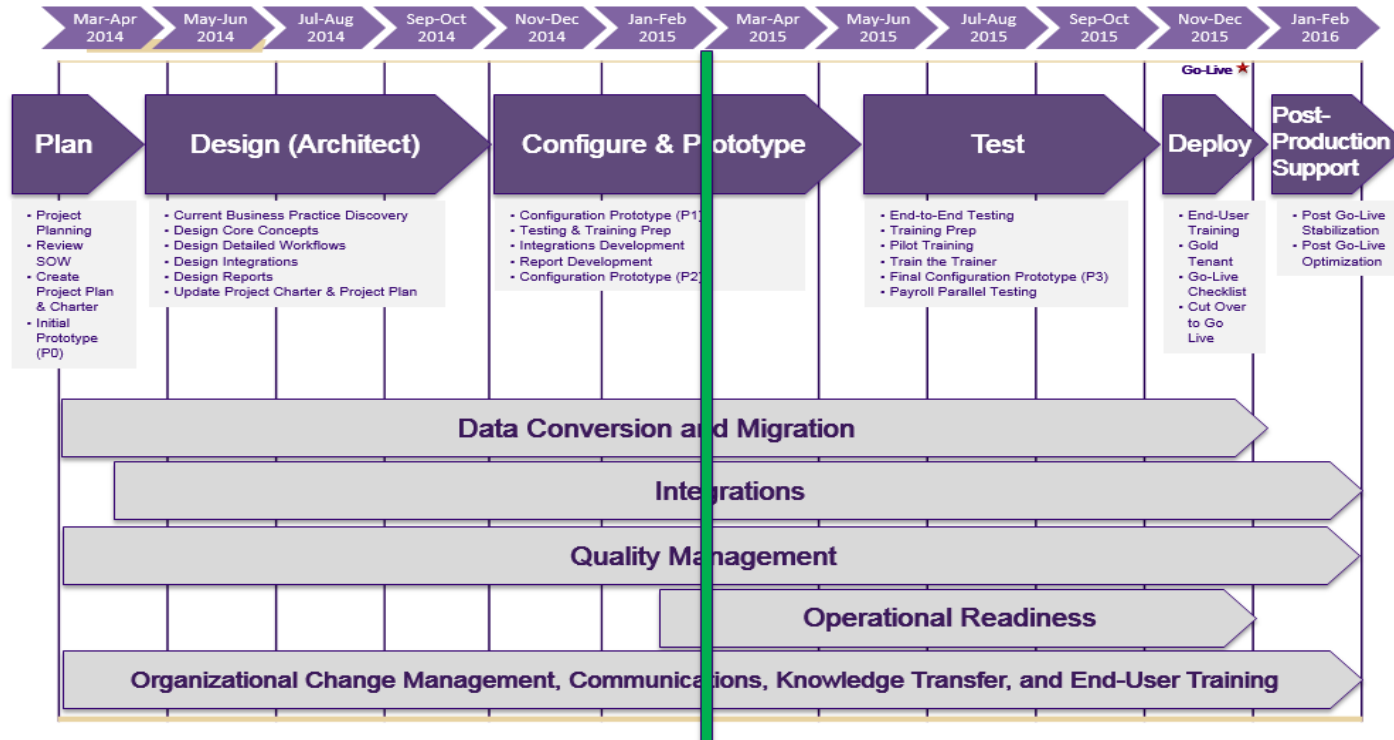# IT SERVICE INVESTMENT BOARD

March 17, 2015

AGENDA

> Call to Order

> HR/P Modernization Update

> UW-IT Service Portfolio Expenditures and Strategic Allocation

> UW-IT Project Prioritization

—Approach

> Teaching & Learning

> Supporting Research

> Strengthening Infrastructure

—Discussion

> Wrap up

UPDATE ON HR/P MODERNIZATION

HR/P Implementation Timeline

> Changing from biweekly to semi-monthly
> Six-week recalibration underway

Kelli

UW-IT SERVICE PORTFOLIO EXPENDITURES AND STRATEGIC ALLOCATION

SERVICE PORTFOLIO

> Seven service categories

> Tied to strategic goals

> IT Strategy Board balances the investment and spend allocation across the Service Portfolio

> IT Service Investment Board prioritizes investment within service categories, based on the allocation profile

