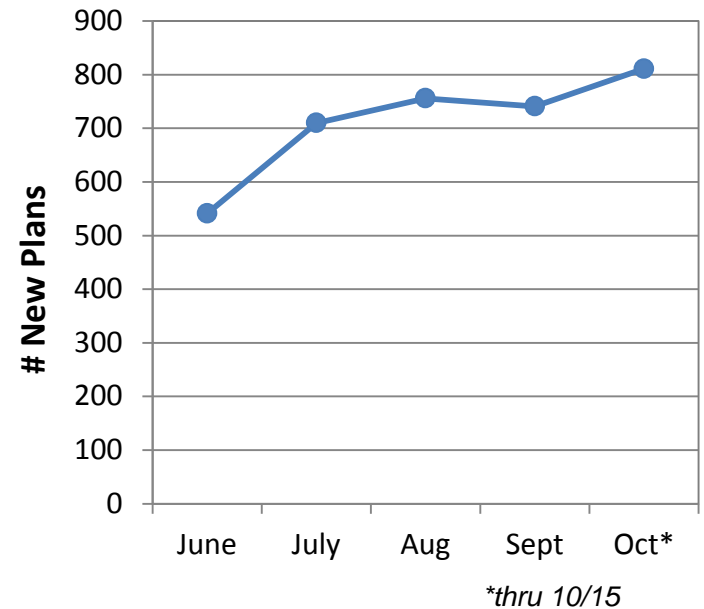
Their planning can inform ***our*** planning ...

MyPlan Developments

- **Intelligence:** student profiles and personalization.
- **Program exploration:** admission, progress, and completion requirements.
- **Outreach:** Received Gates Foundation grant to support academic planning for CTC students.
- **Analytics:** advising dashboard, demand analysis.

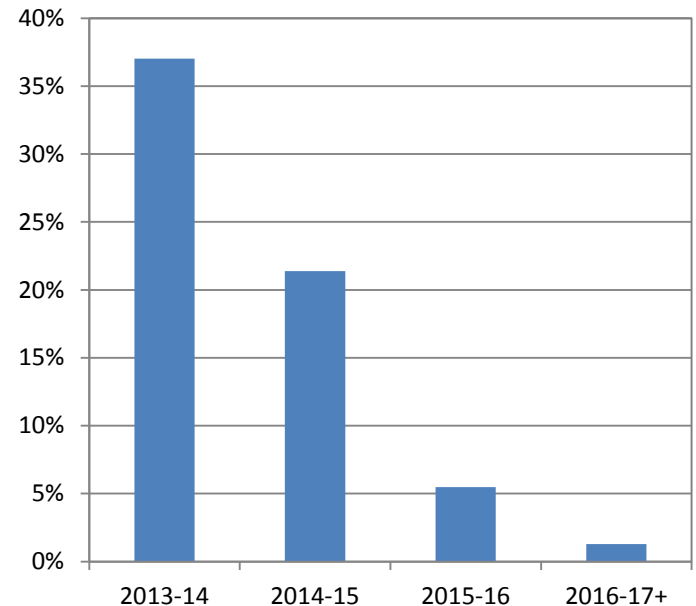
To what extent are students using MyPlan?

- To date, over 12,000 students have created a plan
- For Fall 2013:
 - 21% of all students have a plan
 - 27% of all undergraduate students have a plan
- And adoption is on rise – over 800 new plans created in the first two weeks of October alone!



How far into the future are they planning?

- The majority of MyPlan users are planning beyond the current term
 - Nearly 40% have planned for the *remaining current academic year (2013-14)*
 - Nearly 30% have planned for the *next academic year, 2014-15 and beyond*
 - A small number have planned to Spring 2017!



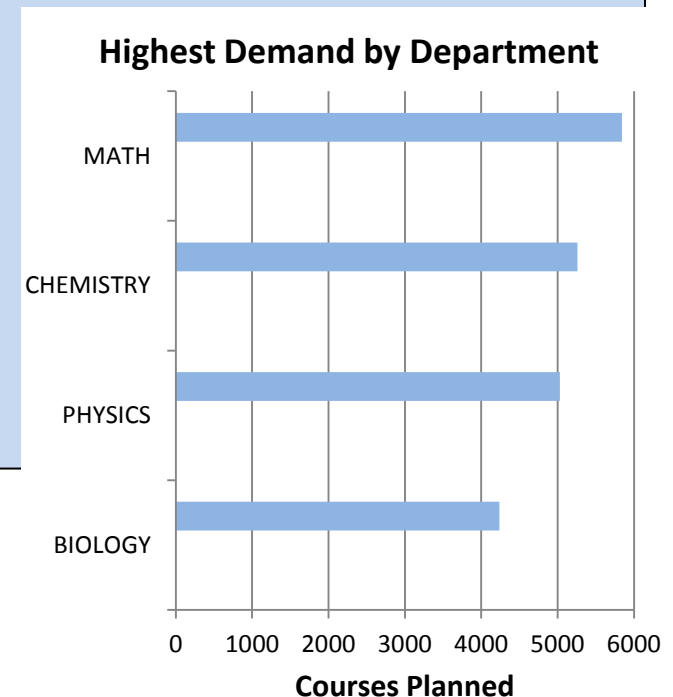
What are they planning?

