



# IT Service Investment Board

March 3, 2014

# Agenda

- UW-IT Service Portfolio Allocation
  - Strategy Board input
- Teaching and Learning: New Services and Analytics
- FY 2016 TRF Review
- FY 2015 Portfolio Prioritization and Scoring Process

# UW-IT Service Portfolio Allocation

# Service Portfolio

- 7 Service Categories
- Tied to Strategic Goals (+1)
- IT Strategy Board to balance the investment and spend allocation across the Service Portfolio
- IT Service Investment Board to prioritize investment within Service Categories, based on that allocation profile

# Service Portfolio Expenditures\* - FY14<sup>†</sup>

Service Category	Run	Invest	Total
Teaching & Learning	\$3.4M	\$0.1M	\$3.6M
Research	\$0.3M	\$0.1M	\$0.4M
Administration	\$15.3M	\$4.0M	\$19.3M
Infrastructure	\$19.8M	\$1.8M	\$21.5M
Collaboration	\$1.5M	\$0.6M	\$2.0M
Enterprise Risk	\$2.6M	\$1.9M	\$4.5M
IT Management	\$0.6M	\$1.4M	\$2.0M
<b>Total Labor</b>	<b>\$43.5M</b>	<b>\$9.9M</b>	<b>\$53.4M</b>

<sup>†</sup>Expenditures from first half year, annualized

\*Labor only

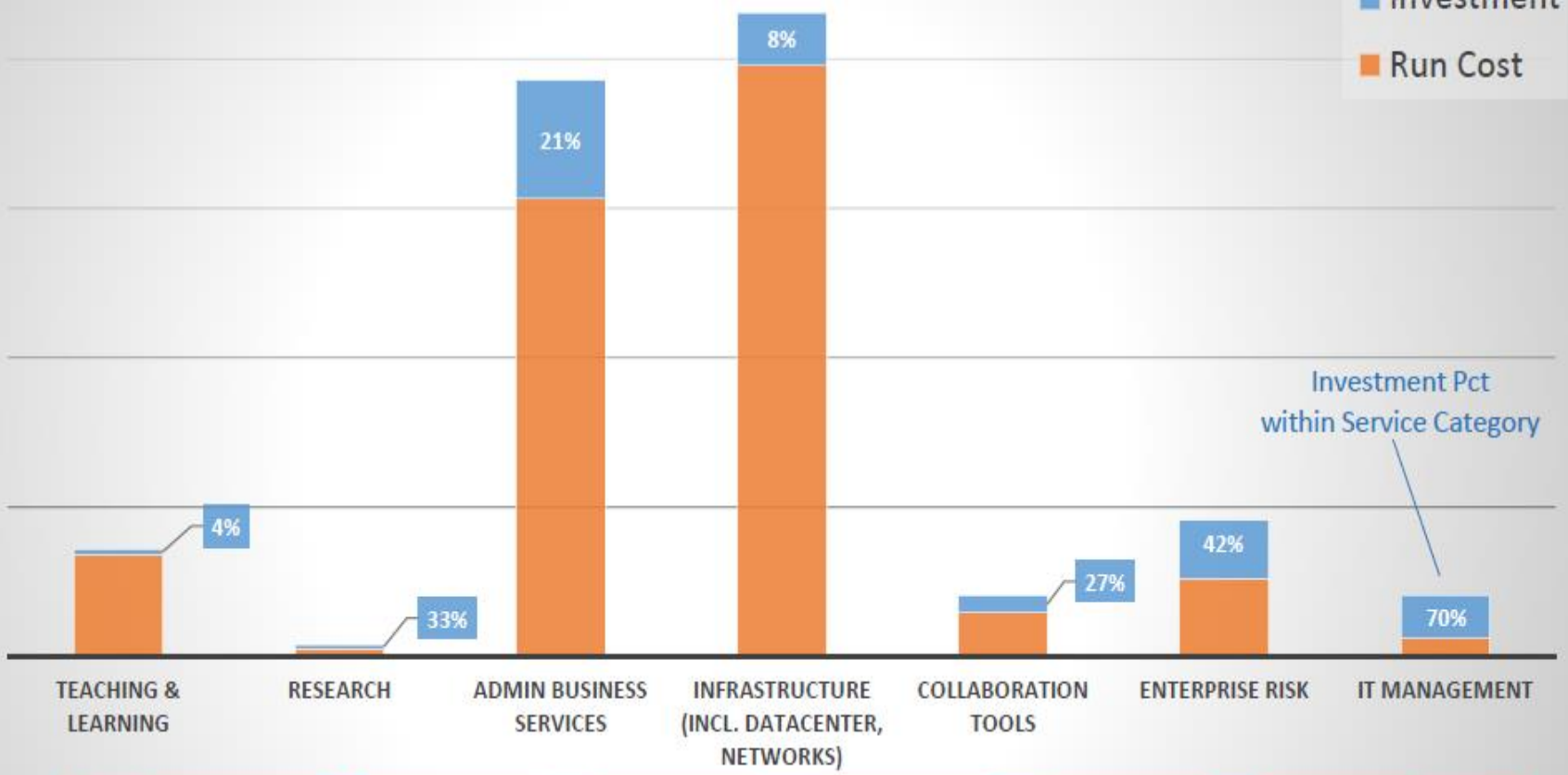
# Service Categories

- Teaching & Learning
- Research
- Administration / Business
- Infrastructure
- Collaboration (*cross-cutting*)
- Enterprise Risk (*cross-cutting*)
- IT Management (*organizational overhead*)

# UW-IT Service Portfolio

## Expenditures & Strategic Allocation\* - FY14<sup>†</sup>

■ Investment  
■ Run Cost



Investment Pct within Service Category

Category Spend	7%	1%	36%	40%	4%	9%	4%
----------------	----	----	-----	-----	----	----	----

Investment Allocation	1%	1%	40%	18%	6%	19%	14%
-----------------------	----	----	-----	-----	----	-----	-----

<sup>†</sup>Expenditures from first half of year, annualized

\*Labor only 7

# Strategy Board Input

- Endorsed increased investment in research support
- Proposed including research administration (ORIS) in future analysis
- Suggested providing a view of total University IT spend (excluding Medical Centers)



# Research Investments

- FY 14
  - 40Gb Campus Backbone
  - Azure
  - Backup and Archive Service (*proposed & deferred*)
  - Big Data in Hyak (*proposed & deferred*)
- FY 15
  - “Storage, Consulting & Tools for Researchers”...
    - Big Data: better data exchange beyond campus
    - Improved storage services for researchers
    - Access to Open Science Grid



# Teaching and Learning: New Services and Analytics

Philip J. Reid  
 Associate Vice Provost, UW-IT Academic Services  
 Professor of Chemistry

# 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 at UW Seattle

- ex001
- Home
- Syllabus
- Announcements
- Assignments
- Pages
- Files
- Outcomes
- Conferences
- Chat
- Settings

Home > [ex001](#) > [Assignments](#)

## Overdue Assignments

[See Course Stream](#)

<a href="#">Critical Reflection on Learning</a>	Dec 13, 2012 at 11:55pm	out of 100
<a href="#">Quiz</a>	Nov 15, 2012 at 11:59pm	
<a href="#">Qualitative Review</a>	Oct 27, 2012 at 10pm	out of 100
<a href="#">Quantitative Review</a>	Nov 17, 2012 at 11:59pm	out of 100
<a href="#">Draft: Statement of Problem/Interest</a>	Oct 3, 2012 at 11:59pm	out of 15
<a href="#">Draft: Research Question</a>	Oct 10, 2012 at 11:59pm	
<a href="#">Draft of Methodology</a>	Oct 17, 2012 at 11:59pm	
<a href="#">Draft: Literature Review/Conceptualiz...</a>	Oct 31, 2012 at 11:59pm	
<a href="#">Collecting, Analyzing, and Presenting...</a>	Nov 14, 2012 at 12am	
<a href="#">Draft of Inquiry Project</a>	Nov 28, 2012 at 11:59pm	
<a href="#">Inquiry Project Final Paper</a>	Dec 6, 2012 at 5:30pm	out of 100

## Upcoming Assignments

<a href="#">Engaged Discussion</a>		out of 100
------------------------------------	--	------------

[View Course Analytics](#)

[Group Assignments by Type](#)

[See my grades so far](#)