Erik

W

SERVICE PORTFOLIO EXPENDITURES* - FY15†

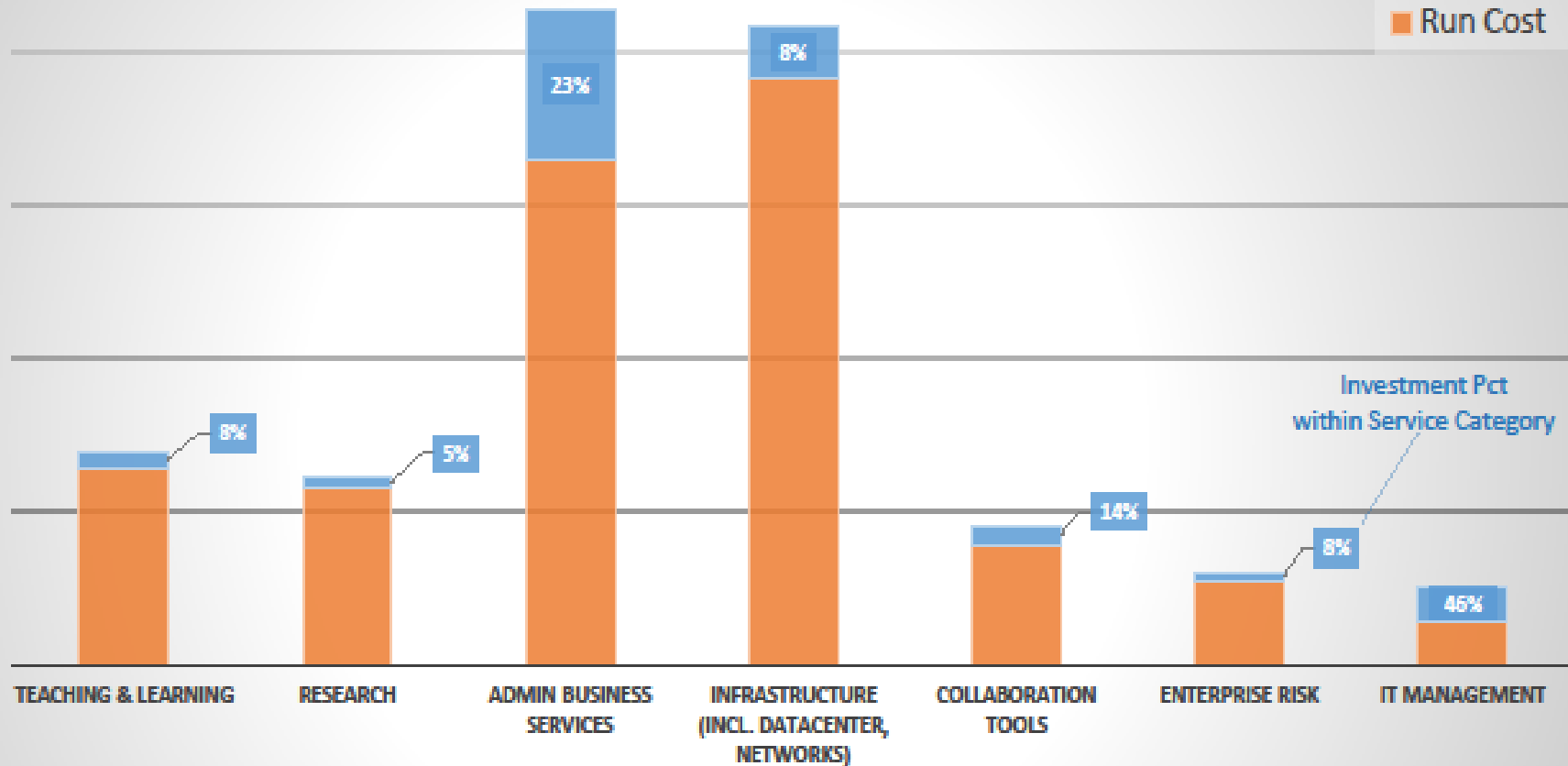| Service Category	Run	Invest	Total
Teaching & Learning	$6.4M	$0.5M	$7.0M
Research	$0.3M	$0.3M	$0.6M
Administration	$16.5M	$4.9M	$21.4M
Infrastructure	$19.2M	$1.7M	$20.8M
Collaboration	$3.9M	$0.6M	$4.6M
Enterprise Risk	$2.8M	$0.2M	$3.0M
IT Management	$1.4M	$1.2M	$2.5M
Total Labor	**$50.4M**	**$9.4M**	**$59.9M**

*Labor only

†Expenditures from first half year, annualized *(UW-IT only)*

Erik

UW Service Portfolio
Expenditures & Strategic Allocation* - FY15†

Legend:
- Investment (blue)
- Run Cost (orange)

Bar chart values (Investment Pct within Service Category):
- TEACHING & LEARNING: 8%
- RESEARCH: 5%
- ADMIN BUSINESS SERVICES: 23%
- INFRASTRUCTURE (INCL. DATACENTER, NETWORKS): 8%
- COLLABORATION TOOLS: 14%
- ENTERPRISE RISK: 8%
- IT MANAGEMENT: 46%

	TEACHING & LEARNING	RESEARCH	ADMIN BUSINESS SERVICES	INFRASTRUCTURE (INCL. DATACENTER, NETWORKS)	COLLABORATION TOOLS	ENTERPRISE RISK	IT MANAGEMENT
Category Spend	11%	9%	33%	32%	7%	5%	4%
Investment Allocation	6%	3%	52%	17%	7%	3%	12%