- MyPlan users have added over 100,000 items to their plans
- The overwhelming majority (96%) of these items are **courses**
 - Placeholders account for less than 2% of planned items
- **Students are telling us exactly what they plan to take and when they plan to take it!**

How will we use these data?

- Over time, as adoption increases and predictability of behavior improves (*i.e., do students do what they plan? and if not, why?*)

A pilot project to develop a dashboard that integrates demand and behavior with supply is underway



Curriculum Management

Kuali Student Curriculum Management

Information managed in a single source system

Kuali Student

Select an area...

Home » Curriculum Management » Biological Sciences » View All Sections

Biological Sciences

Program status: Active | [Comments](#) | [Program Actions](#)



PROGRAM SECTIONS

Key Program Information
Program Managing Bodies
Specializations
Description and Catalog Information
Program Requirements
Learning Objectives
Supporting Documents

[View All Sections](#)

HISTORY

Version: 1
Program last updated:
14-Dec-2010
Scheduled review date:
Last review date:
[View version history](#)

Key Program Information

IDENTIFYING DETAILS

Code	BSCI
Level	Undergraduate
Credential Program	Baccalaureate
Classification	MAJOR
Degree Type	Bachelor of Science

DATES

Start Term	Summer 2004
End Inst Admit Term	
End Program Entry Term	
End Program Enroll Term	
Program Approval Date	

PROGRAM TITLE

Title Full	Biological Sciences
Title Short	BIO SCI
Title Transcript	BIOLOGICAL SCIENCES
Title Diploma	Biological Sciences

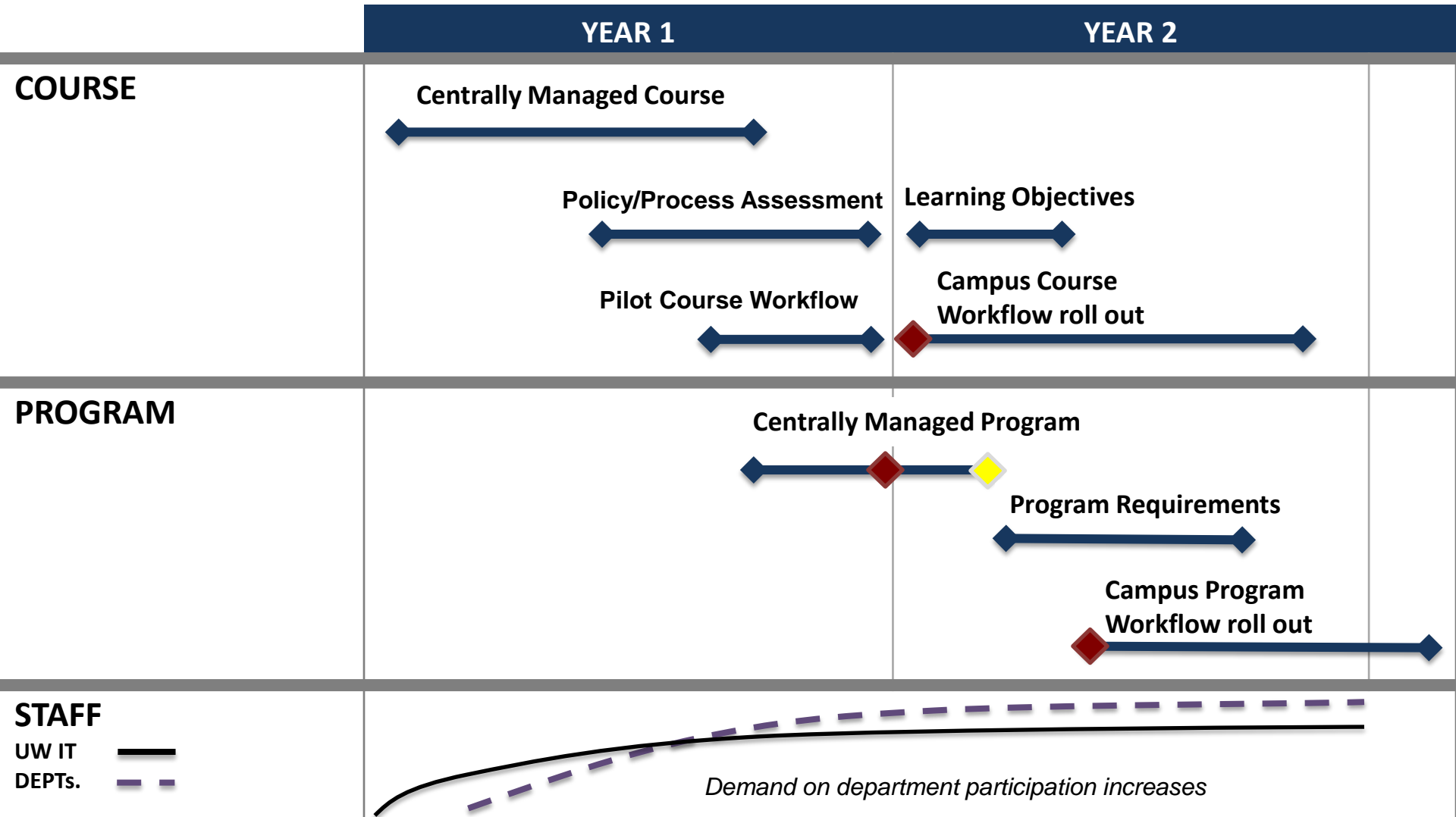
OTHER INFORMATION

Location	North South
Accreditation	
CIP 2000	26.0101
CIP 2010	26.0101
HEGIS	040100
Institution	Kuali University