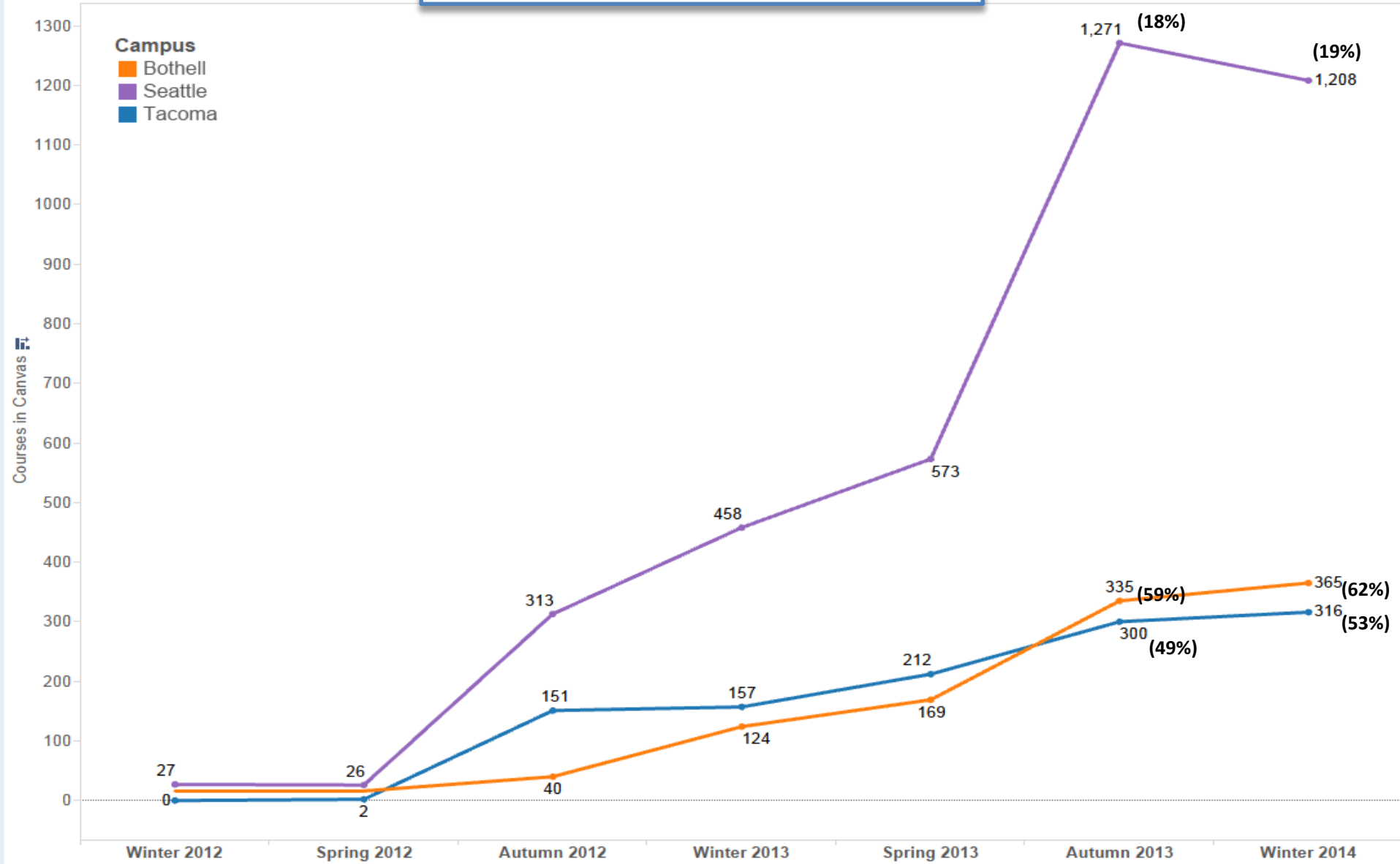
**Upcoming Assignments** [View Calendar](#)

