Top Five & Service Retirement Recommendations

Update to IT Service Management Board

Erik Lundberg
May 19, 2014

Top Five

1. Teaching-focused support for faculty use of technology

2. Consolidated research consulting services

3. Enterprise Data Warehouse expansion, with a focus on analytics

4. Consolidated servers and storage

5. Create a process for managing UW-IT's collaboration services portfolio

Service Retirement

- Retire – 7 services

- Move out of UW-IT – 2 services

- Review for change – 2 services

Top Five

1. Teaching-focused support for faculty use of technology

- case-study workshops in partnership with the Center for Teaching and Learning

- internal UW-IT workshops now include elements of pedagogy and best practices

- one-week intensive "camps" to take an existing course and refine/expand it using technology - in partnership with Teaching Technology Fellows Program

Top Five

2. Consolidated research consulting services

- recruiting for a consultant to assist researchers in use of cyberinfrastructure tools & services

- establishing a help desk at the new Data Science Studios, opening Fall 2014

- new position to storage, consulting and cyberinfrastructure tools for researchers (tentative)

Top Five

2. Consolidated research consulting services (cont.)

● engagement and increased adoption (w/ last year's growth)...

➢ Servers deployed 1,360 (+ 14%)
➢ HPC (Hyak cores) 6,280 (+ 14%) + 72 GPUs (+ 53%)
➢ Storage (general) 128 TB (+ 21%) *(HA, highly protected)*
➢ Storage (collab) 68 TB (+ 42%) *(prot. for disk failure, no BU)*
➢ Archive 1.1 PB (+ 31%) *("forever", slow restore)*
➢ Backup 710 GB (+ 10%) *(1 yr, "self-serve" restore)*

Top Five

3. Enterprise Data Warehouse expansion, with a focus on analytics

- 6 separate initiatives were developed, which included SMB recommendations; now being consolidated and revised.

- primary focus includes analytics and changes needed in EDW to accommodate the new HR/Payroll system

Top Five

4. Consolidated servers and storage

- continuing to optimize servers and storage services

- some price reductions coming soon

- Azure services available at 30% discount, with good contract (FERPA, HIPAA compliant)

- AWS services in the works

- cloud storage gateway (iSCSI) available soon

Top Five

5. Create a process for managing UW-IT's collaboration services portfolio

- Routinely discuss collaborative tools with Teaching and Learning Technology Oversight Committee

- Office 365 migration has consumed most of our collaboration resource capacity,

- when "completed", will have renewed focus on collaboration tool offerings and strategy

Service Retirement

1. Pine & Alpine email client

- Planned for 2014-15

2. IMAP Software Toolkit

- Late 2014/early 2015 (as part of UW Connect Service Catalog project)

Service Retirement

3. On-prem IMAP email service

- Will focus on UW Deskmail users, once Office 365 migration is complete

4. On-prem Exchange email service

- Office 365 migration is going very well, including UWM

- Migration will help us understand edge cases

Service Retirement

5. UW Application Portfolio

● removed from public-facing service catalog

● will be resurrected and broadened in the next year or so

Service Retirement

6. Computer & Printer Troubleshooting

- retirement underway

- customers notified

- service to end July 3, 2014

Service Retirement

7. Husky Kiosk Service

- retirement underway

- customers notified

- service to end July 3, 2014

Services to Move from UW-IT

8. Pager Service

- UW Medicine (primary customer) is assuming the service provider role

- Effective June 30, 2014

Services to Move from UW-IT

9. Husky TV

- ASA for this service being prepared

Services to Review for Change

10. Videoconference Studios

- studio in HSB transitioned to Health Sciences as service provider (they were primary users)

- restructuring Studio services in OUGL to be free facility for lecture capture, Masters & PhD qualifying exams for remote participation as well as traditional videoconferencing

- conducting a "listening tour" of campus to determine use cases and to guide further service development

Services to Review for Change

11. Mobile Phone Support

- retirement underway

- customers notified

- service to end July 3, 2014

- Support will be provided through self-help resources, unit-level IT staff, carriers, manufacturers and app providers

What Next?

- Service Catalog is being refactored
- initially in the back-end CMDB
- user-facing in early 2015

| **Service Categories** | → | **Business Services** | → | **Service Offerings** |

There are 7 Categories, aligned with UW-IT Strategic Goals:

- Teaching and Learning
- Research
- Administrative Systems
- Infrastructure
- Collaborative Systems
- Enterprise Risk Management
- IT Management

| **Service Categories** | → | **Business Services** | → | **Service Offerings** |

- A logical grouping of *Service Offerings* that benefit from being managed as a group;

- contains at least four service offerings;

- the Business Service Owner is a Division Head;

- approximately 40 total

Service Categories	→	Business Services	→	Service Offerings

- A specific function delivered to customers;

- typically not named after specific products or applications;

- has a Service Offering Owner and a Service Offering Manager;

- delivers tasks or activities to a certain specification to a customer willing to accept or request the Service Offering;

- around 200 total

Examples

Administrative Systems ← *Category*

- **Finance Systems** ← *Business Service* — Division Head as Owner
  - Budgeting Funds
  - Managing Funds ← *Service Offerings* — "Service Owners"

- **HR/Payroll**
  - Employee Self-Service
  - Time and Leave

Implications

- streamlined ASAs

- at the Business Service level

- reduced number

- group for review?