Current Status of CM Implementation

- Course data migration underway with initial target of November 2013 release (limited scope) to the Office of the Registrar.
- Initial tri-campus outreach complete – departmental administrators are excited about improved workflow and transparency.
- \$656K in new funding approved by the Provost.
- Revised implementation plan formulated based on lessons learned and Kuali Student dependencies.

Revised Plan



Assumptions

- Fully staffed development team and dedicated department resources
- KS GWT-KRAD Conversion and Program functionality
- A single or small set of workflows for all schools and colleges











- UW CM is THE single source
- Kuali Student Curriculum Management dependencies

UW-IT Strategic Overview - DRAFT

IT Strategy Board
November 1, 2013

UW-IT Strategic Overview

DRAFT

Vision	<div> <div></div> Convenient and safe access to information and services across time, place, device and organizational boundaries </div>					
Mission	<div> <div></div> <div>Enable students, faculty and staff to be more effective</div> <div></div> <div>Help UW manage risks and resources</div> <div></div> <div>Encourage innovation and competitiveness</div> </div>					
Foundation	<div> <div></div> <div>Be a trusted, sought-after partner, passionate about using IT to improve the UW</div> <div></div> <div>Operate an exemplary organization, known for excellence, efficiency, and integrity</div> <div></div> <div>Develop strong strategic partnerships</div> <div></div> <div>Foster a culture of exploration, sharing, and data-driven results</div> <div></div> <div>Listen, anticipate, communicate, execute</div> </div>					
Drivers	<div> <div></div> Cloud, Collaboration, Consumerization, Mobility, Personalization, Big Data </div>					
Strategic Goals	<div> <div>  <div>Provide Superior Infrastructure & Tools</div> </div> </div>	<div> <div>  <div>Support World Class Research</div> </div> </div>	<div> <div>  <div>Enable Innovative Teaching</div> </div> </div>	<div> <div>  <div>Modernize Information & Business Systems</div> </div> </div>	<div> <div>  <div>Promote Security and Business Continuity</div> </div> </div>	<div> <div>  <div>Deliver Effective Services With Cost Transparency</div> </div> </div>
Assessments & Outcomes	<div> <div>  <div>Technology Business Management</div> </div> </div>	<div> <div>  <div>Customer Satisfaction</div> </div> </div>	<div> <div>  <div>Governance & Decision Making</div> </div> </div>	<div> <div>  <div>Engagement</div> </div> </div>		

Vision

- ▣ Convenient and safe access to information and services across time, place, device and organizational boundaries

Mission

- ▣ Enable students, faculty and staff to be more effective
- ▣ Help UW manage risks and resources
- ▣ Encourage innovation and competitiveness