Nothing for now

**Recent Feedback**

Nothing for now

# Canvas adoption over time



# What students access Canvas for

College/School

Arts&Sci

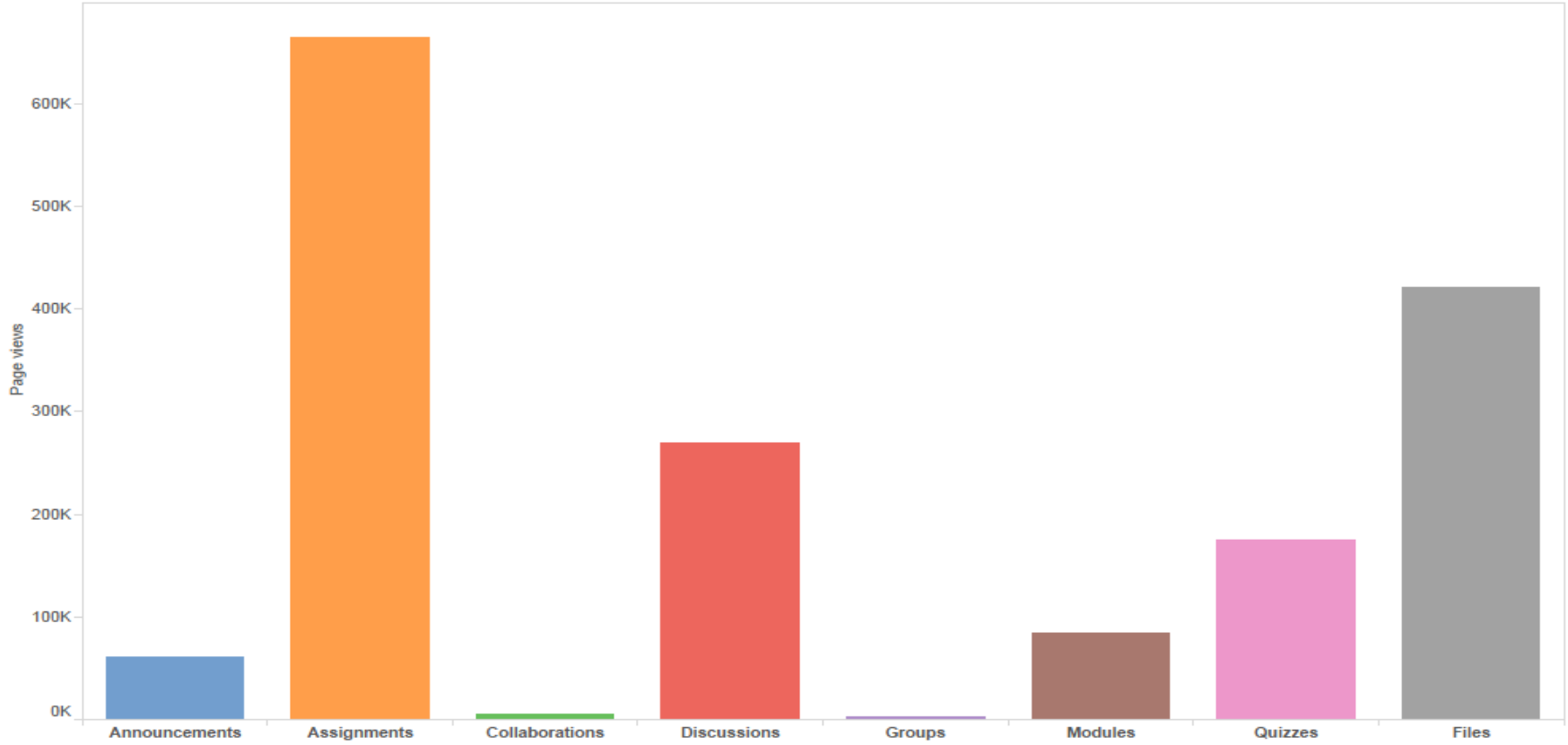
Quarter

Y2-Q1-Autumnr2013

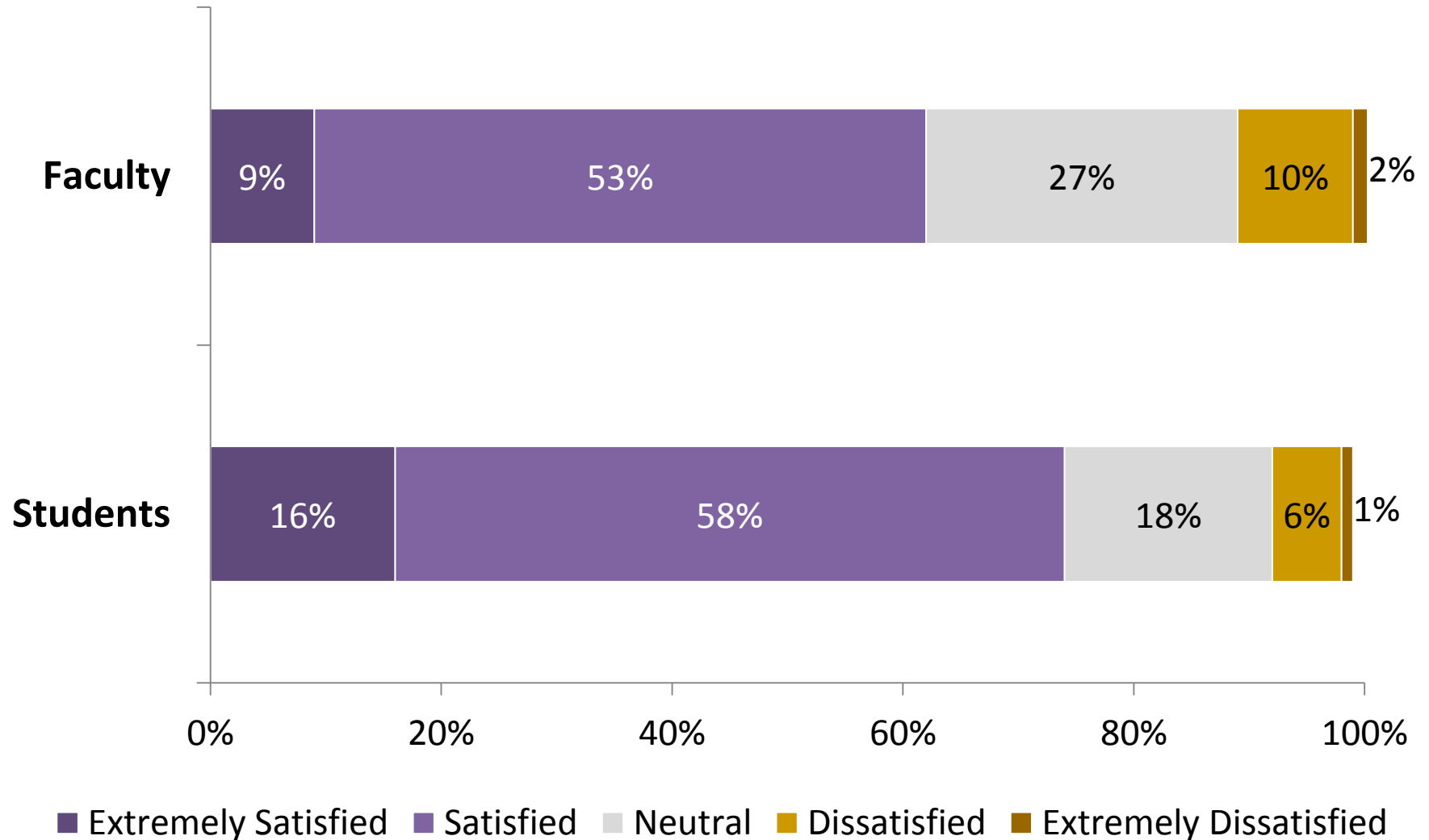
## Overall Canvas Usage

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

## Overall Participation by Activities



# Satisfaction with Canvas





# Notify.UW: Course Notification

# Origins & History

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



## 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

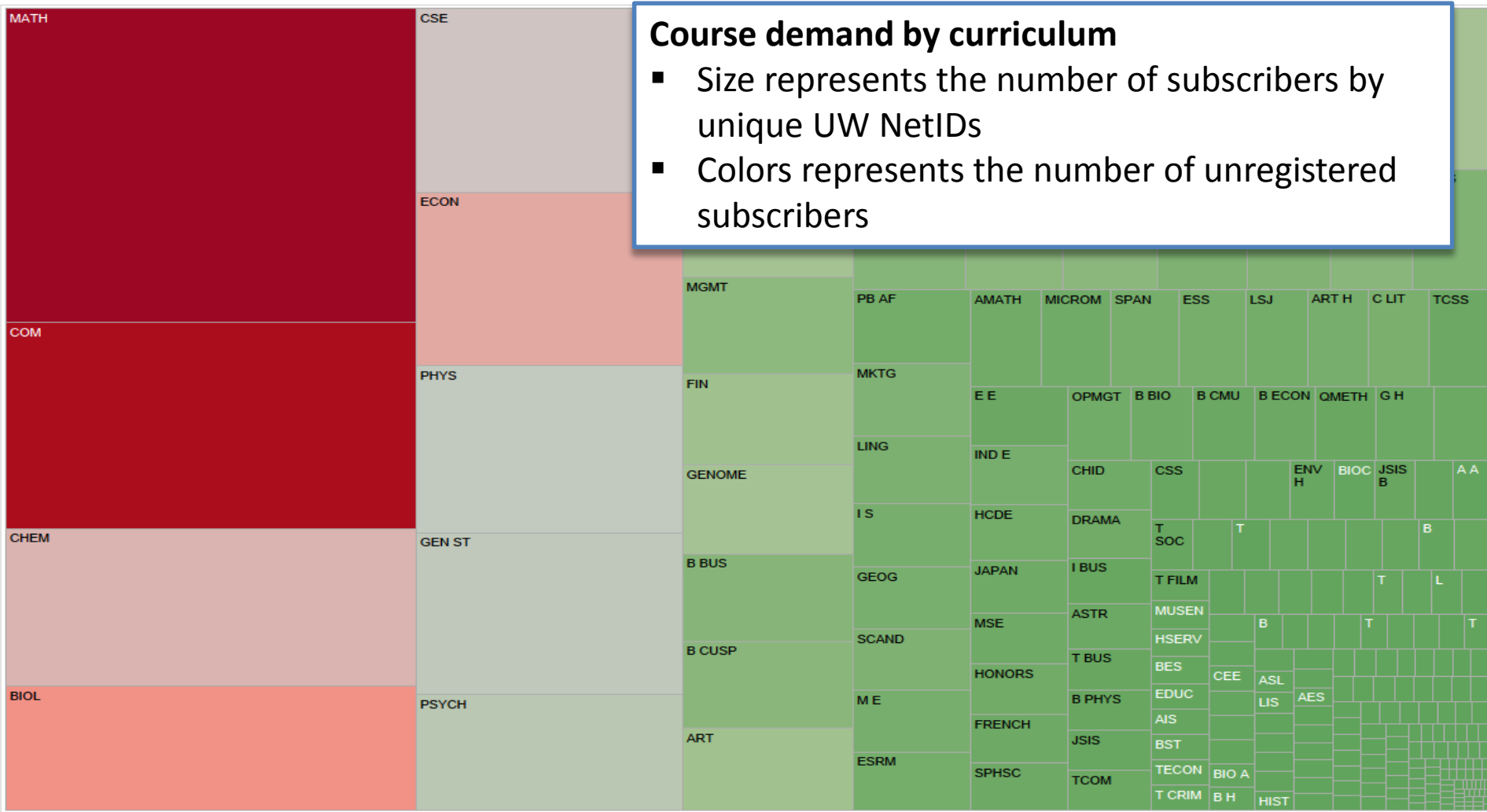


SMS

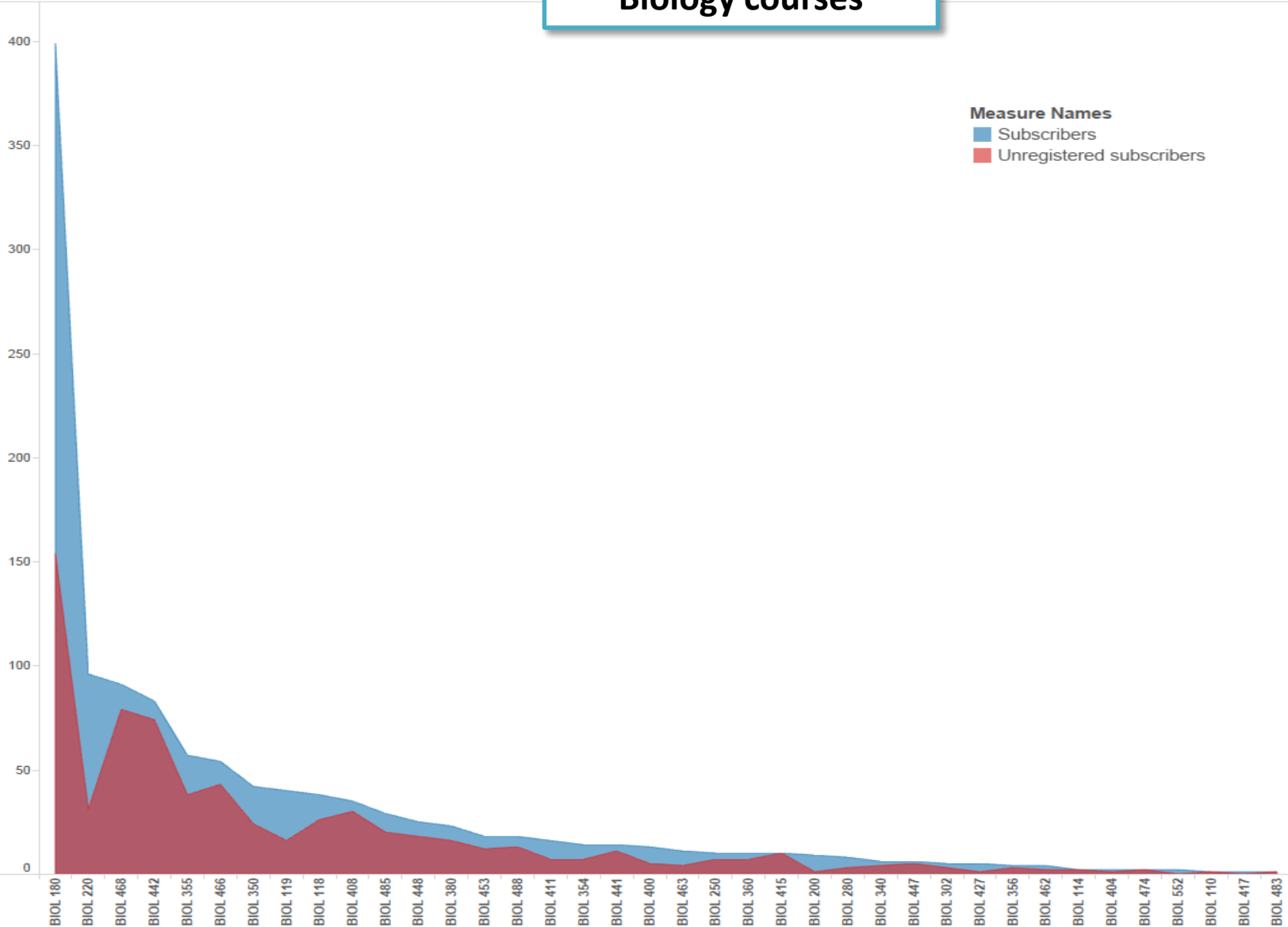
[+ add new class notification](#)

**Course demand by curriculum**

- Size represents the number of subscribers by unique UW NetIDs
- Colors represents the number of unregistered subscribers