- subset for review?

Service Investments for FY 2015

Update on SIB Recommendations

Erik Lundberg
May 19, 2019

- **Teaching & Learning**
  - Academic Explorer
  - MyHusky Experience - Implementation
  - Curriculum Management - Build Out
- **Administrative/Business Systems**
  - Seattle Undergraduate Admissions Modernization
  - HR/Payroll - Core Implementation & Integrations
  - Enterprise Business Services Program - Startup
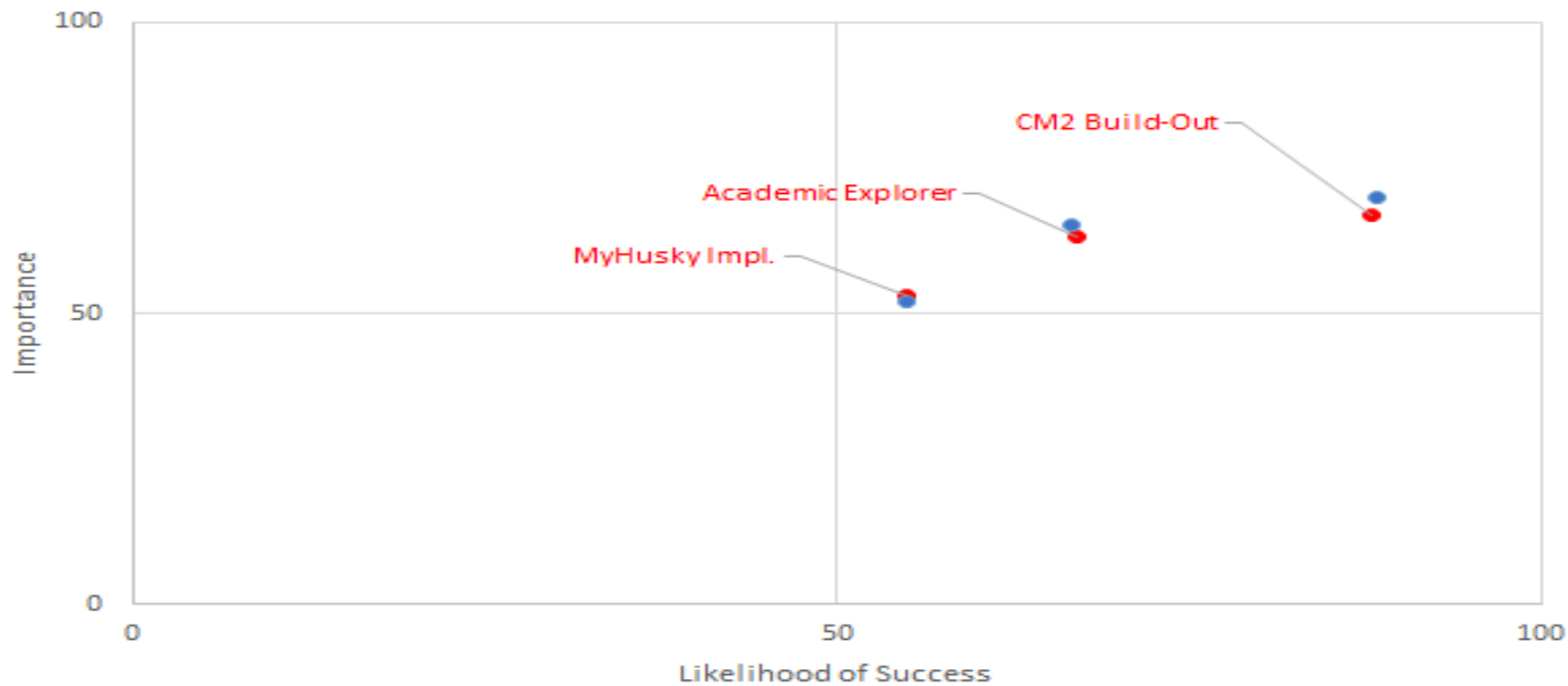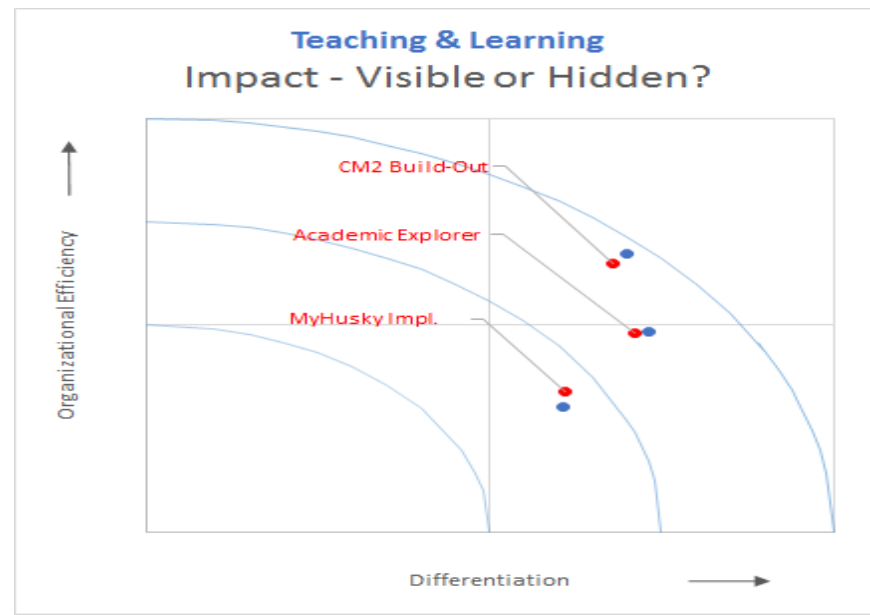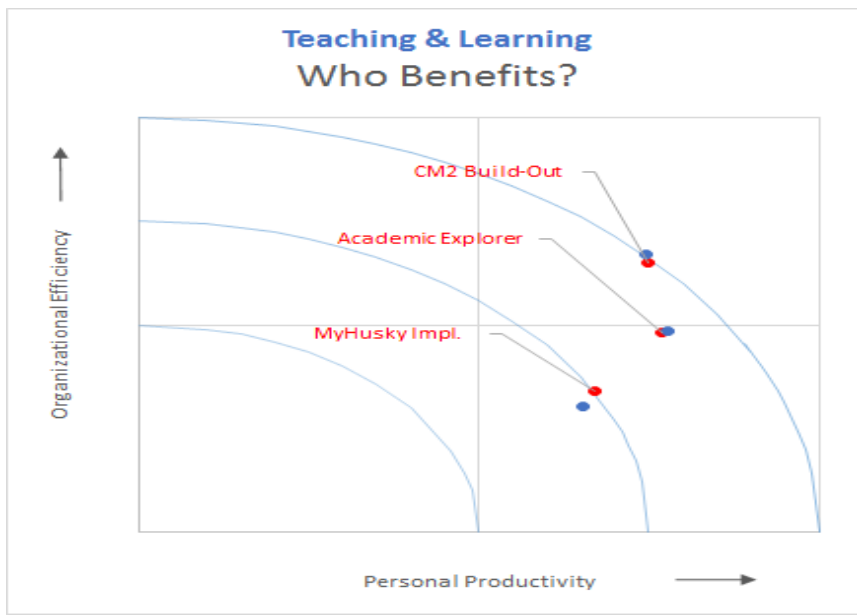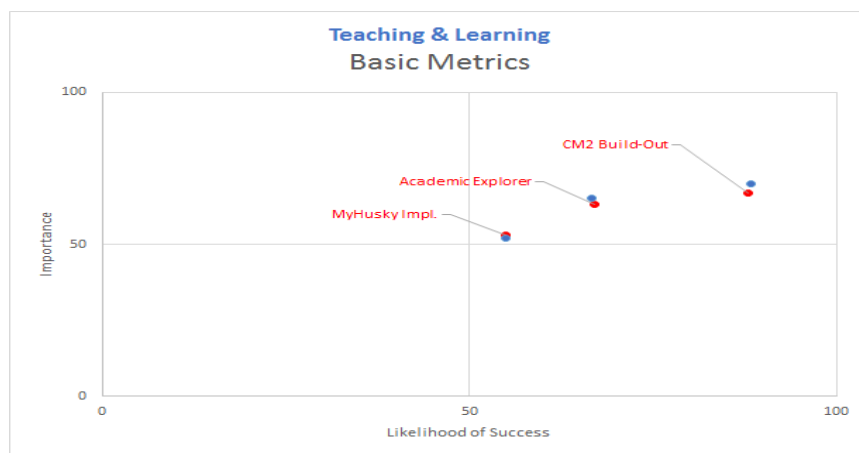 - Financial System Modernization - Discovery