Institutional
Efficiency

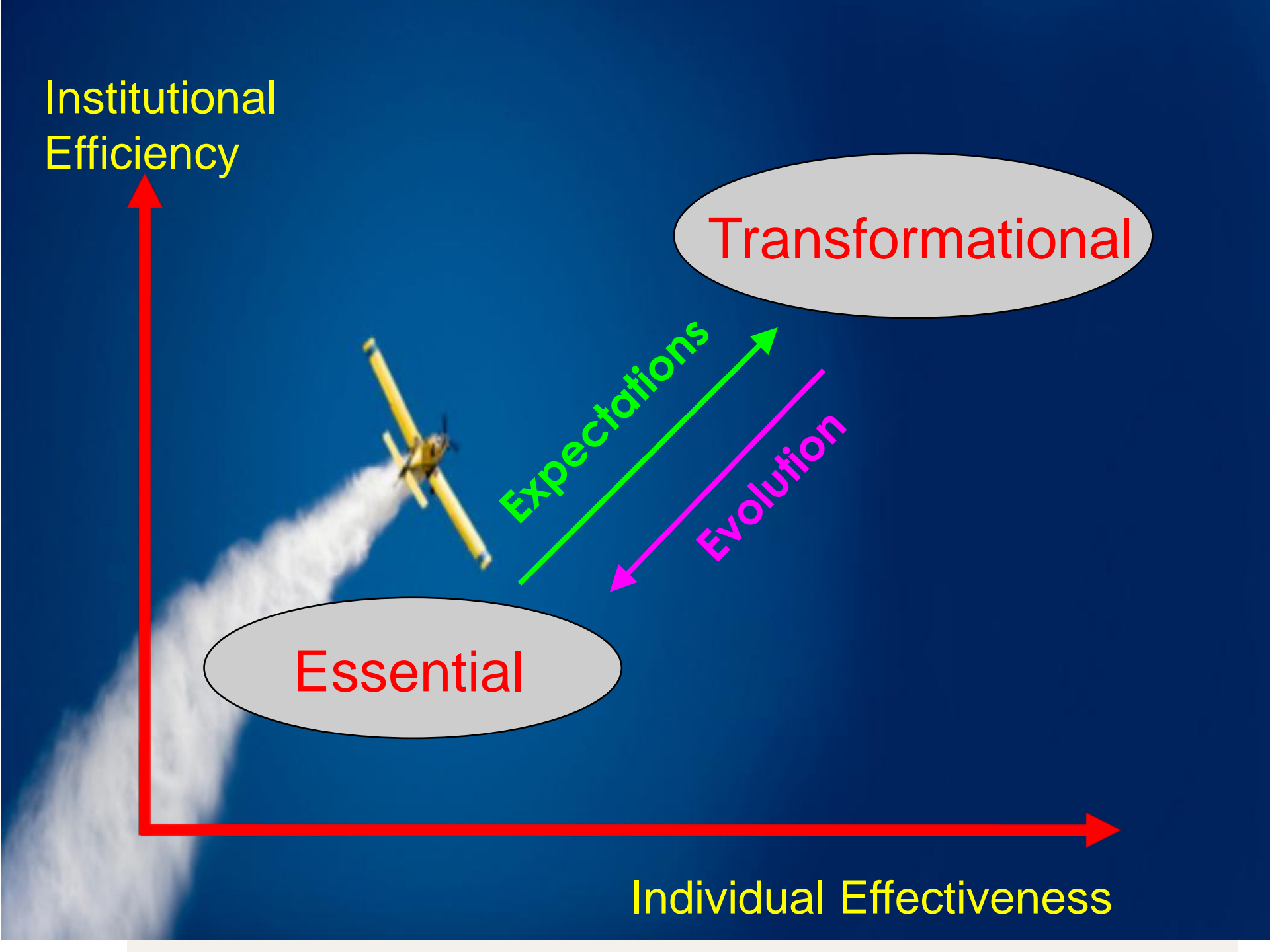
Transformational

Expectations

Evolution

Essential

Individual Effectiveness



Drivers

- ▣ Cloud
- ▣ Collaboration
- ▣ Consumerization
- ▣ Mobility
- ▣ Personalization
- ▣ Big Data

Strategic Goals



Provide
Superior
Infrastructure
& Tools



Support
World
Class
Research



Enable
Innovative
Teaching



Modernize
Information
& Business
Systems



Promote
Security
and
Business
Continuity



Deliver
Effective
Services
With Cost
Transparency



Provide Superior Infrastructure & Tools

- Deliver highly functional, reliable, and invisible infrastructure
 - Net upgrades, reduce server/storage duplication, Identity and Access Management
- Expand suite of collaboration tools to meet performance expectations of students, faculty, and staff
 - Office 365, SharePoint; collaboration upgrades to Lync and Google Apps



Support World Class Research

- ▣ Increase reach and capacity for data networks
 - ▣ Science network
- ▣ Enhance and strengthen partnerships with faculty and researchers
 - ▣ eScience collaboration, Principal Investigators' Survey
- ▣ Empower the UW research community by providing relevant, shared, cutting-edge technologies, services and support
 - ▣ Expand Computing Infrastructure tools and backup



Enable Innovative Teaching

- ▣ Provide technology to support and improve the teaching and learning experience
 - ▣ MyPlan, Canvas, Panopto, MyUW, Notify.UW, My Husky Experience
- ▣ Identify and leverage current and emerging technologies
- ▣ Deliver services in efficient cost-effective way



Modernize Information and Business Systems

- Provide modern, flexible and integrated business information systems to enable better planning , analysis and decisions
 - HR/Payroll Modernization, Enterprise Document Management System, Enterprise Data Warehouse, Financial Options Analysis, Business Intelligence
- Vendor relationship management and system integration
- Identify and leverage current and emerging technologies
- Deliver services in efficient cost-effective way



Promote Security and Business Continuity

- ▣ Provide capability for technical systems supporting critical UW administrative functions that can be recovered and resumed
 - ▣ Geographic redundancy: Spokane data center, Azure
- ▣ Promote a university-wide culture of security and privacy
 - ▣ Campus education initiatives
- ▣ Improve contracting and technology approaches
 - ▣ Risk transfer, incident detection



Deliver Effective Services With Cost Transparency

- ▣ Leverage best practices in IT management
- ▣ Provide accurate cost data for services and competitive sourcing solutions
- ▣ Leverage cloud and evolving new platforms to more quickly deploy services

Futures Market Questions

What year will 80% of UW faculty and staff...

- No longer care about:
 - Whether they have a desk phone
 - Whether they have a desktop computer
 - Whether the UW provides their devices
 - Which Operating System they are using
- Be able to:
 - Use any of our core applications from any device with a modern browser
 - Easily schedule meetings among multiple calendar platforms
 - Use UW-IT resources with appropriate compliance approvals, e.g. HIPAA
- Will these numbers be higher or lower in 2020?
 - Total IT spend for the UW
 - % of UW-IT budget from core Provost funding
 - % of UW-IT budget from self-sustaining services

Assessment and Outcomes



Technology
Business
Management



Customer
Satisfaction



Governance
& Decision
Making



Engagement



Technology Business Management

- ▣ Best practices in:
 - ▣ IT service management through standardized tools, processes, and help desks
 - ▣ Technology cost management metrics and dashboards
 - ▣ Strategic sourcing and vendor management