# Biology courses



Academic Year  
2013

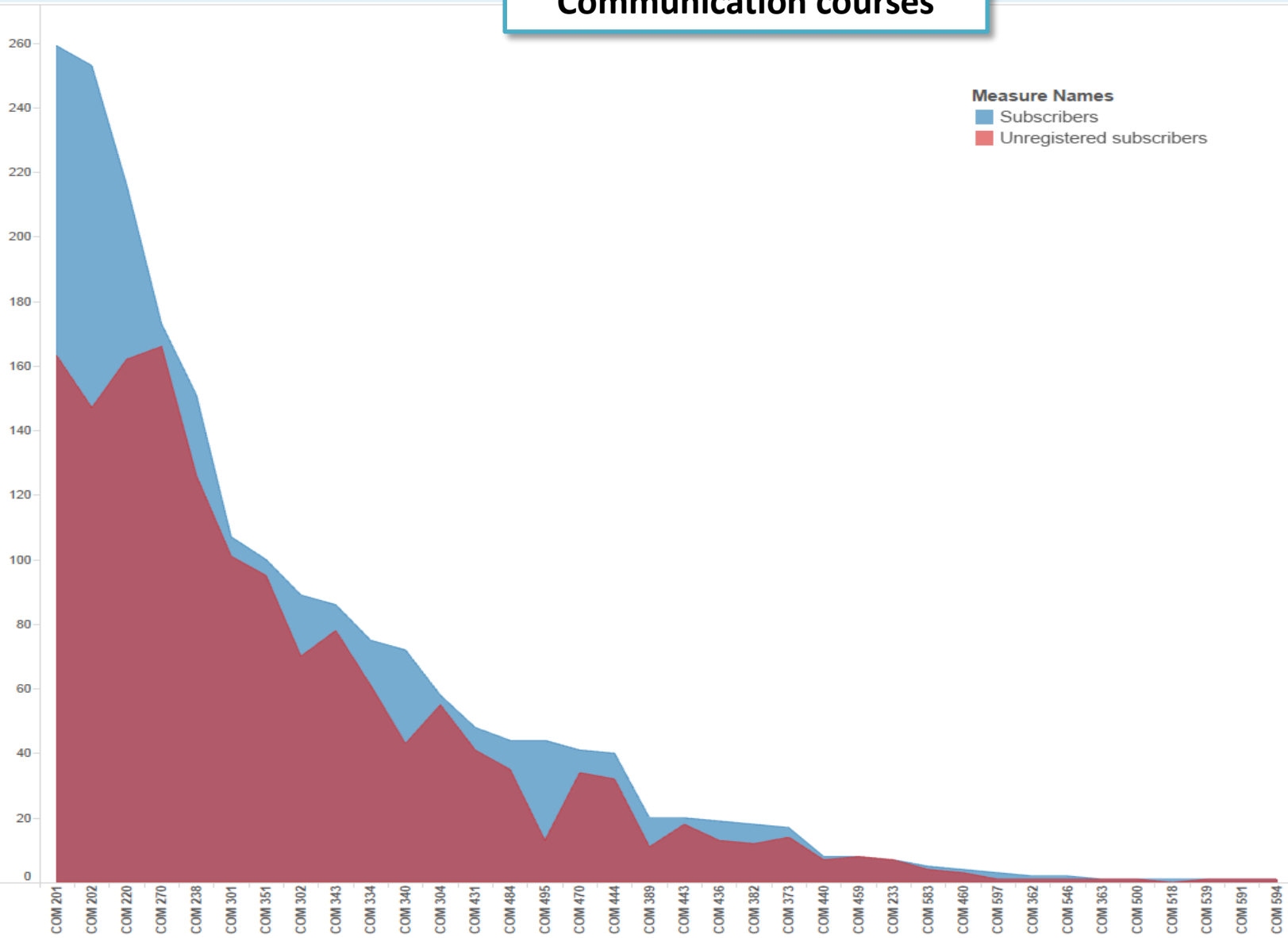
Quarter  
autumn

Colleges/Schools  
Arts&Sciences

Curriculum

- AES
- AFRAM
- AIS
- AMATH
- ANTH
- ARAB
- ARCHY
- ART
- ART H
- ASIAN
- ASL
- ASTBIO
- ASTR
- BIO A
- BIOL
- C LIT
- CHEM
- CHID
- CHIN
- CHSTU
- CL AR
- CLAS
- COM
- CS&SS
- CSDE
- DANCE
- DESIGN
- DRAMA
- DXARTS
- ECON
- ENGL
- FRENCH
- GEN ST
- GEOG
- GERMAN
- GWSS
- HIST
- HONORS
- HSTAA

# Communication courses



Academic Year: 2013

Quarter: autumn

Colleges/Schools: Arts&Sciences

Curriculum:

- (All)
- AAS
- AES
- AFRAM
- AIS
- AMATH
- ANTH
- ARAB
- ARCHY
- ART
- ART H
- ASIAN
- ASL
- ASTBIO
- ASTR
- BIO A
- BIOL
- C LIT
- CHEM
- CHID
- CHIN
- CHSTU
- CL AR
- CLAS
- COM
- CS&SS
- CSDE
- DANCE
- DESIGN
- DRAMA
- DXARTS
- ECON
- ENGL
- FRENCH
- GEN ST
- GEOG
- GERMAN
- GWSS
- HIST

# Communication courses

Needed spaces

Academic Year

2013

Quarter

autumn

Colleges/Schools

Arts&Sciences

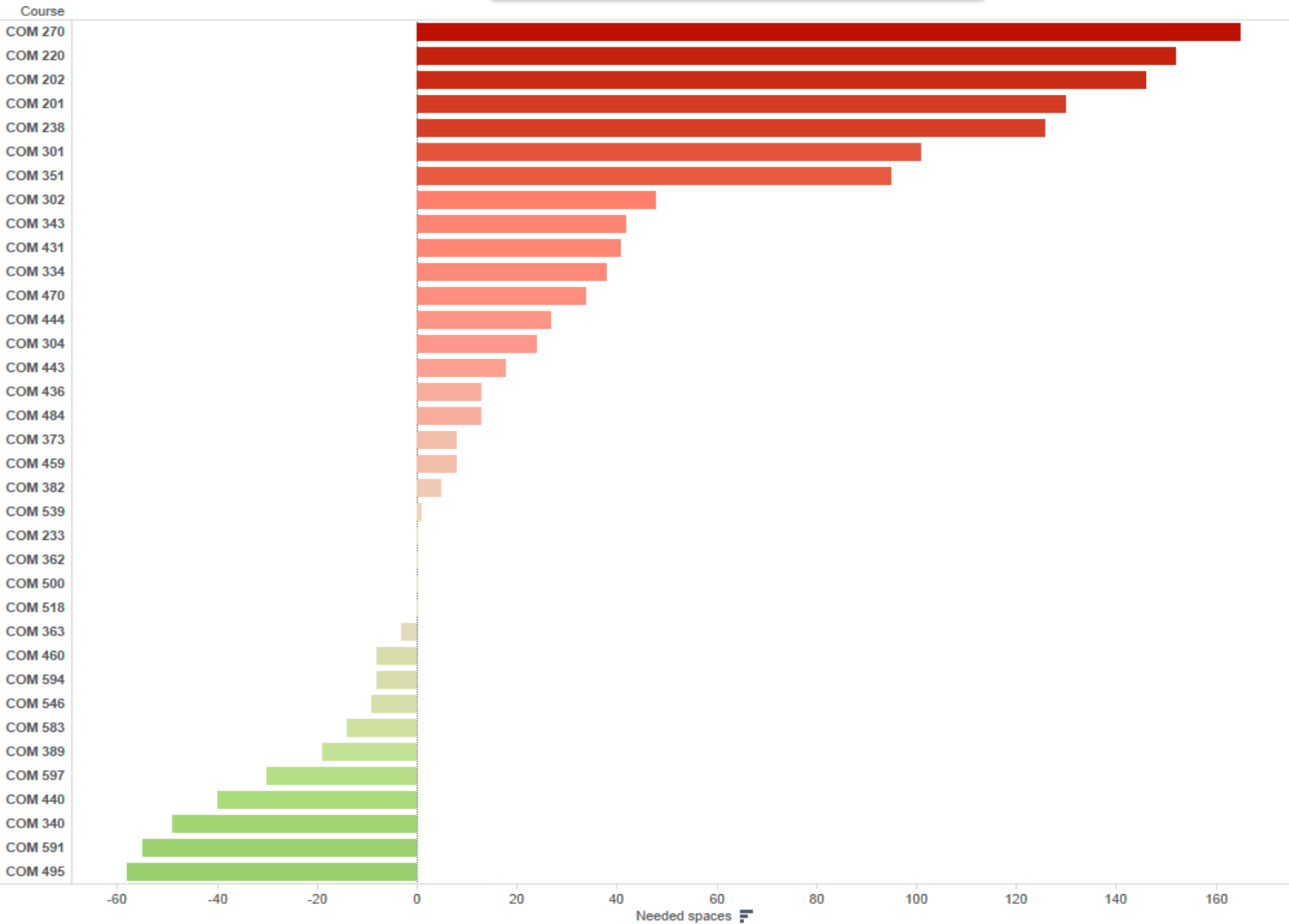
Curriculum

- ASTBIO
- ASTR
- BIO A
- BIOL
- C LIT
- CHEM
- CHID
- CHIN
- CHSTU
- CL AR
- CLAS
- COM
- CS&SS
- CSDE
- DANCE
- DESIGN
- DRAMA
- DXARTS
- ECON
- ENGL
- FRENCH
- GEN ST
- GEOG
- GERMAN
- GWSS
- HIST
- HONORS