†Expenditures from first half of year, annualized; *includes ORIS*

*Labor only

UW-IT Service Portfolio
Expenditures & Strategic Allocation* - FY15[†]
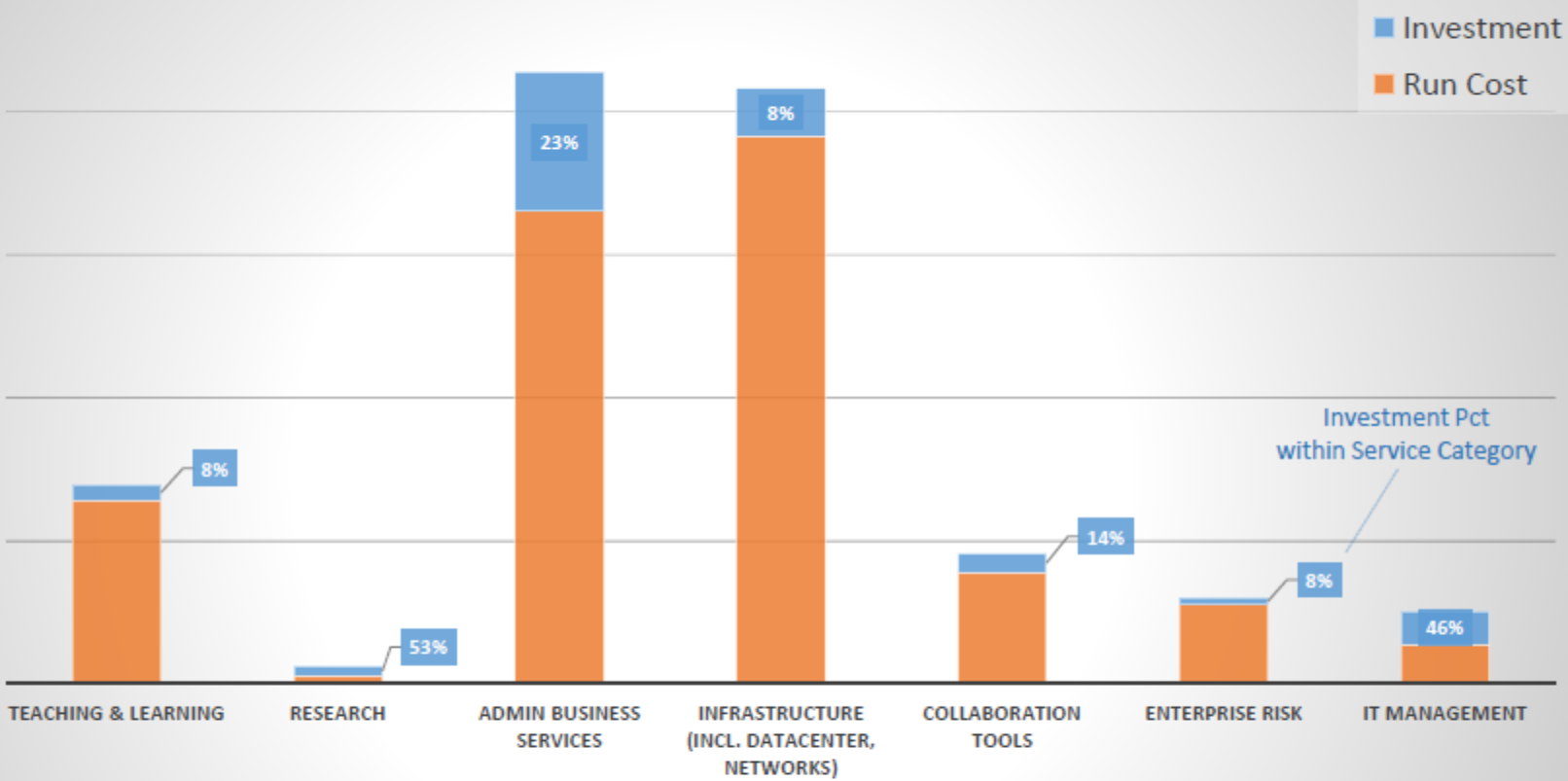
Legend:
- Investment
- Run Cost

Investment Pct within Service Category

Chart values (Investment Pct within Service Category):
- TEACHING & LEARNING: 8%
- RESEARCH: 53%
- ADMIN BUSINESS SERVICES: 23%
- INFRASTRUCTURE (INCL. DATACENTER, NETWORKS): 8%
- COLLABORATION TOOLS: 14%
- ENTERPRISE RISK: 8%
- IT MANAGEMENT: 46%

	TEACHING & LEARNING	RESEARCH	ADMIN BUSINESS SERVICES	INFRASTRUCTURE (INCL. DATACENTER, NETWORKS)	COLLABORATION TOOLS	ENTERPRISE RISK	IT MANAGEMENT
Category Spend	12%	1%	36%	35%	8%	5%	4%
Investment Allocation	6%	3%	52%	17%	7%	3%	12%

†Expenditures from first half of year, annualized, *UW-IT only*

*Labor only

PROJECT PRIORITIZATION FOR FY 2016

UW-IT CURRENT PRIORITIES

UW-IT is allocating significant resources in FY 2016 on:

Priority	Cost & Hours
HR/P Modernization Intersections	$8.2M > 61,000 hrs
UW Academic Explorer	$2.4M > 13,000 hrs
Curriculum Management	$1.4M > 12,000 hrs
Undergraduate Admissions	$1.1M > 6,800 hrs
Preparing for Financial Modernization	$5M > 15,000 hrs
Supporting Research	$800K > 6,000 hrs
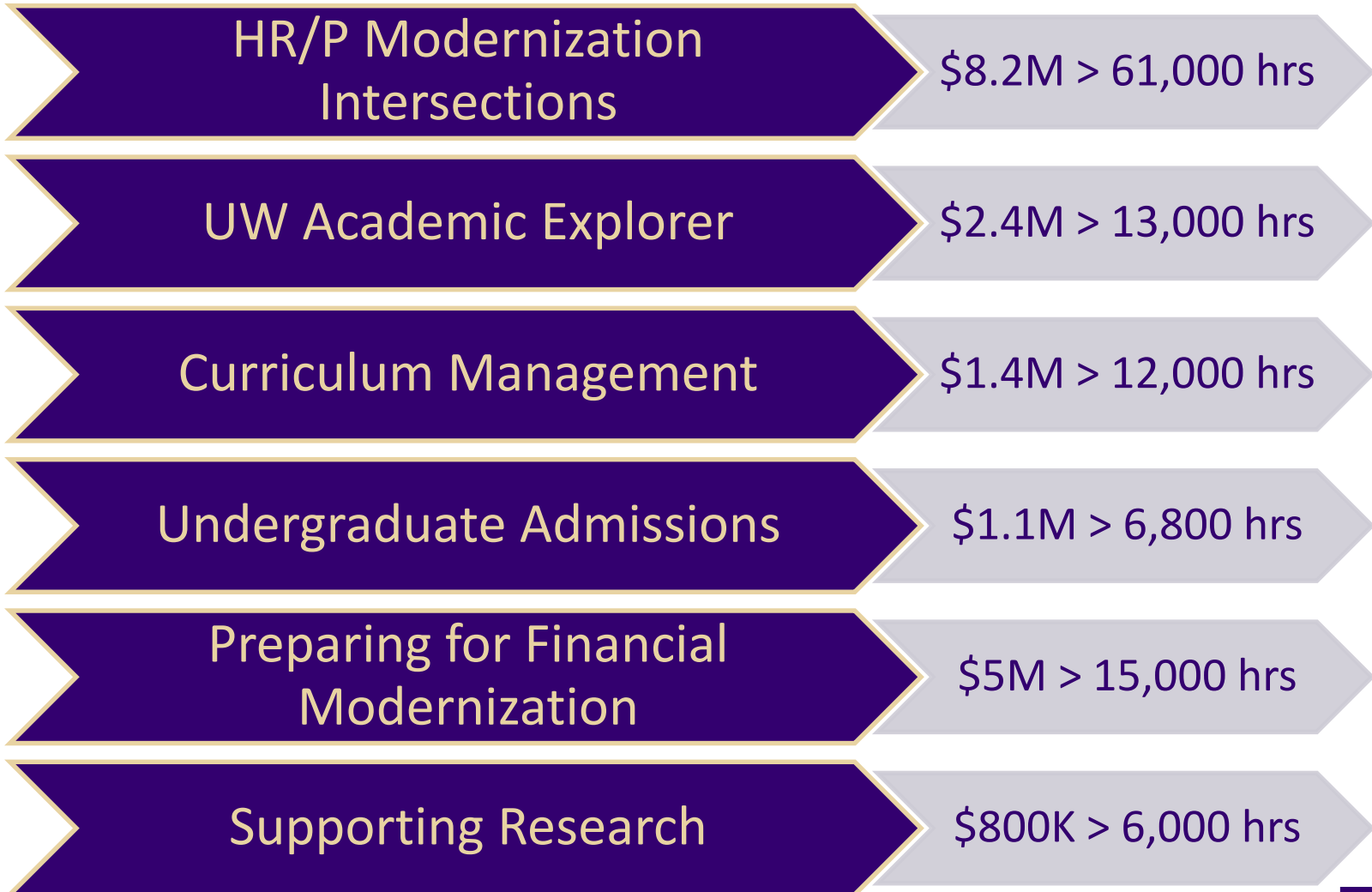
Total Cost & Hours Estimated for FY 2016 Only

Bill

WHILE MAINTAINING MOMENTUM

Realign Existing $$

Contributed Labor

Incremental Investments

Capacity for Change

UW-IT Project Prioritization Process
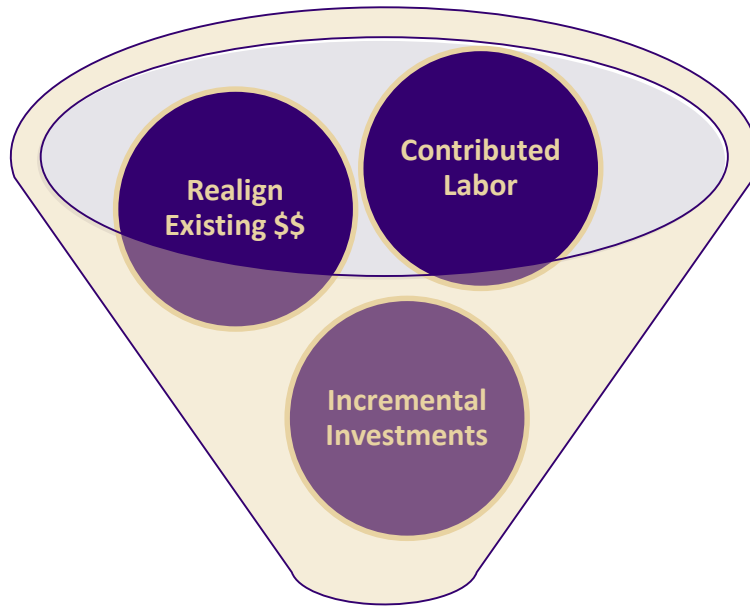
> Current portfolio has diminished capacity for additional change efforts