Customer Satisfaction

- ▣ Customer surveys
- ▣ Teaching and learning surveys
- ▣ Real-time, embedded feedback on services



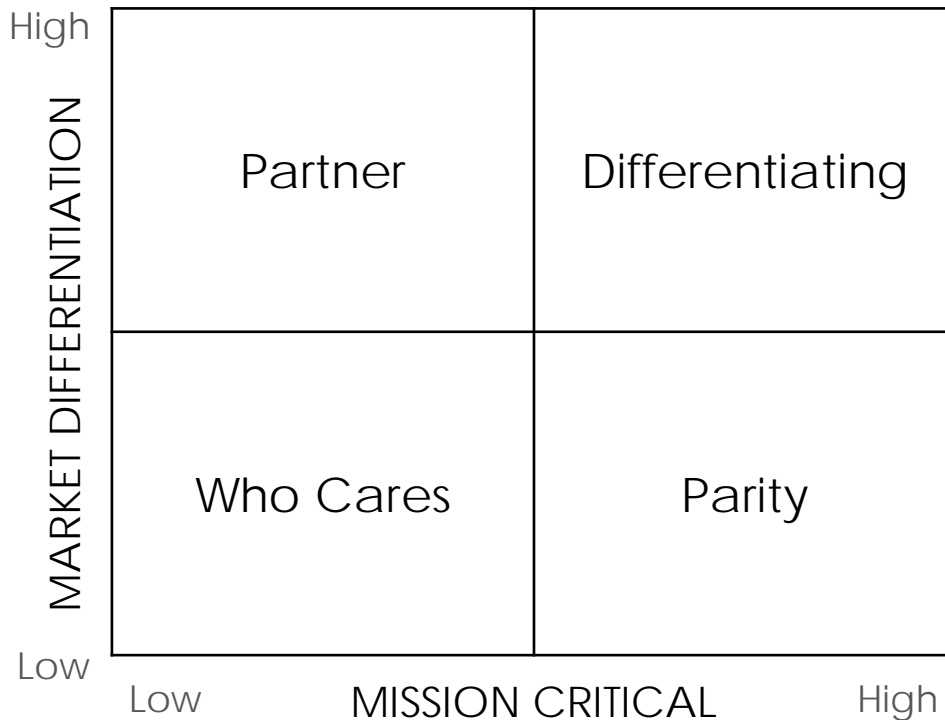
Governance & Decision Making

- ▣ Well-defined governance processes
- ▣ Customer-focused, transparent
- ▣ Prioritization on how we use resources

Engagement

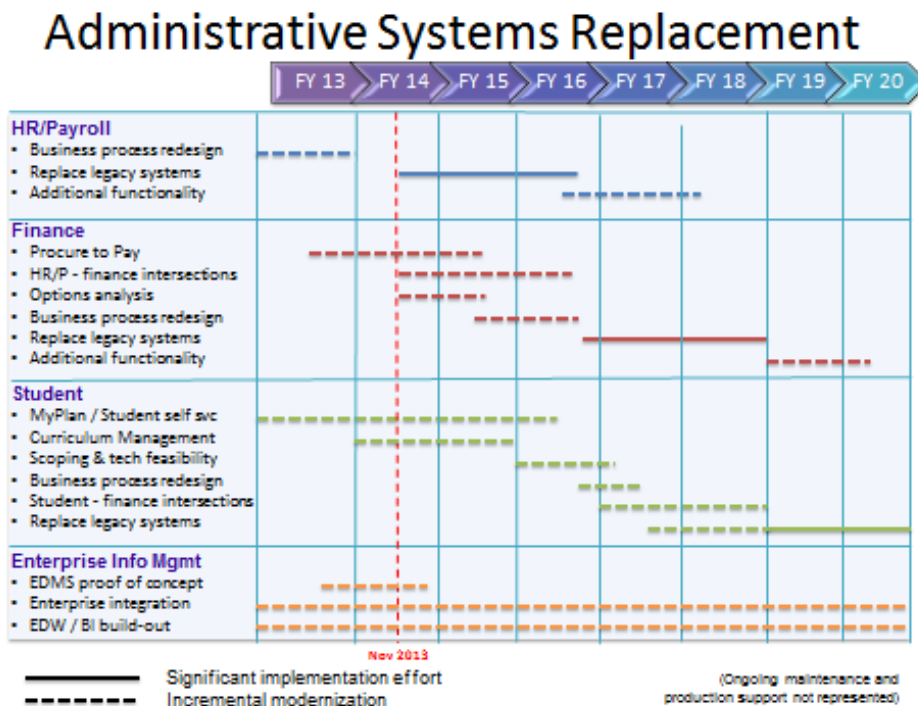
- ▣ Administrators and Computing Directors
- ▣ Faculty/Researchers
- ▣ Learning technology assessments
- ▣ Shared service deployments

Decision Making Framework for Administrative Applications



- ▣ Innovate, create
 - ▣ Strive to be better than your competition
 - ▣ Enable strategy
-
- ▣ Simplify, standardize
 - ▣ Adopt best practices
 - ▣ Achieve operational excellence