Needed spaces

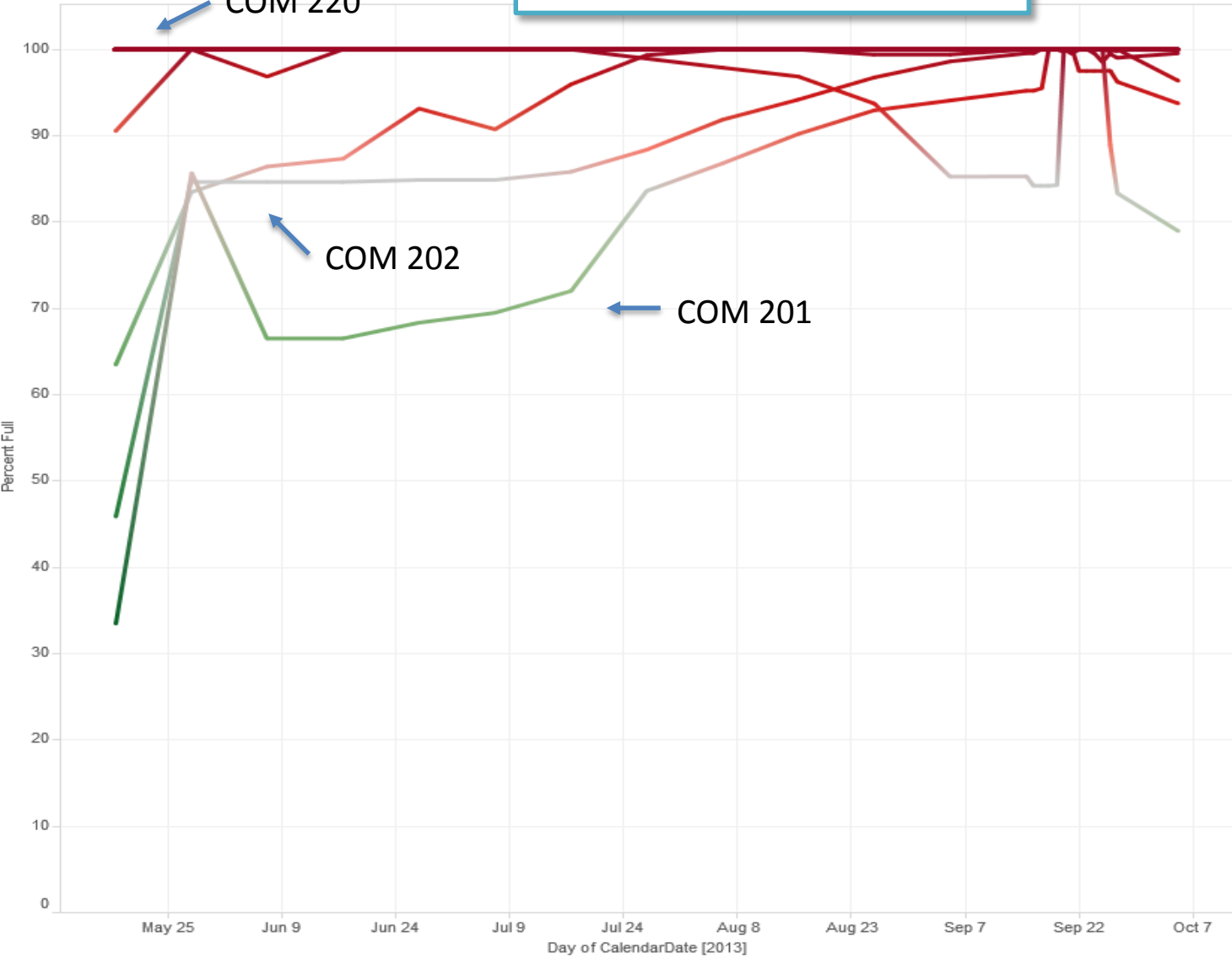


Needed spaces



# Communication courses

Fill Rate Dates



AcademicYr  
2013

AcademicQtr  
 (All)  
 Autumn  
 Spring  
 Winter

CurriculumCode  
COM

Enrollment  
0 2,528

Percent Full  
0 100

Course Level  
 (All)  
 0 Level  
 100 Level  
 200 Level  
 300 Level  
 400 Level

Avg. Percent Full  
33.43 100.00



# MyPlan: Academic Planning

# MyPlan – Online Academic Planning

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 REQUIREM

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

Progress Tracking

**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

MUSIC 250 A (3)

STAT 311 A, AB (5)

ECON 200 A, AC (5)

ECON 235 (5)

[Add a course to plan](#)

EARNED CREDITS: 18

NEEDS CREDITS: 8

Backup

ENGL 111 (5)

[Add a course to plan](#)

---

**MyPlan**

Plan Find Courses Audit Degree

Spring 2013

Quarter 1 Year

Print your entire academic plan

View your courses and add or delete scheduled sections for each course to your plan. Remember that MyPlan allows you to create an academic plan, but does not currently check your eligibility for planned courses or sections, and does not register you. Registration is available via the [Registration](#) page.

**SPRING 2013**

Planned Courses

MUSIC 250 WORLD MUSIC (3) [Hide non-selected sections](#) | [Delete](#)

<b>A</b>	Lecture (3)	MWF	9:30 AM - 10:20 AM	MUS 027	16760	–	10 / 30	⊕
<a href="#">View more</a>								

STAT 311 ELEMENTS OF STATISTICAL METHODS (5) [Show all scheduled sections](#) | [Delete](#)

<b>A</b>	Lecture (5)	MWF	2:30 PM - 3:20 PM	GWN 301	19115	Add Code Required	108 / 180	⊕
<a href="#">View more</a>								
<b>AB</b>	Quiz	TTh	9:30 AM - 10:20 AM	DEN 314	19117	Add Code Required	24 / 30	⊕
<a href="#">View more</a>								

ECON 200 INTRODUCTION TO MICROECONOMICS (5) [Show all scheduled sections](#) | [Delete](#)

<b>A</b>	Lecture (5)	TTh	11:30 AM - 12:50 PM	KNE 130	13025	–	467 / 500	⊕
<a href="#">View more</a>								
<b>AC</b>	Quiz	F	9:30 AM - 10:50 AM	CMU 120	13028	–	46 / 50	⊕
<a href="#">View more</a>								

Registration Planning

Academic Planning

# What is MyPlan?

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
<b>Planned</b> ?	<b>Planned</b>	<b>Planned</b>	<b>Planned</b>
CHEM 142 (5)	CHEM 152 (5)	ECON 200 (5)	<i>Study Abroad</i>
MATH 124 (5)	MATH 126 (5)	PHYS 121 (5)	<i>Add course or placeholder</i>
C (5)	VLPA (5)	MATH 126 (5)	
<i>Add course or placeholder</i>	<i>Add course or placeholder</i>	<i>Add course or placeholder</i>	
<b>Credits</b> ? 15	<b>Credits</b> ? 15	<b>Credits</b> ? 15	<b>Credits</b> ? 0
<b>Backup</b> ?	<b>Backup</b>	<b>Backup</b>	<b>Backup</b>
<i>Add course or placeholder</i>	PHIL 200 (3-5)	<i>Add course or placeholder</i>	<i>Add course or placeholder</i>
	<i>Add course or placeholder</i>		

**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 THROUGH SP 15 Civil Engineering

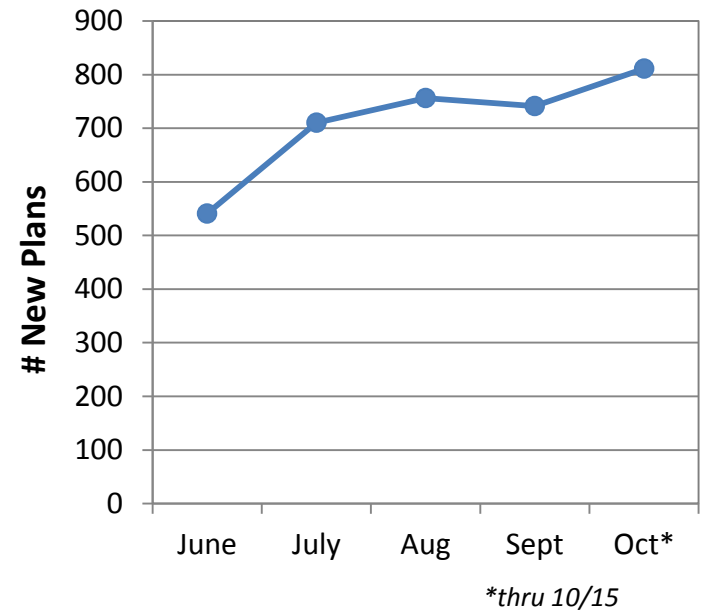
**Recent Degree Audits (DARS)** ?

No recent Degree Audits found.

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

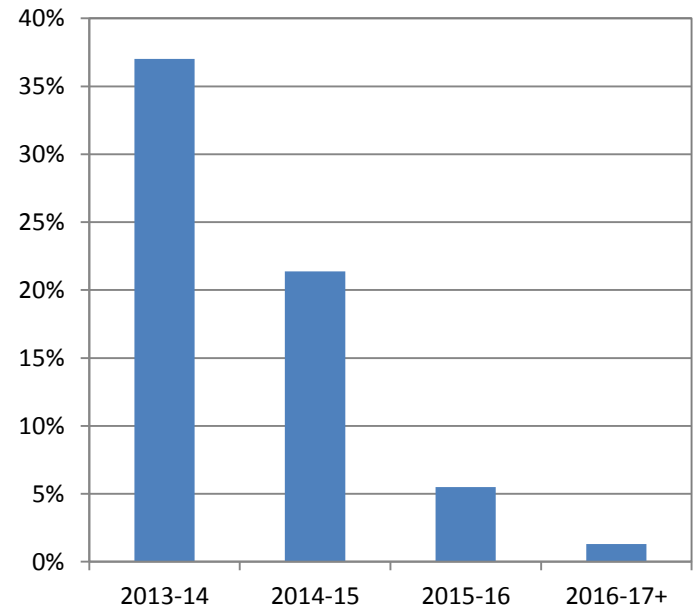
## To what extent are students using MyPlan?

- To date, over 12,000 students have created a plan
- For Fall 2013:
  - 21% of all students have a plan
  - 30% 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!