> UW-IT will strive to maintain momentum on emerging issues

Bill

UW-IT PRIORITIZATION PORTFOLIO REVIEW BOARD

TEACHING & LEARNING INITIATIVES

ACADEMIC SERVICES OVERVIEW

ACA: Academic and Collaborative Applications
(Services for Teaching, Learning, and Collaboration)

AT: Accessible Technologies
(Services for Accessibility and Universal Design)

CTE: Classroom Technologies and Events
(Services for Synchronous and Asynchronous Instruction)

LT: Learning Technologies
(Support Services for Instructors and Students)

STU: Student Programs
(Services that Improve the Student Experience)

MAJOR PROJECTS IN ACADEMIC SERVICES

Lecture Capture: Panopto

MyUW: Student

My Husky Experience: Scoping

O365: General Availability

Canvas: Instructor Templates

Clickers: Next Generation

MGH Computer Classrooms

APRU Learning Communities

CTC2UW: Credit Articulation

Admission Modernization

Curriculum Management

Civitas: Student Success Analytics

MyPlan: Academic Explorer

Denny Hall Renovation

NanoES Learning Spaces

Bagley/EE/Lowe Renovation

Classroom Technology Refresh

Phil

W

INITIATIVES IN ACCESSIBLE TECHNOLOGIES
FY 2016 PROPOSALS

Video Captioning Service

> Captioning as "Universal Design" …making video content more accessible

> Currently captioning services are "distributed"

> Idea: Provide a unified service for anyone on campus interested in captioning

—Integrated with Panopto

—Self-sustaining

—Lower costs through consolidation of requests

Accessible PDFs

> PDF: Widely used document format that is inaccessible to screen readers

> Accessibility tools in Adobe are hard to use (www.adobe.com/accessibility)

> Idea: Provide a scanning service to create accessible PDFs

Phil

16

SERVICE ACCESSIBILITY VS. RISK

> Advocacy groups are using lawsuits to "promote" accessibility

> Examples:

— **U. Colorado, Boulder**: Accessible textbooks, email, websites, LMS (http://www.dailycamera.com/cu-news/ci_25764266/cu-boulder-student-seeks-accessibility-through-federal-complaint)

— **Harvard and MIT**: Captioning of edX material for public consumption (http://www.nytimes.com/2015/02/13/education/harvard-and-mit-sued-over-failing-to-caption-online-courses.html?_r=0)

> We have taken a "proactive" stance:

— Working with vendors (example: Microsoft, Instructure)

— Internal evaluation of our services (example: MyPlan)

— Developing new services (example: accessible PDF)

> Is this enough?

Phil

SUPPORTING RESEARCH

MAJOR PROJECTS SUPPORTING RESEARCH

FY14

> Cyberinfrastructure support (1 FTE)

> Hyak expansion

FY15

> Storage, consulting & tools for researchers (1 FTE)

— High scale storage infrastructure

> High Speed Research Network

> Hyak expansion

Brad

INITIATIVES SUPPORTING RESEARCH FY16 PROPOSALS

> eScience Incubator

> Web access to Big Data

> Next generation Hyak

> Volunteer grid computing

Brad

CYBERINFRASTRUCTURE FUNDING @UW

Expertise / Consulting

Applications and Software Tools

Middleware - Identity / Groups (TIER)

Compute Cycles (HPC BOINC)

Storage (nearline and archive)

Network (HSRN)

