IT Service Investment Board

January 15, 2013
Agenda

- Approve 12/12/12 Meeting Notes
- IT Service Investment Board Proposed 2013 Timeline
- UW Strategy for Administrative Systems and Information Management Overview
- IT Project Support Reserve – Request for FY 2014
Approve

- Notes from IT Service Investment Board meeting on 12/12/12
## Proposed 2013 Timeline

<table>
<thead>
<tr>
<th>Month</th>
<th>IT Service Investment Board Topic</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 15</td>
<td>UW Strategy for Administrative Systems &amp; Information Management</td>
</tr>
<tr>
<td>March 4</td>
<td>Administrative Systems &amp; Information Management - key issues and challenges</td>
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<tr>
<td>April 19</td>
<td>Teaching &amp; learning tools and resources, and productivity &amp; collaboration tools - major initiatives and key issues/challenges</td>
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<tr>
<td>May</td>
<td>Infrastructure and foundation services, research support, business continuity, security and privacy - major initiatives and key issues/challenges</td>
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<tr>
<td>June</td>
<td>Review and input on IT Service Management Board service recommendations</td>
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<tr>
<td>September and October</td>
<td>Review and prioritize UW-IT project portfolio</td>
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<tr>
<td>November and December</td>
<td>Review TRF funding levels</td>
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</table>
UW Strategy for Administrative Systems & Information Management
## Problem: The UW Has Changed

<table>
<thead>
<tr>
<th></th>
<th>1982</th>
<th>Current</th>
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</thead>
<tbody>
<tr>
<td><strong>Annual Revenue</strong></td>
<td>$552 million</td>
<td>$4.6 billion</td>
</tr>
<tr>
<td><strong>Primary Revenue Sources</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>State appropriation</td>
<td>28%</td>
<td>8%</td>
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<tr>
<td>Tuition and fees</td>
<td>13%</td>
<td>13%</td>
</tr>
<tr>
<td>Research grants and contracts</td>
<td>27%</td>
<td>31%</td>
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<tr>
<td>Patient care</td>
<td>14%</td>
<td>26%</td>
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<tr>
<td><strong>Human Resources</strong></td>
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<td></td>
</tr>
<tr>
<td>Number of employees</td>
<td>20,000</td>
<td>40,000</td>
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<tr>
<td>Unionized staff</td>
<td>7,000</td>
<td>17,000</td>
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</table>
UW Administrative Systems History

Initial Automation

Online Transaction Processing

Civil Service Reform

Y2K Prep

Incremental Modernization (USER)

1972 Mainframe Financial Platform

1974

1982

- Purchasing & Accounts Payable
- Student
- Payroll

1982

1990s

2000s

2010s

Strategic Roadmap

UNIVERSITY of WASHINGTON
UW Administrative Systems History

2010s

UW Strategic Roadmap

- Enhance and Renew Systems
- Redesign Processes
- Information for Decision Making
- Prioritize and Make Decisions
- Replace the Base
Tomorrow’s Enterprise Systems

Finance
- Kuali Finance
- eFECS, Ariba
- PurchasePath?

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

Student
- (Kuali Student)
- MyGradProgram, HFS Systems

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

Advancement
- Advance
- ReportWriter.Net

Research Admin
- SAGE, SPAERC, SERA

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

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

Non-UW-IT supported systems

UNIVERSITY of WASHINGTON
## Roadmap Initiative Timeline

<table>
<thead>
<tr>
<th></th>
<th>FY 13</th>
<th>FY 14</th>
<th>FY 15</th>
<th>FY 16</th>
<th>FY 17</th>
<th>FY 18</th>
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<tbody>
<tr>
<td><strong>HR/Payroll</strong></td>
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<tr>
<td>- Redesign business process</td>
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<tr>
<td>- Replace legacy systems</td>
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<tr>
<td>- Additional HR functionality</td>
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<tr>
<td><strong>Student</strong></td>
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<tr>
<td>- Modernize systems</td>
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<tr>
<td>- MyPlan/Curriculum mgmt.</td>
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<tr>
<td>- Replace legacy systems</td>
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<td><strong>Finance</strong></td>
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<td>- Modernize systems</td>
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<tr>
<td>- MyFD enhancements</td>
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<tr>
<td>- Procure to Pay</td>
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<td>- Replace legacy systems</td>
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<td><strong>Enterprise Info Mgmt</strong></td>
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<td>- EDMS proof of concept</td>
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<td>- Enterprise integration</td>
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<tr>
<td>- EDW build-out</td>
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- Significant implementation effort
- Incremental modernization