Timeline for Administrative Application Assumptions - DRAFT



- One major system at a time
- Incremental innovation are a priority, especially in student facing systems
- Investments in business process redesign will lead to better outcomes
- Momentum and expertise from system replacements should be leveraged
- Better information now for decision making is critical

Administrative Systems Replacement - DRAFT



HR/Payroll

- Business process redesign
- Replace legacy systems
- Additional functionality

Finance

- Procure to Pay
- HR/P - finance intersections
- Options analysis
- Business process redesign
- Replace legacy systems
- Additional functionality

Student

- MyPlan / Student self svc
- Curriculum Management
- Scoping & tech feasibility
- Business process redesign
- Student - finance intersections
- Replace legacy systems

Enterprise Info Mgmt

- EDMS proof of concept
- Enterprise integration
- EDW / BI build-out

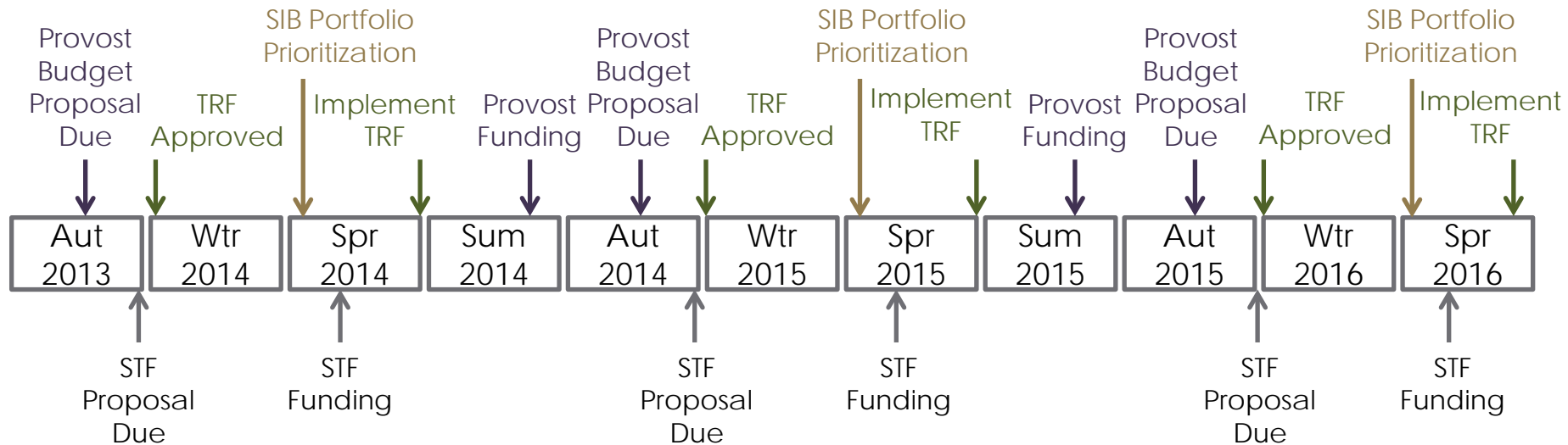
Nov 2013



Significant implementation effort
Incremental modernization

(Ongoing maintenance and production support not represented)

IT Investment Board Timeline



- Portfolio Review Board (bi-weekly) – Managed resources, assure projects are on track
- IT Service Management Board (monthly) – Make recommendations for service improvements and discontinuation of service
- IT Service Investment Board (SIB) (monthly) – Project priorities, budget requests, TRF
- IT Strategy Board (3 times per year)– Policy, strategy, major IT investment, review

IT Service Investment Board Update

UW-IT Portfolio Ranking Process Outcomes

- Use ranking process priorities to guide UW-IT project resource allocations when conflicts arise
- Hold next phase of eF ECS project*
 - Scope a more limited project to deliver functionality not provided by future replacement systems
- Hold next phase of MyFD project*
- Seek funding for top two SIB priorities: 40G Network and Undergraduate Modernization

**Projects have maintenance-level funding*

Technology Recharge Fee Annual Review

- Successful audit of the TRF rate process by UW Internal Audit in Spring 2013
- Annual review underway by the Service Investment Board & Technology Recharge Fee Advisory Committee
 - Maintain same cost allocation methodology and basic bundle of services for FY 2014 and FY 2015 as approved in last year's review
 - Review total cost of services and funding sources for FY 2015
 - Recommendation due to the Service Investment Board on November 12

