



# 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

| Month       | IT Service Investment Board Topic  |
|-------------|--|
| January 15  | UW strategy for Administrative Systems & Information Management  |
| March 4     | IT Strategy Board prioritization guiding principles and criteria (review and input)  |
| April 19    | <ul style="list-style-type: none"><li>▪ IT Service Management Board recommendations</li><li>▪ Review revised criteria and guidelines, project prioritization</li></ul> |
| 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

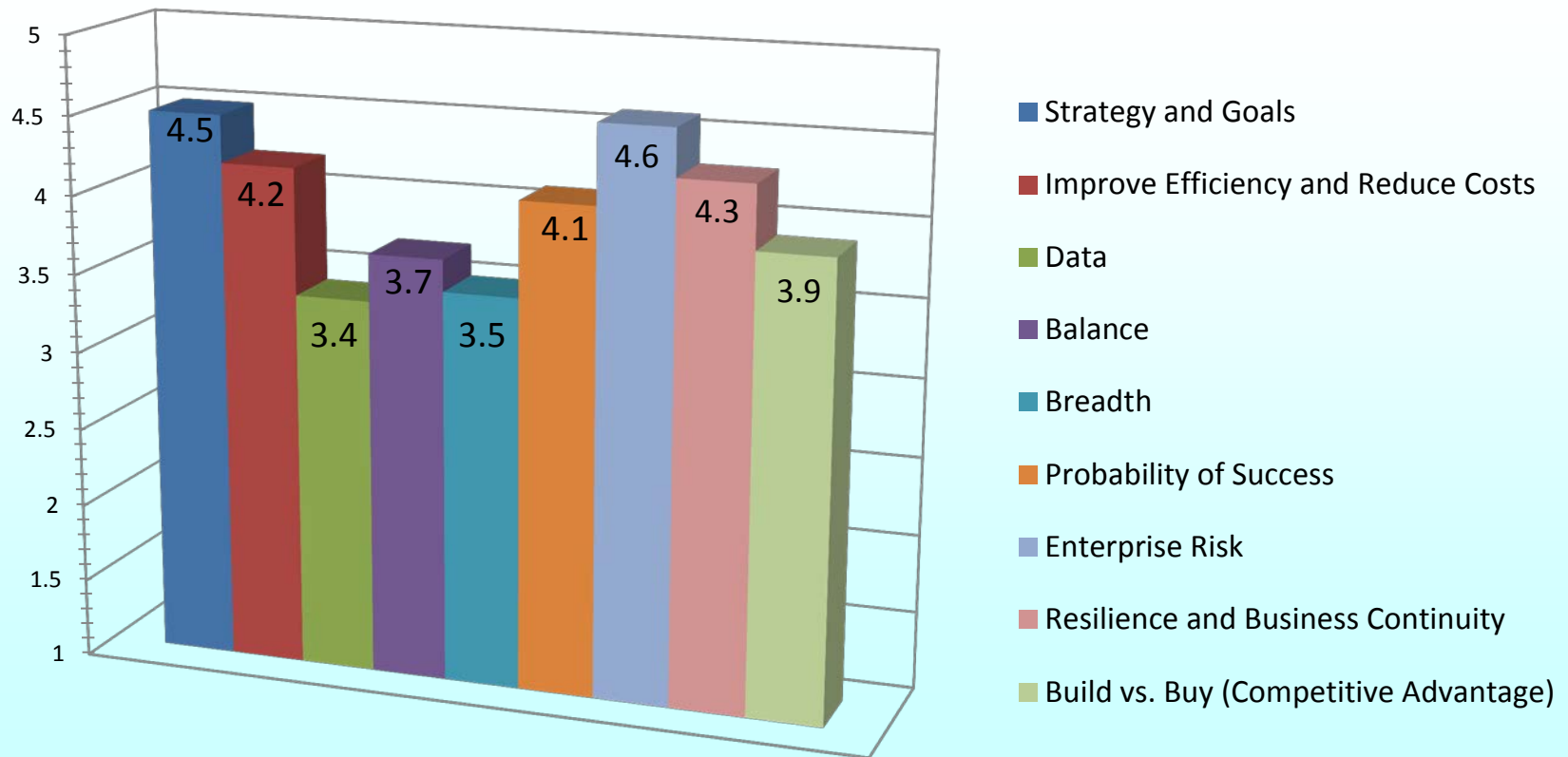
# Revised Criteria and Guidelines for Project Prioritization