UW-IT Operating Funds

Cost Recovery

UW-IT Operating Funds, Grants
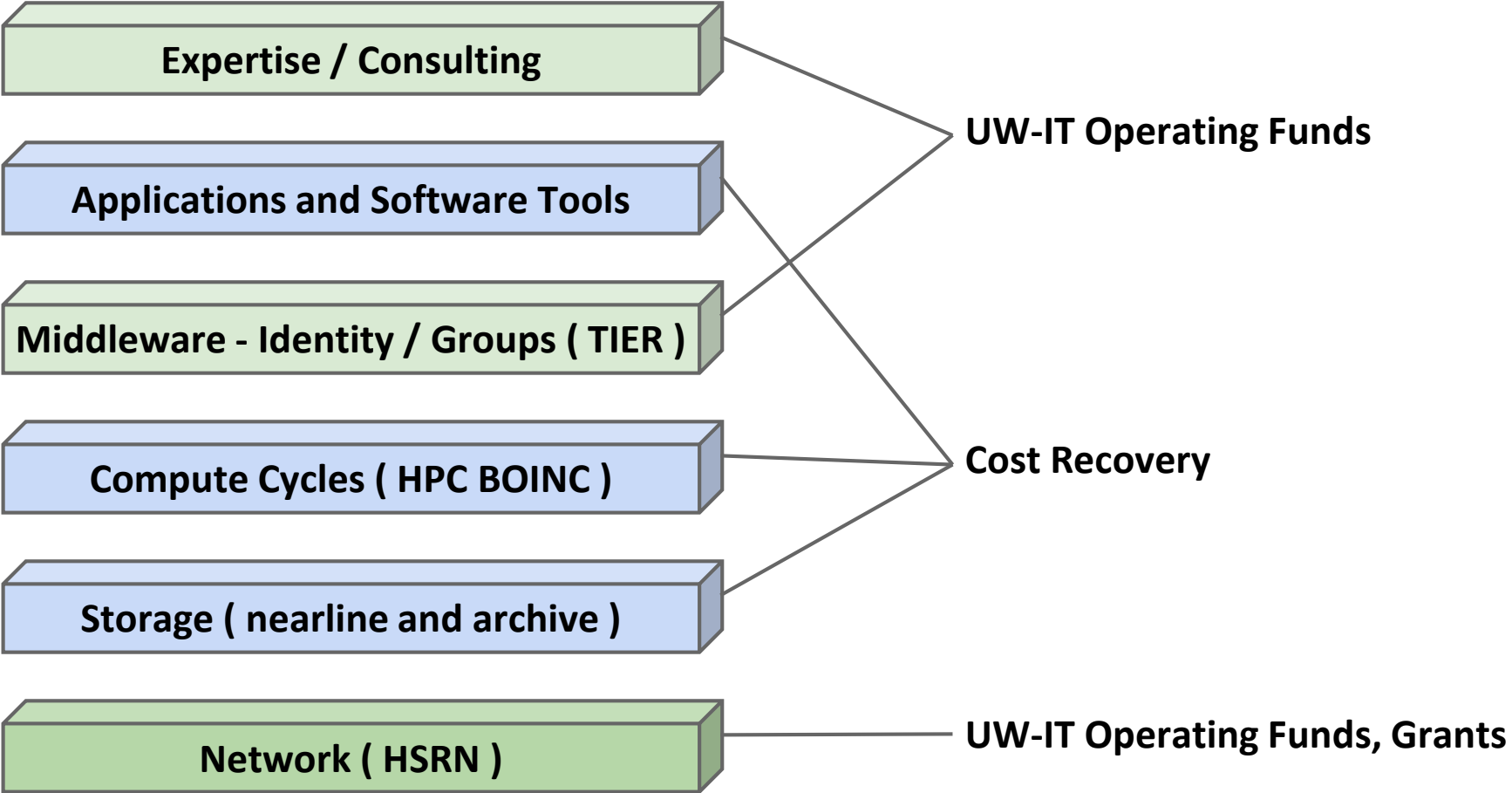
HI-ED FUNDING MODELS FOR HPC

From 2013 Educause Core Data Reporting Services

Legend:
- Operating Funds
- Capital Funds
- Chargeback to Grants
- Some other source
- Chargeback to Departments
- Student IT Fee