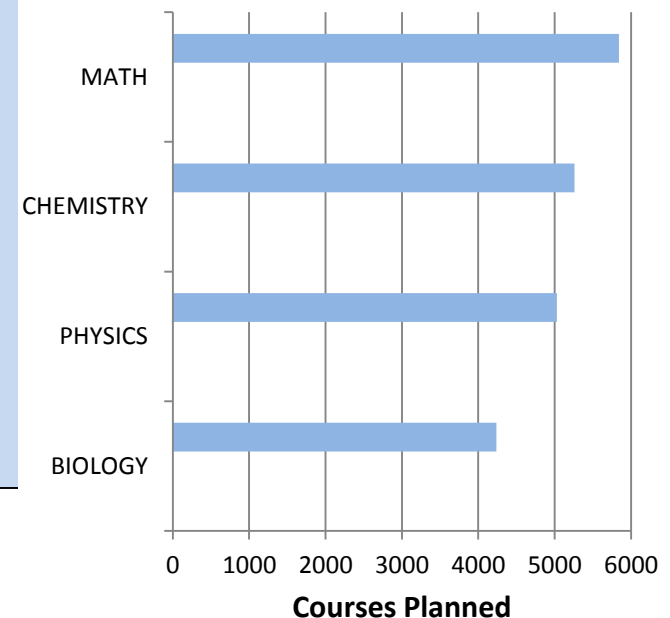
## What are they planning?

- 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?*) these data drive supply
- **A pilot project to develop a dashboard that integrates demand and behavior with supply is underway**

**Highest Demand by Department**



# 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

# FY 2016 Technology Recharge Fee Review





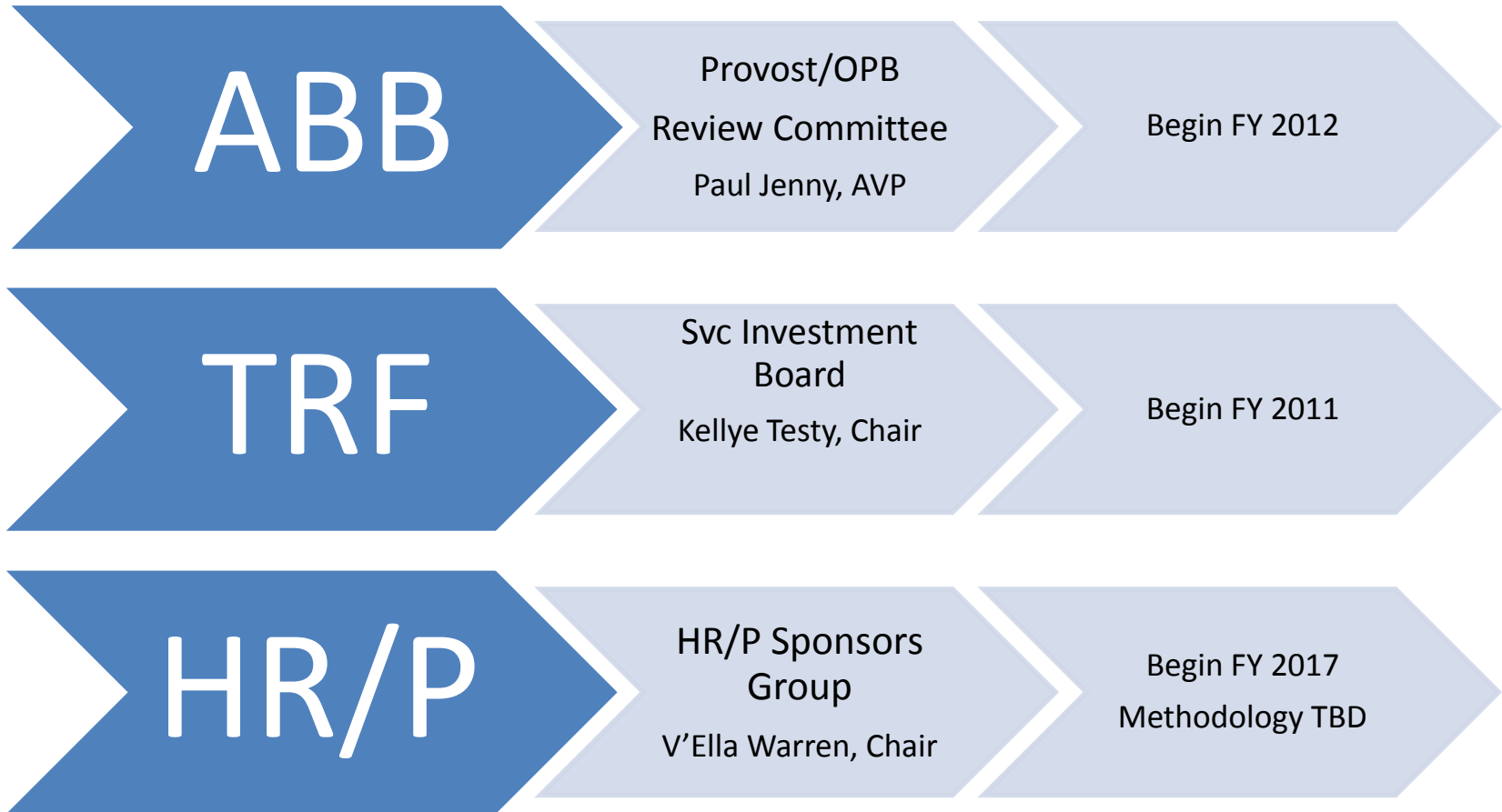
# TRF Advisory Committee

## FY 2016 Rate Review Process

Recommend changes to the TRF methodology:

- Move to a more transparent and simpler allocation methodology
- Align with current UW-IT organization and services
- Include Information Management and Campus Technology & Events (new to UW-IT)
- Review treatment of students
- Review allocation of UW-IT's GOF/DOF

# Parallel Processes



# 2016 TRF Annual Review Timeline

Month	IT Service Investment Board	TRF Advisory Committee
<b>March 2014</b>	<b>Meeting: March 3rd</b> Review Timeline/Process Provide direction to TRF Advisory Committee	<b>Meeting: April 7</b> Preliminary brainstorm/review of changes to the TRF process and methodology
<b>April/May</b>	<b>Meeting: April 21 &amp; May 23</b> Review any issues/questions from TRF Advisory Committee	<b>Meeting: May 2</b> Review of TRF process and methodology
<b>Summer 2014</b>	<b>No Meetings</b>	<b>Meeting: July/August</b> TRF - Modeling
<b>Fall 2014</b>	<b>Meeting: Fall</b> Provide Guidance on outstanding Issues Review TRF recommendations Submit TRF recommendation to the Provost	<b>Meeting: Fall</b> Develop recommendation on TRF methodology and rates for the IT Service Investment Board

# UW-IT Portfolio Prioritization and Scoring Process

# Many projects - from 30,000 feet

- 63 projects -
  - 309,000 hours
  - all important
  - but... *far greater than our capacity*

*What to do?*

**Prioritize**

# Many projects - from 30,000 feet

7 Service Categories, aligned with UW-IT strategic goals

Service Category	# proposals
Teaching & Learning	6
Research	6
Administrative/Business	23
Infrastructure	14
Collaboration	3
Enterprise Risk	4
IT Management	7

# Project Prioritization

- Simplified criteria
  - Simplified scoring
  - Business cases clarified
  - Multiple perspectives
    - by service categories
    - with balanced investment allocations
    - through multiple comparative “lenses”
-  better differentiation

# Governance Oversight

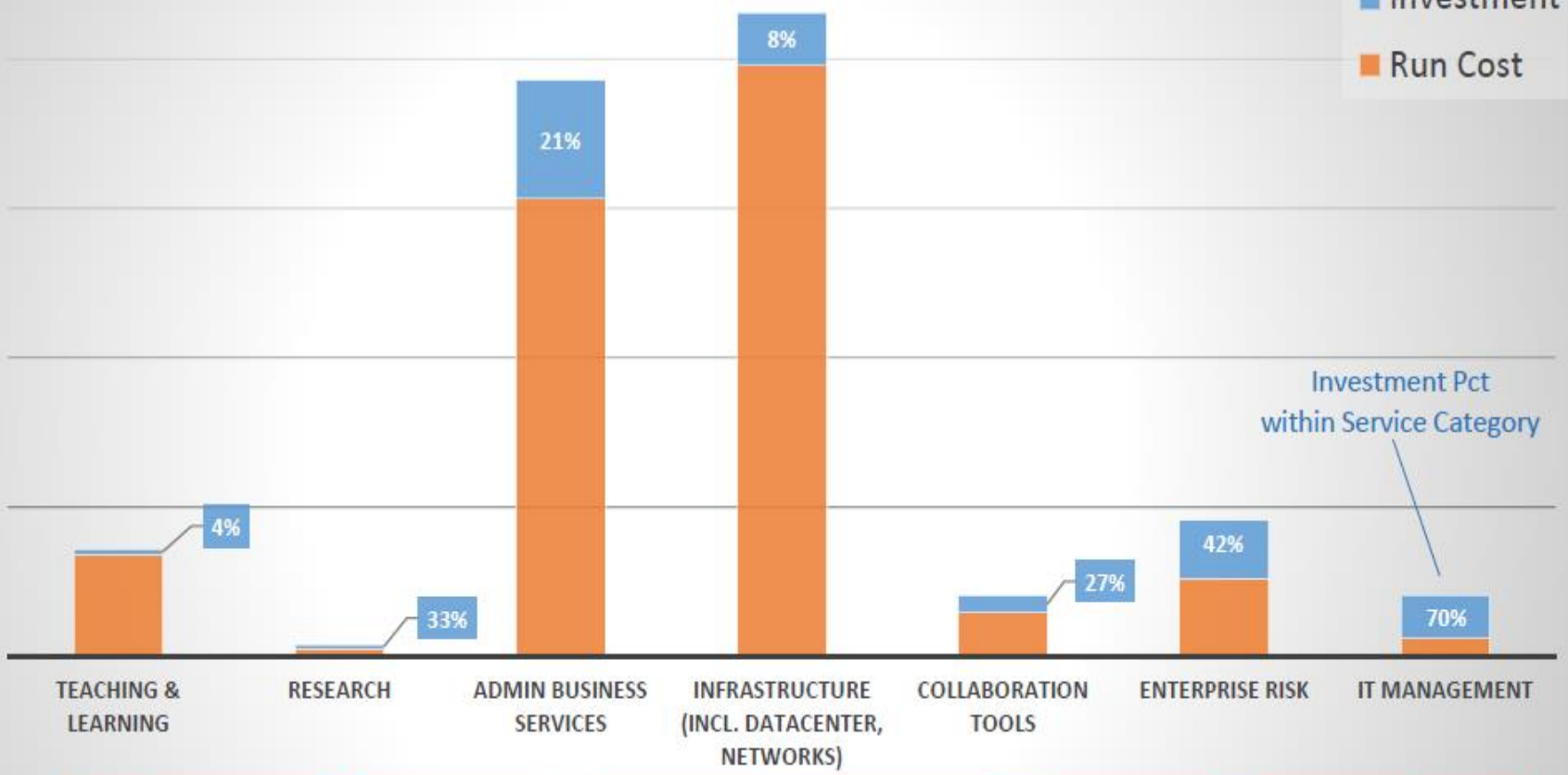
- IT Strategy Board
  - **Service Portfolio** - *7 strategic service categories, relative allocation*
- IT Service Investment Board
  - **Project Portfolio** - *63 investment proposals (scoring 10-12)*
- IT Service Management Board
  - **Service Catalog** - *approx. 40 services*
  - **Service prioritization** - *future*