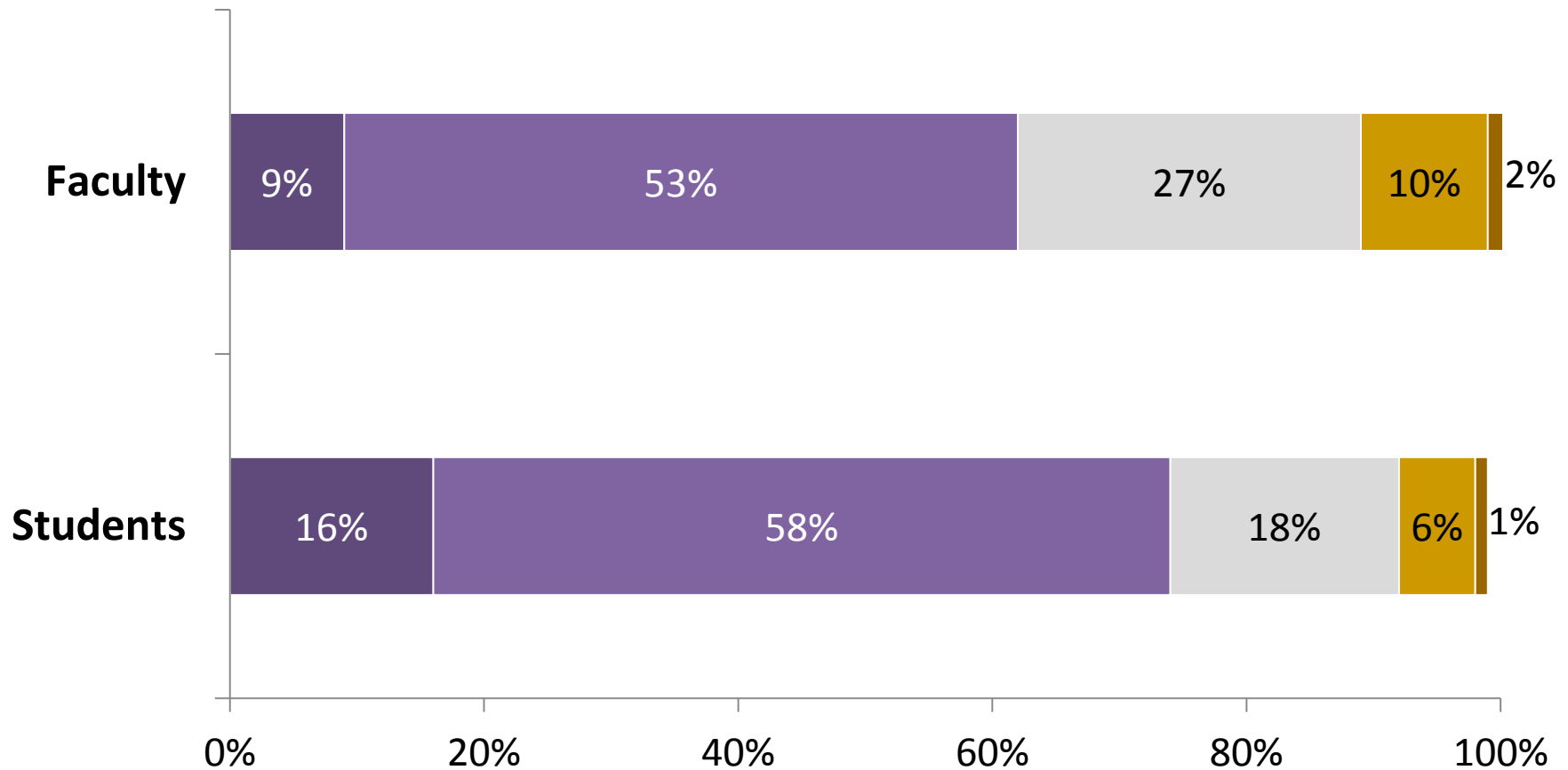
IT Project Portfolio Oversight

Appendix

Teaching & Learning

Extra Slides

Satisfaction with Canvas



■ Extremely Satisfied ■ Satisfied ■ Neutral ■ Dissatisfied ■ Extremely Dissatisfied

UNIVERSITY of WASHINGTON



Your Notifications

Autumn 2013



X B ECON 300 A
SLN: 10864 80 / 80 seats



Email
& SMS

X B ECON 301 A
SLN: 10867 50 / 50 seats



Email

X ECON 200 BB
SLN: 13210 50 / 50 seats



SMS

+ add new class notification

MyPlan Developments

- **Intelligence:** student profiles and personalization.
- **Program exploration:** admission, progress, and completion requirements.
- **Student success and retention:** alerts and notifications.
- **Analytics:** advising dashboard, demand analysis.
- **Outreach:** Gates Foundation grant to support academic planning for CTC students.