Pie chart values:
- 57%
- 17%
- 11%
- 11%
- 3%

Brad
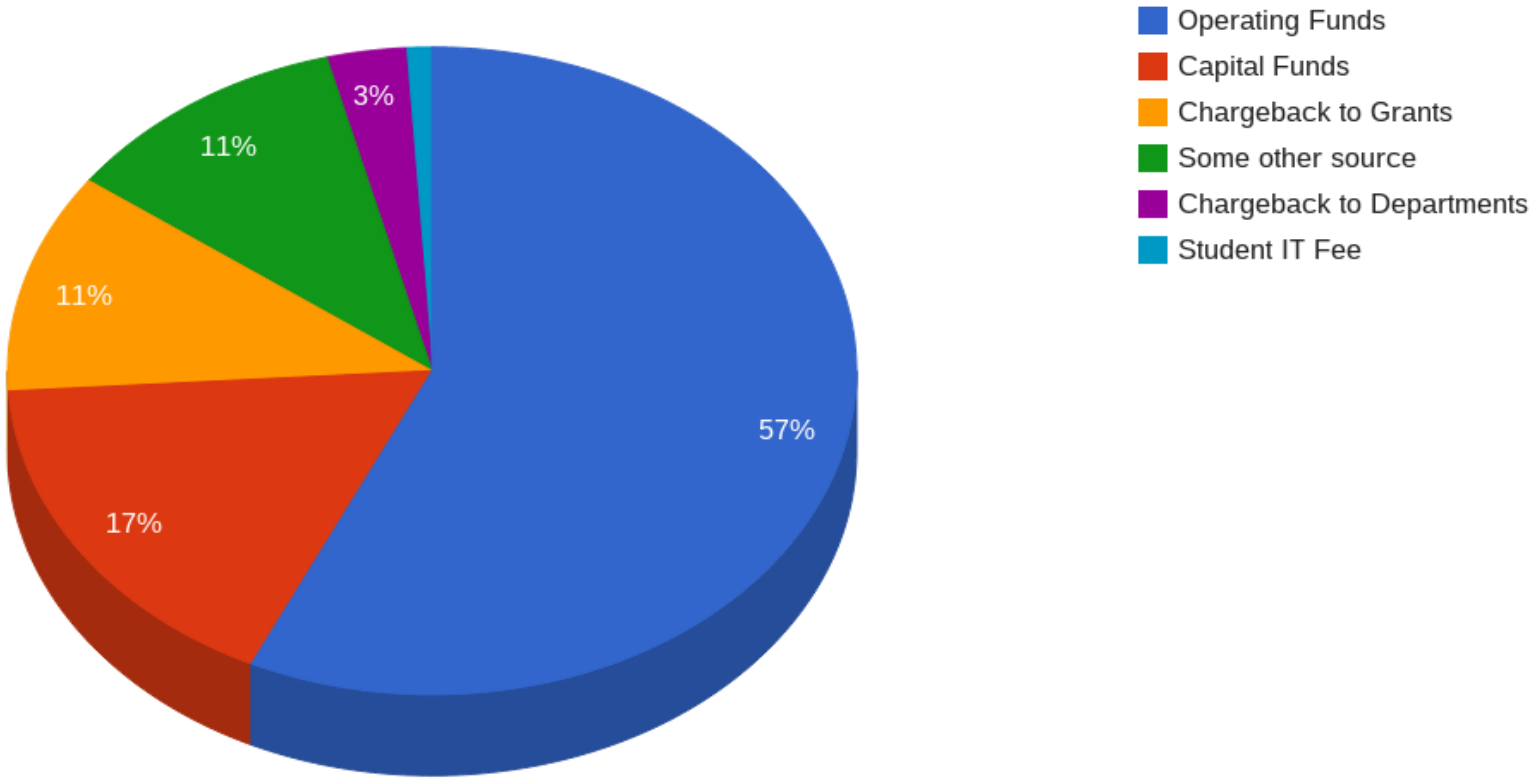
DISCUSSION

UW-IT plans to grow investment in supporting research through reallocation of UW-IT resources and cost-recovery

Questions

> How can we best support research and administrative moves to Cloud services (i.e. AWS, Azure and Google)?

  – Should this be part of the Technology Recharge Fee, an added fee for cloud services, a dedicated program of pilots?

> What do your units need and want to invest in?

Brad

STRENGTHENING INFRASTRUCTURE

INITIATIVES IN STRENGTHENING INFRASTRUCTURE FY16

> Optical ring

> Mobile applications

> Web hosting

> Network infrastructure strategy

David

NETWORKS ARE CHANGING

10BASE5 - "Thicknet"

10BASE2 - "Thinnet"

10BASE-T

PhoneNET User's Guide

David

USAGE IS CHANGING

David

USAGE IS CHANGING

Legend: iPad, Touch, iPhone, Android, Others

Chart axis values: 0, 21,200, 42,400, 63,600, 84,800, 106,000

Categories: Fall-07, Spring-09, Fall-09, Summer-10, Winter-10, May-11, Fall 12, Fall 14

USAGE IS CHANGING

Chart axis labels: 0, 21,200, 42,400, 63,600, 84,800, 106,000

Rows: Fall-07, Spring-09, Fall-09, Summer-10, Winter-10, May-11, Fall 12, Fall 14