# UW-IT Service Portfolio

## Expenditures & Strategic Allocation\* - FY14<sup>†</sup>

■ Investment  
■ Run Cost



Investment Pct within Service Category

Category	TEACHING & LEARNING	RESEARCH	ADMIN BUSINESS SERVICES	INFRASTRUCTURE (INCL. DATACENTER, NETWORKS)	COLLABORATION TOOLS	ENTERPRISE RISK	IT MANAGEMENT
Category Spend	7%	1%	36%	40%	4%	9%	4%
Investment Allocation	1%	1%	40%	18%	6%	19%	14%

<sup>†</sup>Expenditures from first half of year, annualized

\*Labor only 41

# Timeline - FY 2015

January, 2014	Business Case development
February	PRB scoring and ranking (all)
March	SIB scoring and ranking (~10-12)
April	SIB review results and discussion (initial)
May	SIB second scoring (if warranted) Final discussions and recommendations

# SIB Timeline

March 3	meeting	Review and input on portfolio allocation
Mar 7 to Apr 4	4 wks	Scoring of ~12 proposals
<b>April 4</b>	<b>(Friday)</b>	<b>Scoring DUE</b>
April 21	meeting	Stakeholder presentations and initial review/discussion of scoring results
Apr 21 to May 12	3 wks	2nd round scoring, if needed
<b>May 12</b>	<b>(Monday)</b>	<b>2nd round scoring DUE</b>
May 23	meeting	Rankings finalized and recommendations

# Projects to Score (10)

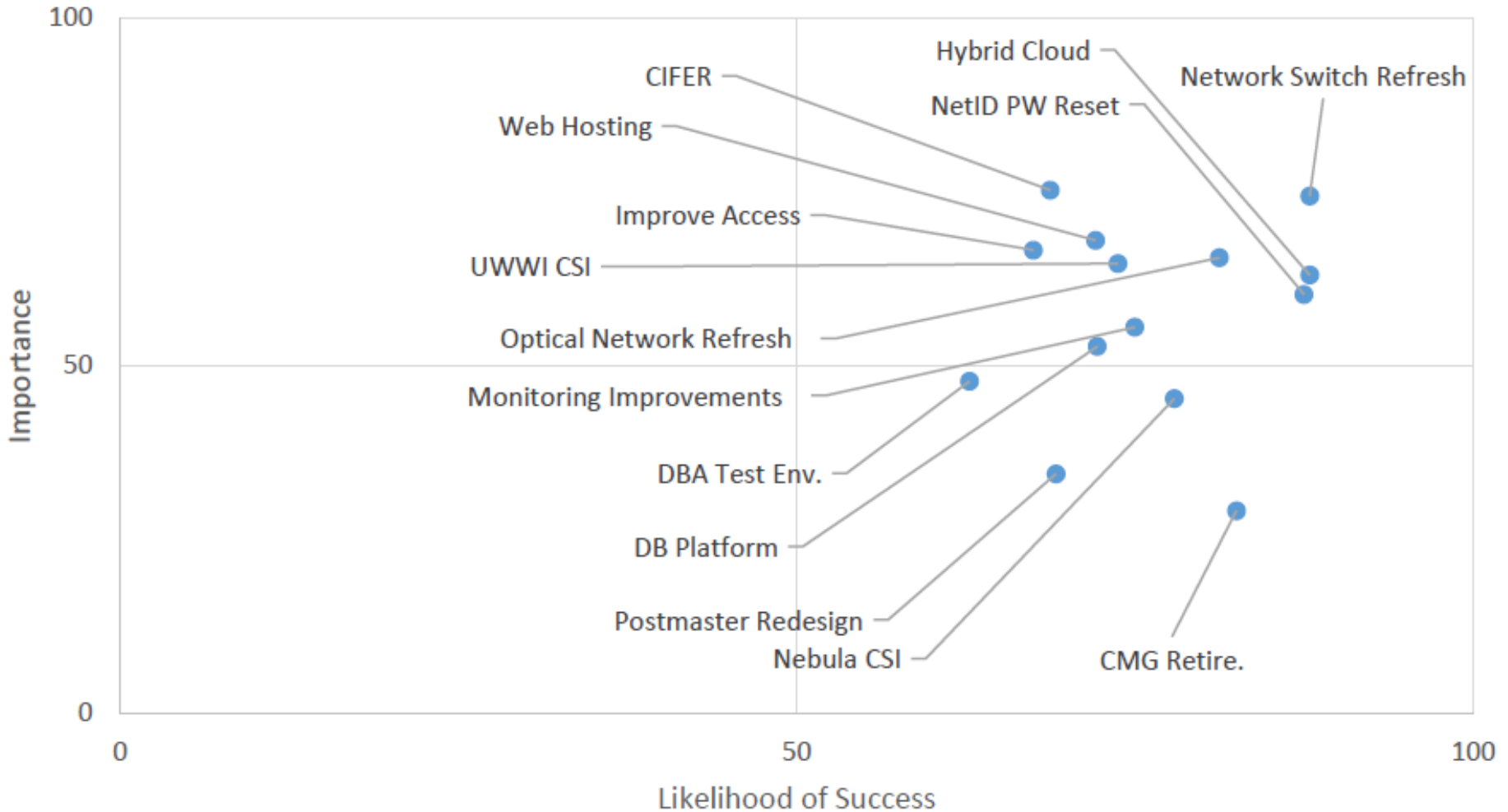
- Academic Explorer
- My Husky Experience Implementation
- Curriculum Management Course Management Build Out
- Storage, Consuting & Tools for Researchers
- Network-based Collaboration Apps
- HR/Payroll Core Implementation and Integrations
- Enterprise Business Services Program Startup
- Financial Systems Modernization: Discovery
- Institutional Animal Care and Use Committee System
- Seattle Domestic Undergraduate Admissions Modernization Implementation

# Scoring Packets

- Online
- 10-12 Business Cases (2 pages each)
- Worksheet
- Criteria
- Instructions