(Ongoing maintenance and production support not represented)
Roadmap Initiative Timeline

HR/Payroll

- Redesign business process
- Replace legacy systems
- Additional HR functionality

FY 13 - FY 18

1. Launch Business Process Redesign (Summer 2012 - Complete)
2. Obtain state approvals (Summer 2012 - Complete)
3. Issue RFP (Fall 2012)
4. Assess bids, recommend vendor (Fall 2012 – Fall 2013)
5. Seek Regents approval to issue contract (Fall 2013)

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Significant implementation effort
Incremental modernization

(ongoing maintenance and production support not represented)
Roadmap Initiative Timeline

Student

- Modernize systems
  - MyPlan/Curriculum mgmt.
  - Replace legacy systems

- Incrementally implement Kuali Student
- Continue to focus on modernizing the student experience
- Maintain legacy portfolio

Significant implementation effort
Incremental modernization

(Ongoing maintenance and production support not represented)
KS Delivery Strategy and Timeline

Collaborations with Rice
(KRMS, KIM, KEW, KEN, KRAD)

Not on this KS roadmap: Financial Aid, Admissions, Scheduling, Program Audit
Curriculum Management

Create...
Propose a new course or start a new program.

Create a Course
Create an Academic Program

Find...
Search for proposals, courses and programs to view, modify or retire.

Courses
Browse Course Catalog
Find a Course
Find a Course Proposal

Programs
Browse Academic Programs
Find Academic Programs
Find a Program Proposal
View Core Programs
View Credential Programs

Recently Viewed
View courses and programs that you have recently visited.
You have no recently viewed items.

Management Tools
Support tools for courses and programs.

Course Set Management
Learning Objective Categories
Dependency Analysis
MyPlan: Academic Plan View

UNIVERSITY of WASHINGTON
MyPlan: Find Courses

Filters allow you to narrow results
Customer Relationship Management

Contact profile shows recent communications
Financial Aid Messages
Student Self-Service

Messages alert students to actions they need to take to keep their awards moving forward.

Office of Student Financial Aid
osfa@uw.edu
Friday, August 24, 2012

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### Roadmap Initiative Timeline

**Finance**

<table>
<thead>
<tr>
<th>FY 13</th>
<th>FY 14</th>
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</tr>
</tbody>
</table>

- **Finance**
  - Modernize systems
    - MyFD enhancements
    - Procure to Pay
    - Replace legacy systems

- Continue to incrementally modernize
- Focus on efficiencies for campus and compliance
- Maintain legacy portfolio

---

**Significant implementation effort**

**Incremental modernization**

*(Ongoing maintenance and production support not represented)*

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**UNIVERSITY of WASHINGTON**
My FD Automated Journal Vouchers will automate all internal UW transactions so at the click of a button, authorized users can electronically move funds between budgets.
Procure to Pay

Non-Catalog Ordering and Non-PO Invoices will allow campus users to order goods and services taking advantage of the eProcurement features like approval flow, electronic order routing, and electronic invoicing.
eFECS Exposure Risk Improvement & Cost Savings

- Pre-eFECS
- Post Phases 1-3
- Future

OIG Risk Exposure Estimate – Total Risk
- $18 M
- $15 M
- $12 M
- $8 M
- $6 M
- $3 M

OIG Risk Exposure Estimate – Fines Only

Whistleblower Exposure Estimate – Total Risk

Whistleblower Exposure Estimate – Fines Only

Increased Cost Savings

System Investment Cost
- $2M
- $4M
- $6M
- $8M
- $10M

Increased Cost Savings

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Roadmap Initiative Timeline

Enterprise Information Management

- Critical to our administrative systems replacement strategy
- Plays a key role in our data integration strategy and enterprise reporting

<table>
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<th>Enterprise Info Mgmt</th>
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<td>- EDW build-out</td>
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FY 13 | FY 14 | FY 15 | FY 16 | FY 17 | FY 18 |

Significant implementation effort
Incremental modernization

(Ongoing maintenance and production support not represented)

UNIVERSITY of WASHINGTON
Enterprise Document Management

Store Online

View Online

Process Online
Enterprise Data Warehouse

Expanding UW’s data assets

Currently focused on new research administration data

Certified, institution-wide definitions let us speak one language
Common Data Definitions

How many students attended UW last quarter?