Legend: iPad, Touch, iPhone, Android, Others

David

30
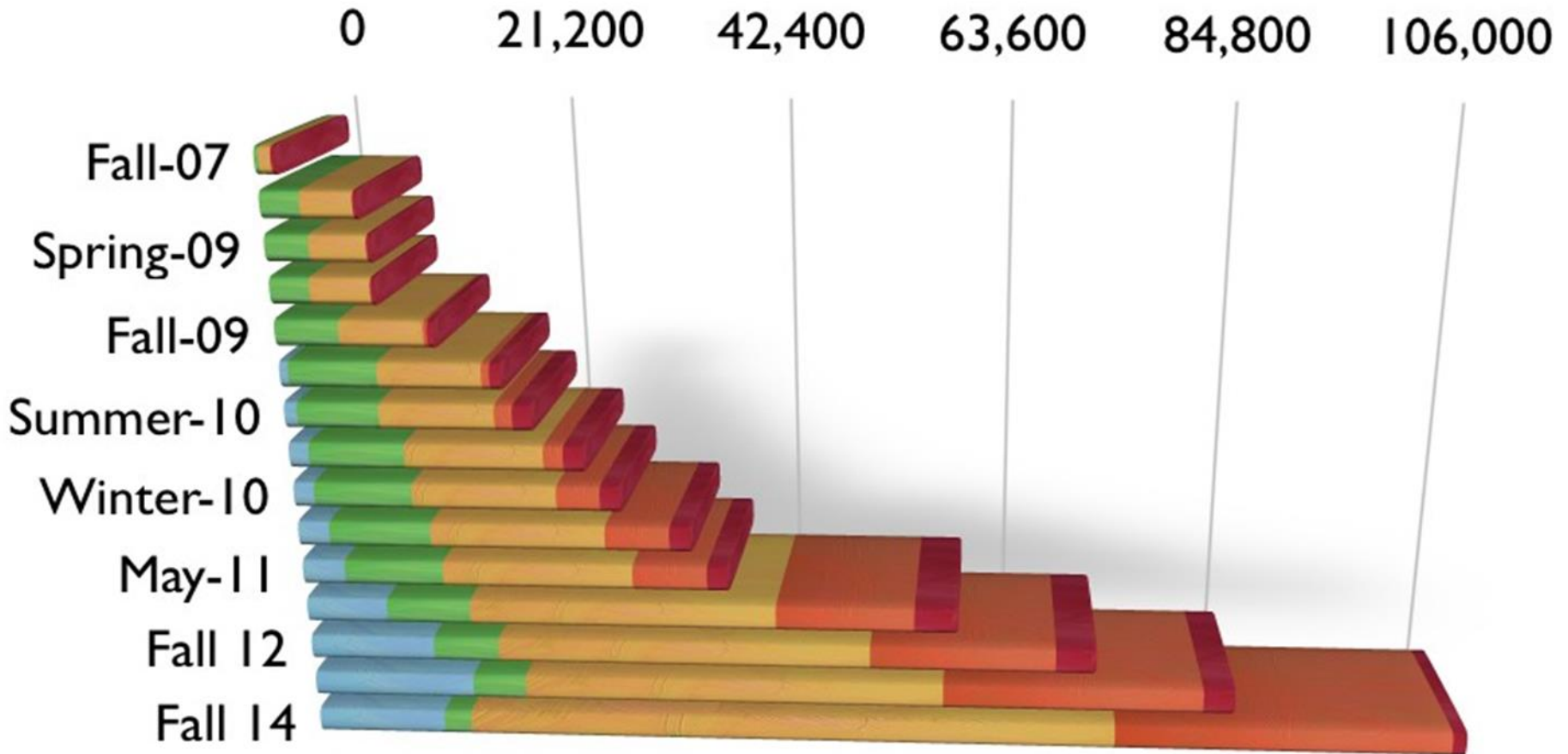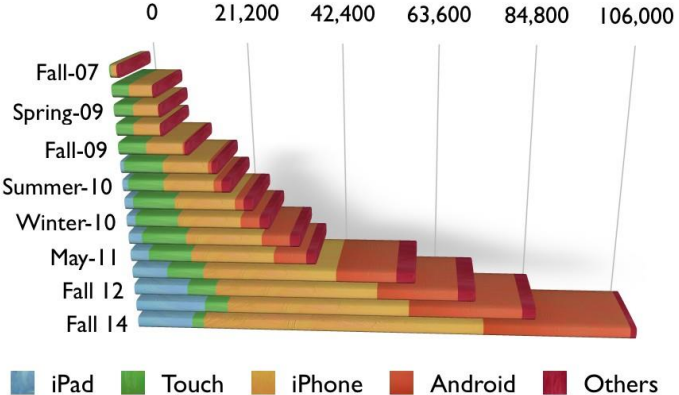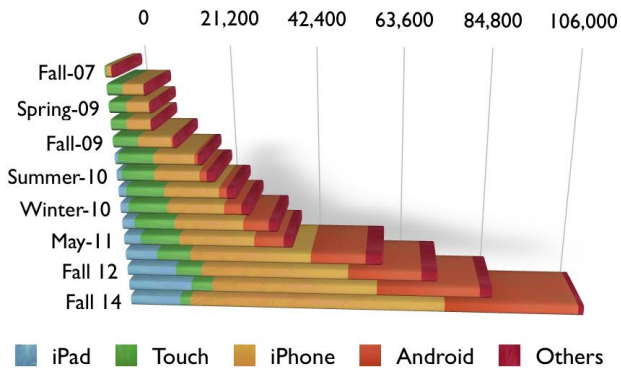
BUILDINGS... NOT SO MUCH

Circa 1895 to 2015

David

WHAT ABOUT THE NEXT 10+ YEARS?

Key Trends

> Network Convergence

— Reduces network infrastructure

— Increase reliance on infrastructure

— VoIP = Interruptible Power Supply (UPS) in closets

— Others?

> Virtualization

— Network Virtualization

— Server/Data Center Virtualization

— Network Function Virtualization (NFV)

— Software Defined Networks (SDN)

High Speed Internet

Wireless Access
WI-FI

Lighting

Energy

Utility Management

Digital Signage
RENT

Voice & Cellular

HVAC

Audio & Video Conferencting

Video Surveilance

Visitor Management

Access

W

David

PLANS AND PARTNERSHIPS

> Campus Partners

— Capitol Projects Office
— UW Real Estate
— Campus Architect
— Housing & Food Services
— Computer Science & Engineering
— Arts & Sciences
— Others partners?

> Plans & Goals

— Reduce long-term operations and maintenance costs
— Solid infrastructure to meet future demands
— Evolutionary and revolutionary technologies
— Consult partners, peers, thought leaders
— Estimated year duration
— Deliverables: Recommendations and standards

David

UW-IT PRIORITIZATION WRAP UP

W

LOOKING AHEAD

What are the key trends you've identified in Teaching & Learning, Research, and Administration?

WHAT ARE WE MISSING?

Based on our discussion today and in previous meetings – do you feel like we're missing anything?

NEXT MONTH

> Enterprise Risk

– Managing IT risk with CISO

– Geographic resiliency

> Administrative Systems

– Updates on current projects

– Discussion on capacity for change

QUESTIONS