- **Research**
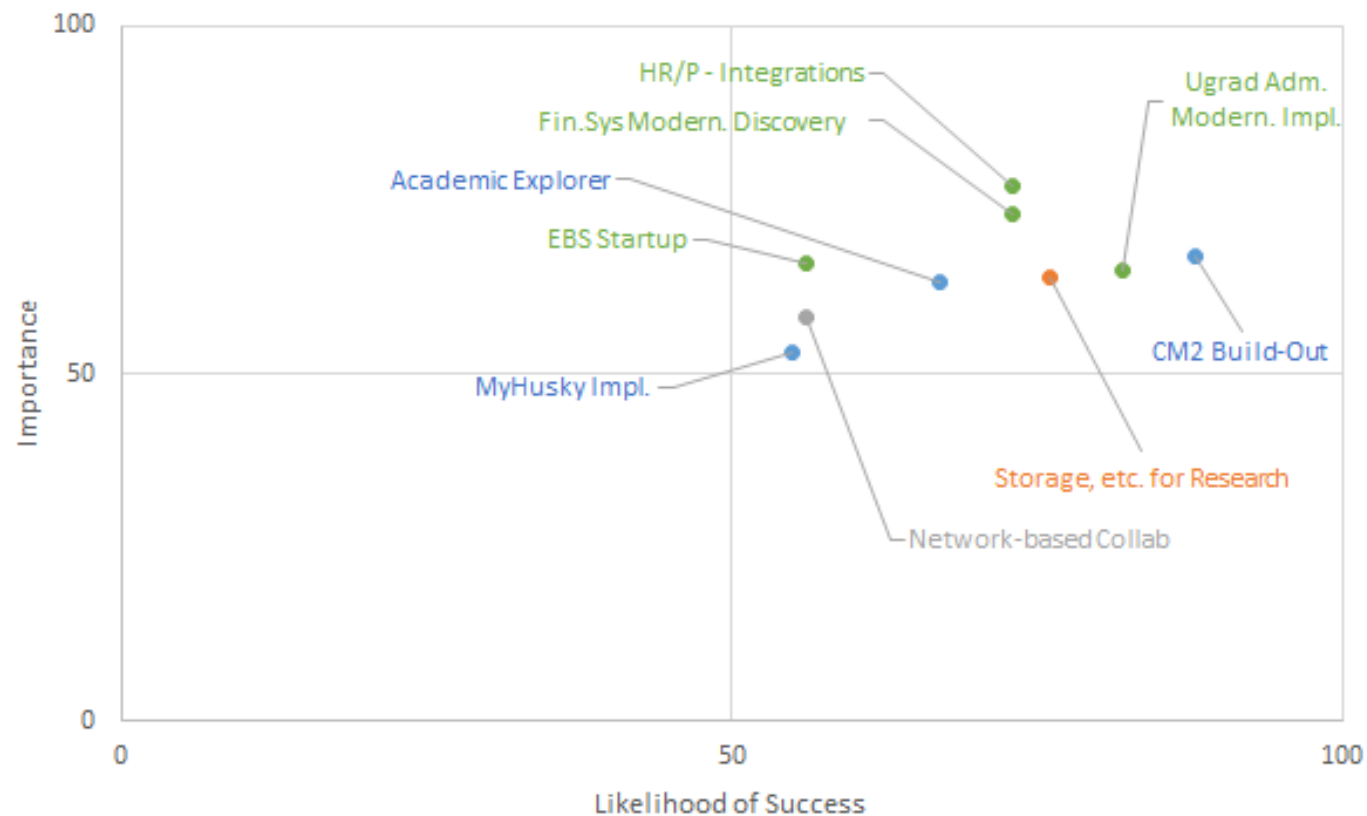 - Storage, Consulting & Tools for Researchers
- **Collaboration**
  - Network-based Collaboration Apps

Teaching & Learning
Basic Metrics

CM2 Build-Out

Academic Explorer

MyHusky Impl.

Importance

100

50

0

0   50   100

Likelihood of Success

Teaching & Learning
Basic Metrics

(Scatter plot: x-axis "Likelihood of Success" 0 to 100, y-axis "Importance" 0 to 100)

- CM2 Build-Out
- Academic Explorer
- MyHusky Impl.

Teaching & Learning
Who Benefits?

(Chart: x-axis "Personal Productivity", y-axis "Organizational Efficiency")

- CM2 Build-Out
- Academic Explorer
- MyHusky Impl.

Teaching & Learning
Impact - Visible or Hidden?

(Chart: x-axis "Differentiation", y-axis "Organizational Efficiency")

- CM2 Build-Out
- Academic Explorer
- MyHusky Impl.

SIB Business Cases
Basic Metrics

UW-IT Portfolio Prioritization Process Outcomes

➢ Hold the following projects
  ○ MyHusky Experience
  ○ Enterprise Business Systems Program - Startup
  ○ Network-based Collaboration Apps

➢ Use outcomes to guide UW-IT FY 2015 resource allocations
  ○ Identify other projects to slow-down or hold

FY15 Business Cases

http://tinyurl.com/BizCasesFY15