Curriculum Management Value Statement

STUDENTS



Structured data for
Academic Planning

DEANS



Structured data for
analytics and reporting

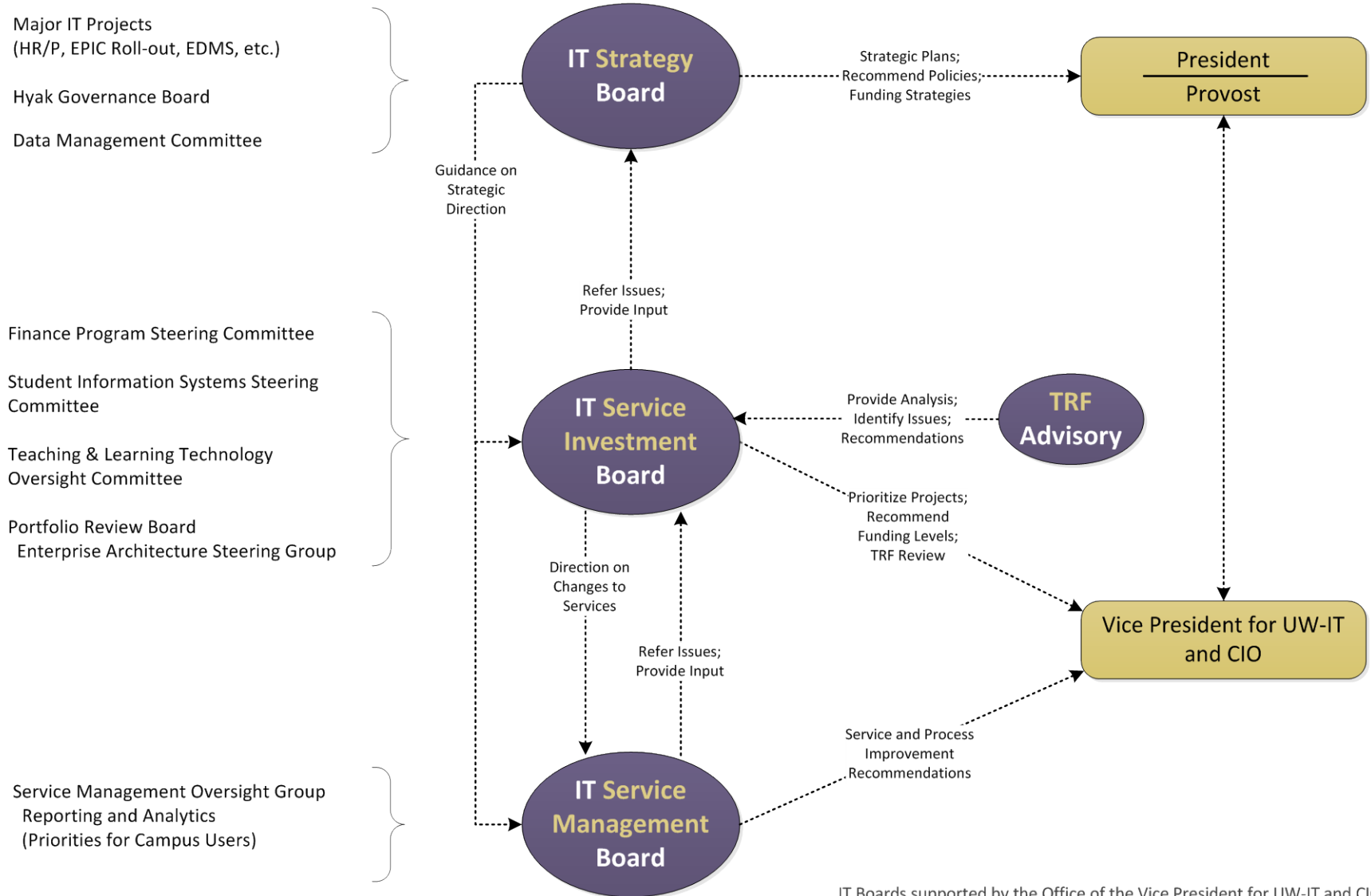
ADMINISTRATORS



Efficient, online review
and **approval process**

IT Governance Structure

Information Technology (IT) Governance



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

Updated: May 6, 2013

IT Strategy Board

Kelli Trosvig UW Information Technology Chair
Thomas Baillie School of Pharmacy
Gerald Baldasty Academic and Student Affairs
Thomas Daniel Biology
James Fine UW Medicine
Paul Jenny Office of Planning & Budgeting
Edward Lazowska Computer Science & Engineering
Mary Lidstrom Office of Research
John Slattery School of Medicine
Kellye Testy School of Law
V'Elia Warren Finance & Facilities

IT Service Investment Board

Kellye Testy School of Law Chair
David Anderson Health Sciences Administration
Susan Camber Financial Management
Walt Dryfoos University Advancement
Joe Giffels Office of Research
Jim Gregory College of Arts & Sciences - History
Vikram Jandhyala College of Engineering
Mary Fran Joseph UW School of Medicine
Stephen Majeski College of Arts & Sciences
Harlan Patterson UW Tacoma
Gary Quarfoth Office of Planning & Budgeting
Liz Shirley UW Medicine
Kelli Trosvig UW Information Technology
Bill Ferris, Ex-officio UW Information Technology
Tom Sparks, Ex-officio College of Engineering

TRF Advisory Committee

Bill Ferris UW Information Technology Co-Chair
Tom Sparks College of Engineering Co-Chair
Cristi Chapman Management Accounting & Analysis
Amy Floit Office of Planning & Budgeting
Jonathan Franklin School of Law
David Green School of Medicine
Paul Ishizuka UW Medicine
Linda Rose Nelson College of Arts & Sciences
Paul Henderson, Ex-officio UW Medicine IT Services

IT Service Management Board

Scott Barker Information School Chair
Mark Baratta College of Built Environments
Kate Bouchard Foster School of Business
Cynthia Caci College of Arts & Sciences
John Drew The Graduate School
Jean Garber School of Dentistry
Brad Greer UW Information Technology
Erik Lundberg UW Information Technology
Gary Pedersen Chemistry
Barb Prentiss School of Medicine
Roland Rivera UW Information Technology
Bill Shirey UW Information Technology
Tom Sparks College of Engineering
Betsy Tippens UW Bothell
Karalee Woody UW Information Technology
Mary Mulvihill, Ex-officio UW Information Technology

IT Governance Membership