IT Service Investment Board

April 19, 2013
Agenda

- IT Service Management Board Top Five Service Recommendations
- Revised Criteria and Guidelines
- Project Prioritization with Revised Criteria and Guidelines
## Proposed 2013 Meeting 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>IT Strategy Board prioritization guiding principles and criteria (review and input)</td>
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</tbody>
</table>
| 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                                                                        |
IT Service Management Board

Top Five Service Recommendations

- **Charge:** Identify recommendations for top five new services or service changes

- **Recommendations:**
  - Teaching & Learning: Teaching-focused support for faculty use of technology
  - Research: Consolidated research consulting services
  - Administration: Expand Enterprise Data Warehouse with focus on analytics
  - Technology: Consolidated services and storage
  - Wildcard: Create process for managing UW-IT’s collaboration services portfolio
Revised Criteria and Guidelines for Project Prioritization
Criteria from Strategy Board and Service Investment Board

- Strategy and Goals
- Improve Efficiency and Reduce Costs
- Data
- Balance
- Breadth
- Probability of Success
- Enterprise Risk
- Resilience and Business Continuity
- Build vs. Buy (Competitive Advantage)
Service Investment Board Ranking

Criteria

- Strategy and Goals
- Improve Efficiency and Reduce Costs
- Data
- Balance
- Breadth
- Probability of Success
- Enterprise Risk
- Resilience and Business Continuity
- Build vs. Buy (Competitive Advantage)
Ranking Results

4.6 - Enterprise Risk
4.5 – Mission, Strategy, and Goals
4.3 - Resilience and Business Continuity
4.2 - Improve Efficiency and Optimize Costs
4.1 - Probability of Success
3.9 - Build vs. Buy (Competitive Advantage)
3.7 - Balance
3.5 - Impact (Breadth)
3.4 - Data
Approach to Project Prioritization

- Categorize criteria
  - Importance
  - Probability of Success
  - Guidelines
- Assign weight and value of criteria to projects
  - Scale 0 – 5
- Plot on a 2-dimensional axis
Revised Criteria and Guidelines

Importance

- Mission, Strategy, and Goals
- Enterprise Risk
- Resilience and Operational Risk
- Improve Efficiency and Optimize Costs
- Impact – Breadth and Magnitude

Probability of Success

- Implementation Risks
  - Staff Resources
  - Vendor/Contractor
- Implementation Costs and ROI
- Sustainability – Ongoing Costs
- Technical Sustainability

Guidelines for Selecting a Solution

- Sourcing Spectrum (Build vs. Buy)
- Data and Analytics
Criteria: 2-Dimensional Perspective

For illustration purposes only
# Criteria Ranking Worksheet

<table>
<thead>
<tr>
<th>Strategy</th>
<th>Weight</th>
<th>Criterion</th>
<th>Condition</th>
<th>Enter Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>MISSION, STRATEGY, and GOALS</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sustain</td>
<td>4.5</td>
<td>Does this project directly support the mission, strategy, and goals of UW?</td>
<td>Multiple Strategic Goals (5)</td>
<td>5.0</td>
</tr>
<tr>
<td>Compete</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transform</td>
<td>4.5</td>
<td></td>
<td></td>
<td></td>
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Does the project improve the University’s competitiveness by lowering barriers to collaboration in research, instruction, or other University efforts across organizational, regional, or global boundaries?
Evaluate Project Rankings
Sample Projects to Rank

- MyPlan (Academic Planning Tool) – Phase 2
  - Address student priorities based on user testing
  - Increase advisor ability to provide substantive guidance to students

- Wi-Fi Technology Refresh FY 2013
  - Update aging Wi-Fi infrastructure
  - Expand to new areas

- Enterprise Document Management System
  - Implement new system that will scale to meet UW enterprise needs
Evaluate Ranking Process

- Does this approach make sense?
- What works?
- What doesn’t work?
- What information do you need to assign values to a criteria?
Questions & Discussion
Appendices
### UW-IT Project by Strategic Goal

#### Service Goals

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

#### Improved global research support

- Advanced productivity and collaboration tools
- Improved student experience
- Modern information management and business systems
- Business continuity, security, and privacy

#### Organizational Goals

<table>
<thead>
<tr>
<th>Exemplary organization</th>
<th>Strong strategic partnerships</th>
<th>Culture of exploration and sharing</th>
</tr>
</thead>
<tbody>
<tr>
<td>IT Service Management</td>
<td>ITSM Toolset Selection</td>
<td>Request Fulfillment</td>
</tr>
<tr>
<td>ITSM Toolset Deployment</td>
<td></td>
<td>Incident Management</td>
</tr>
<tr>
<td>Gigapop</td>
<td>PNWGP WA 40G Network</td>
<td></td>
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#### UNIVERSITY of WASHINGTON