- Registered Students?
- Enrolled Students?
- Enrolled as of Census Day?
- Admitted Students?
- Fee-paying Students?

Precision is required in questions, and in term definitions.
Business Intelligence
To deliver better information to decision makers

This dashboard evaluates SAT performance overtime. In 2012 most students in the College of Arts and Sciences placed in the 90th to 100th percentiles. Scroll through the years to see how that has changed.

*Draft – Preliminary Data – Sample Only

UNIVERSITY of WASHINGTON
Information Technology Project Support Reserve Request for FY 2014
Information Technology Project Support Reserve

- Established by Office of Planning & Budgeting to provide funding for modernization initiatives in administrative systems and information management
- Funding level of reserve is reviewed each year as part of the UW’s annual budget process
- Supports initiatives currently in planning and implementation stage
# Request - Incremental Support

## Incremental Support - Information Technology Project Support Rsv

<table>
<thead>
<tr>
<th>Initiative</th>
<th>FY 13</th>
<th>FY 14</th>
<th>FY 15</th>
</tr>
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<tbody>
<tr>
<td>HR/Payroll Replacement*</td>
<td>$4,736,751</td>
<td>$2,919,303</td>
<td>???</td>
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<tr>
<td>eFECS – Phase 4-6</td>
<td>$0</td>
<td>$475,733</td>
<td>$549,252</td>
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<tr>
<td>EDMS</td>
<td>$228,000</td>
<td>$2,916,979</td>
<td>$2,826,959</td>
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<tr>
<td>MyPlan</td>
<td>$171,000</td>
<td>$282,824</td>
<td>$282,824 **</td>
</tr>
<tr>
<td>Curriculum Management</td>
<td>$289,365</td>
<td>$266,670</td>
<td>$266,670</td>
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<tr>
<td>Kuali Student</td>
<td></td>
<td>$304,582</td>
<td>$304,582</td>
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<tr>
<td>EDW Program</td>
<td>$646,000</td>
<td>$689,797</td>
<td>$689,797 ***</td>
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<tr>
<td>Total</td>
<td>$6,071,116</td>
<td>$7,855,888</td>
<td>$5.5M + HR/P</td>
</tr>
</tbody>
</table>

*HRP through 12/31/13
**Does not include STF (MyPlan), or UW-IT $280K
***Does not include UW-IT Invst of $320K
Questions & Discussion
Appendix
Information Technology (IT) Governance

IT Strategy Board

- Refer Issues; Provide Input
- Guidance on Strategic Direction
- Strategic Plans; Recommend Policies; Funding Strategies

IT Service Investment Board

- Refer Issues; Provide Input
- Direction on Changes to Services
- Provide Analysis; Identify Issues; Recommendations

IT Service Management Board

- Refer Issues; Provide Input

TRF Advisory

- Prioritize Projects; Recommend Funding Levels; TRF Review
- Service and Process Improvement Recommendations

President Provost

Vice President for UW-IT and CIO

Updated: October 26, 2013
**IT Governance Membership**

*Updated 01.09.13*

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

### IT Service Investment Board
- Kellye Testy
  - School of Law
  - Chair
- David Anderson
  - Health Sciences Administration
- Susan Astley
  - Epidemiology & Pediatrics
- Susan Camber
  - Financial Management
- Walt Dryfoos
  - University Advancement
- Vikram Jandhyala
  - College of Engineering
- Mary Fran Joseph
  - UW School of Medicine
- Stephen Majeski
  - College of Arts & Sciences
- Harlan Patterson
  - UW Tacoma
- Liz Shirley
  - UW Medicine
- Gary Quarfoth
  - Office of Planning & Budgeting
- Kelli Trosvig
  - UW Information Technology
- Bill Ferris, Ex-officio
  - UW Information Technology

### TRF Advisory Committee
- Bill Ferris
  - UW Information Technology
  - Co-Chair
- Tom Sparks
  - College of Engineering
  - Co-Chair
- Cristi Chapman
  - Management Accounting & Analysis
- David Green
  - School of Medicine
- Amy Floit
  - Office of Planning & Budgeting
- Jonathan Franklin
  - School of Law
- Paul Ishizuka
  - UW Medicine
- Linda Rose Nelson
  - College of Arts & Sciences

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

- Review services provided by UW Information Technology (UW-IT)
- Conduct annual review of Technology Recharge Fee (TRF) and recommend changes as needed
- Review major UW-IT projects and make recommendations about investment priorities