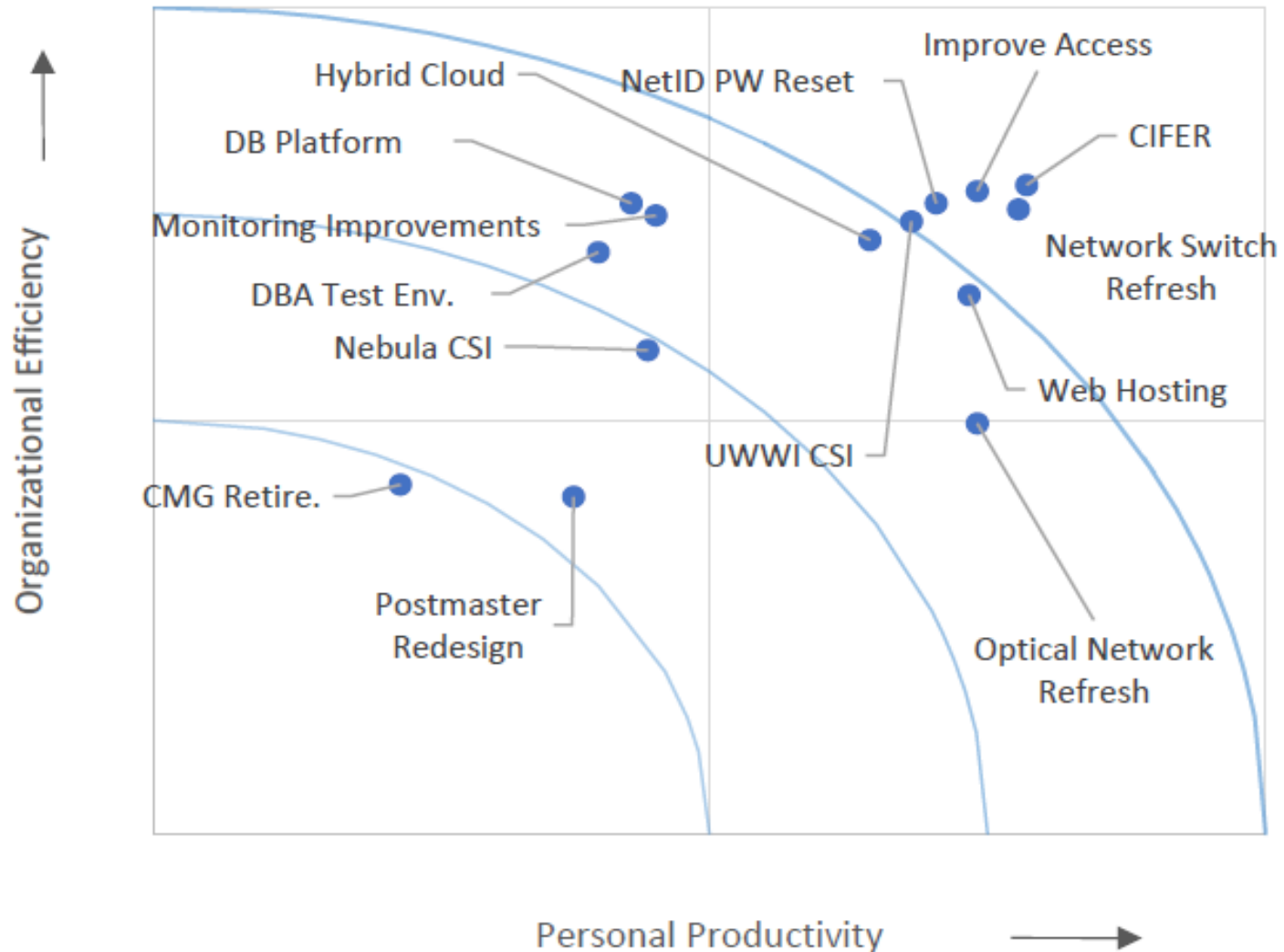
# Sample View of Results

## Infrastructure Basic Metrics



# Sample View of Results

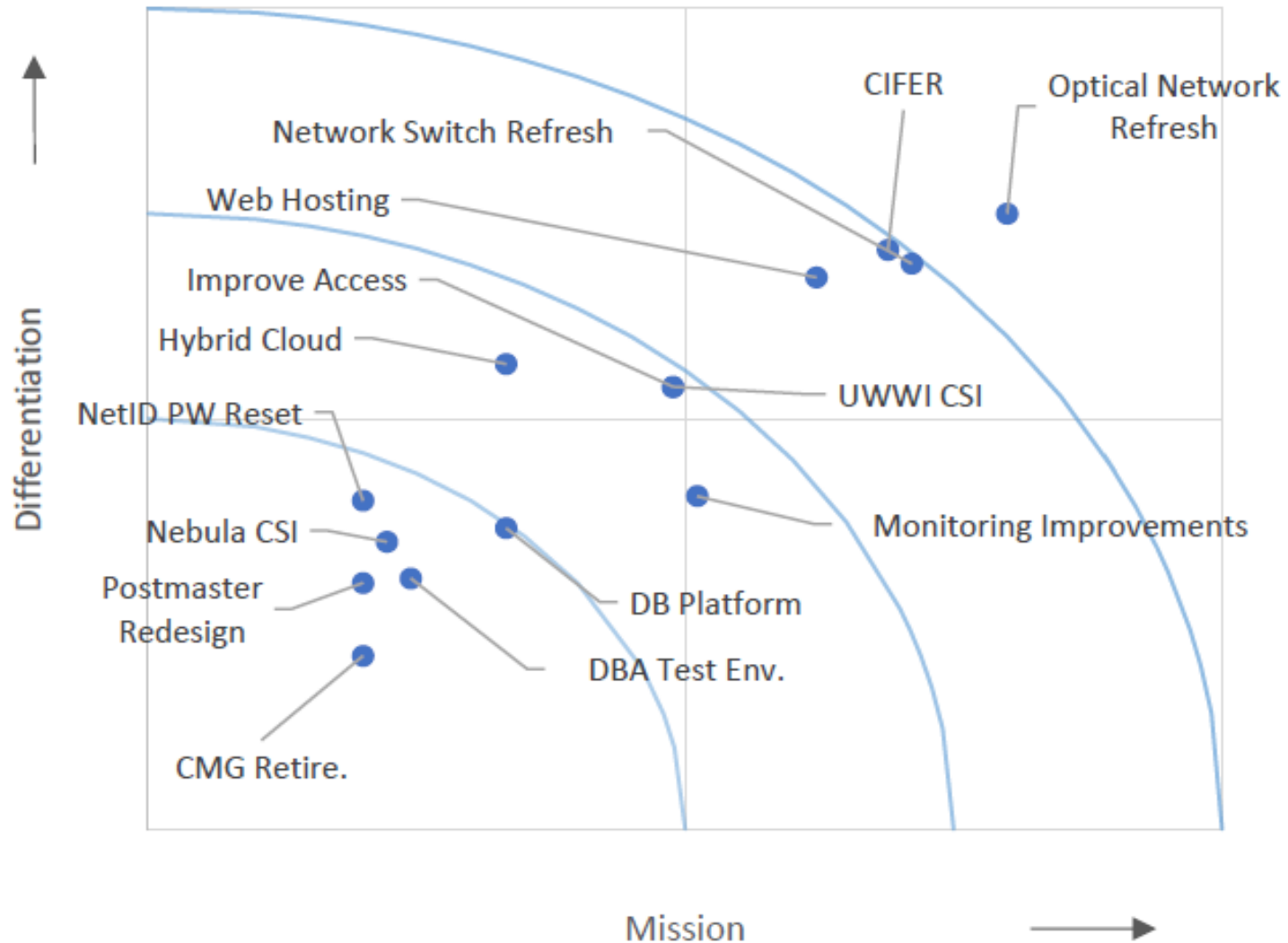
## Infrastructure Who Benefits?



# Sample View of Results

## Infrastructure

Further the Mission or Differentiate?

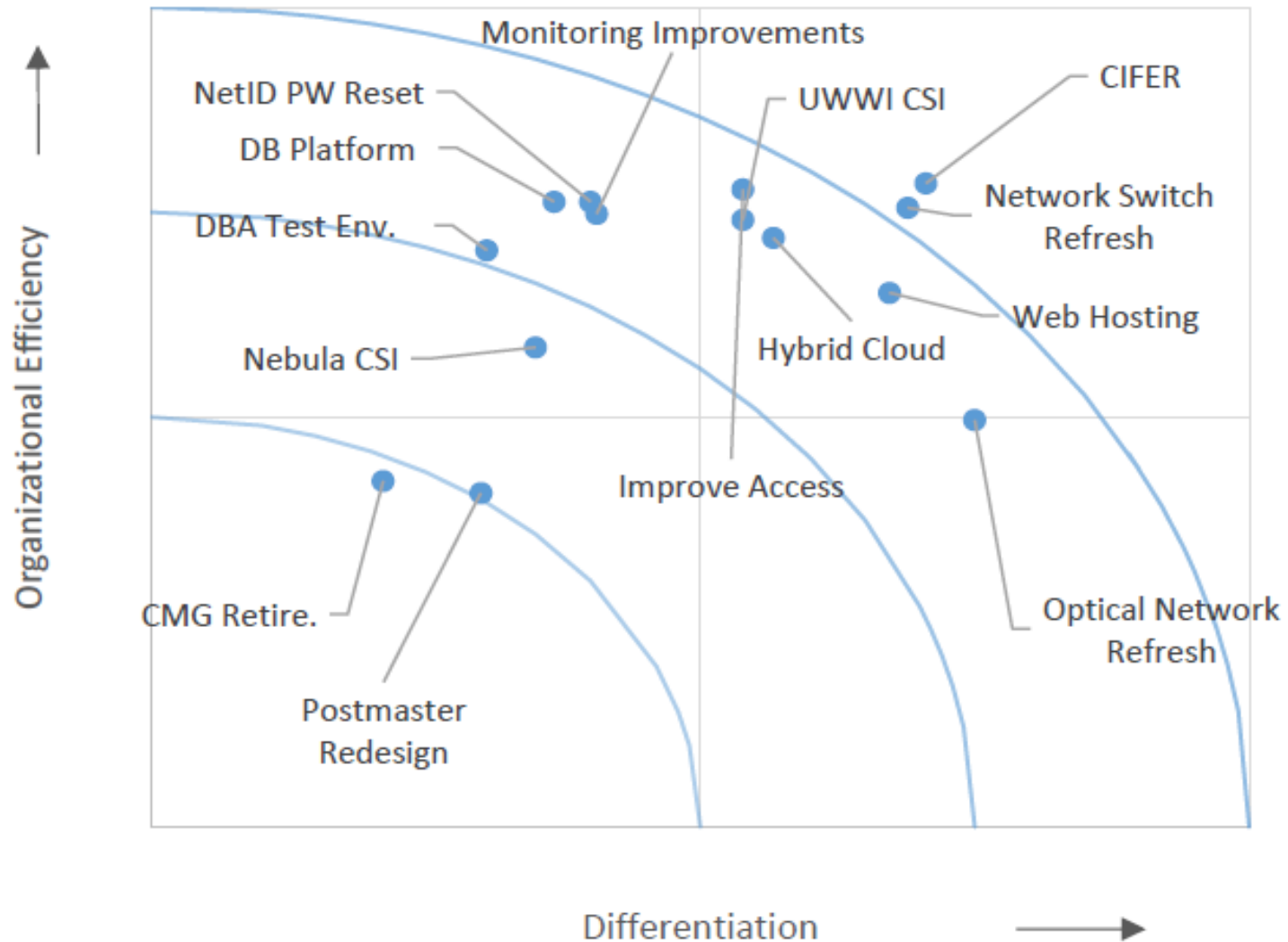




# Sample View of Results

## Infrastructure

Impact - Visible or Hidden?



# Questions & Discussion