# 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



# 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

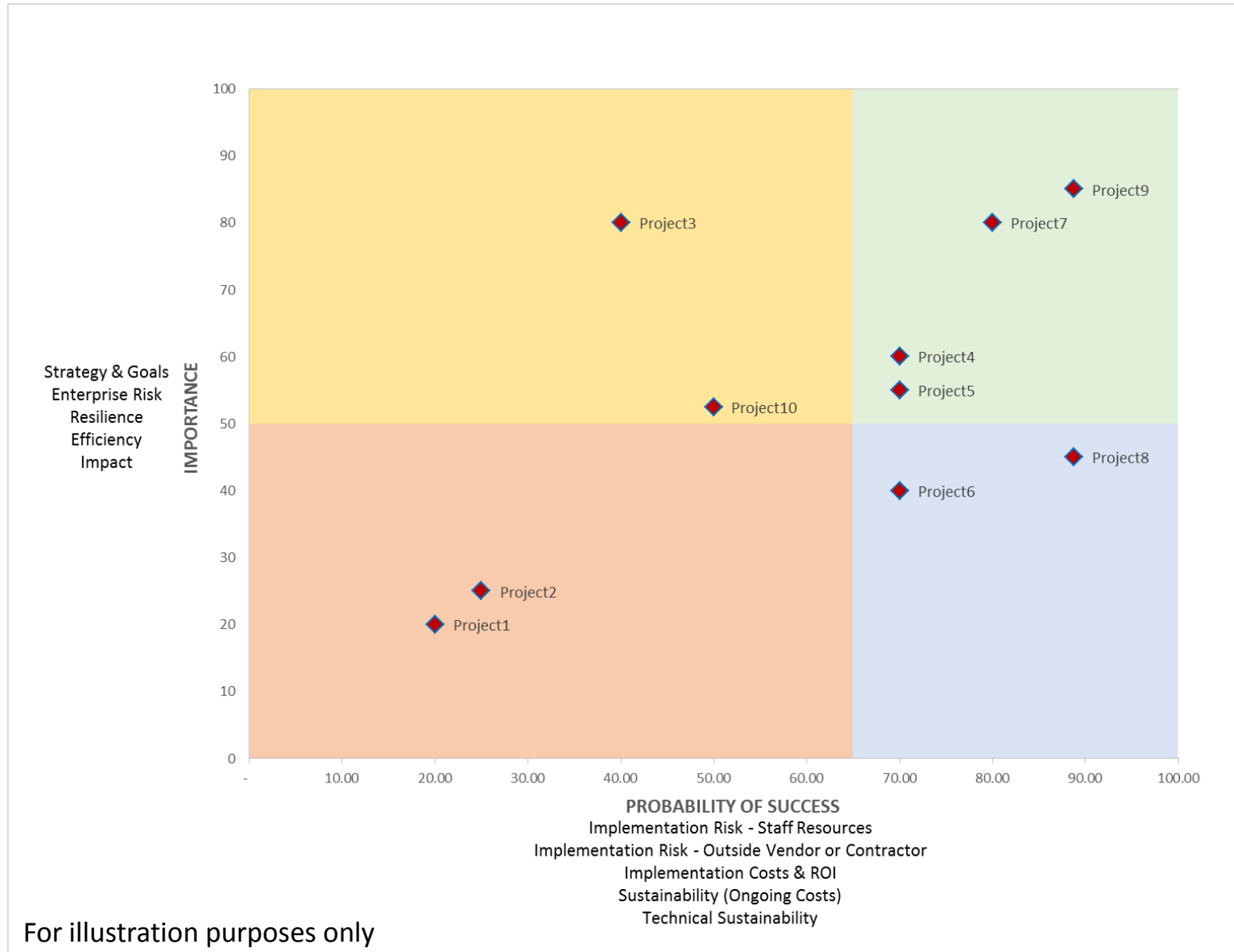
## Probability of Success

- 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

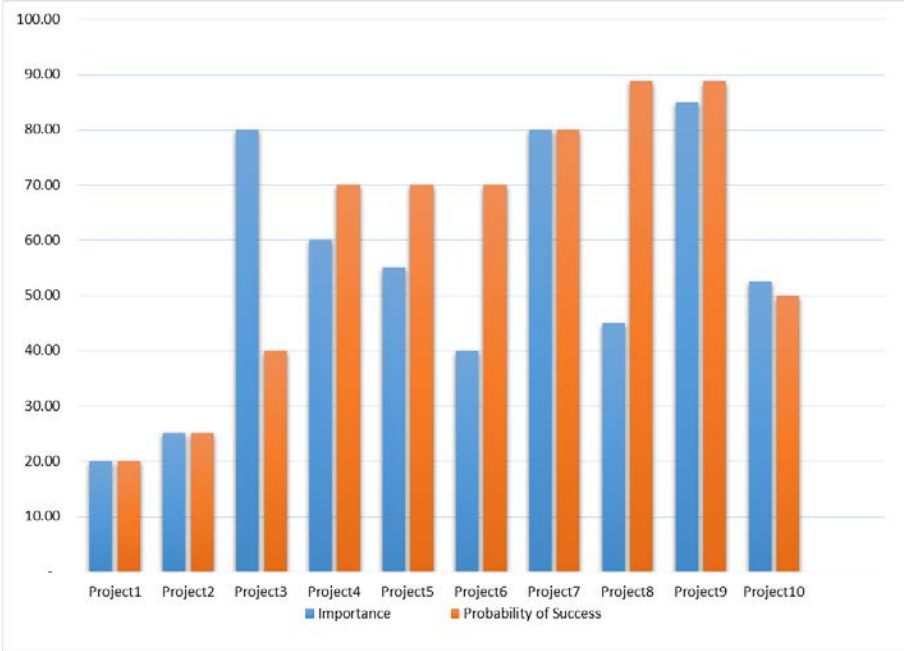
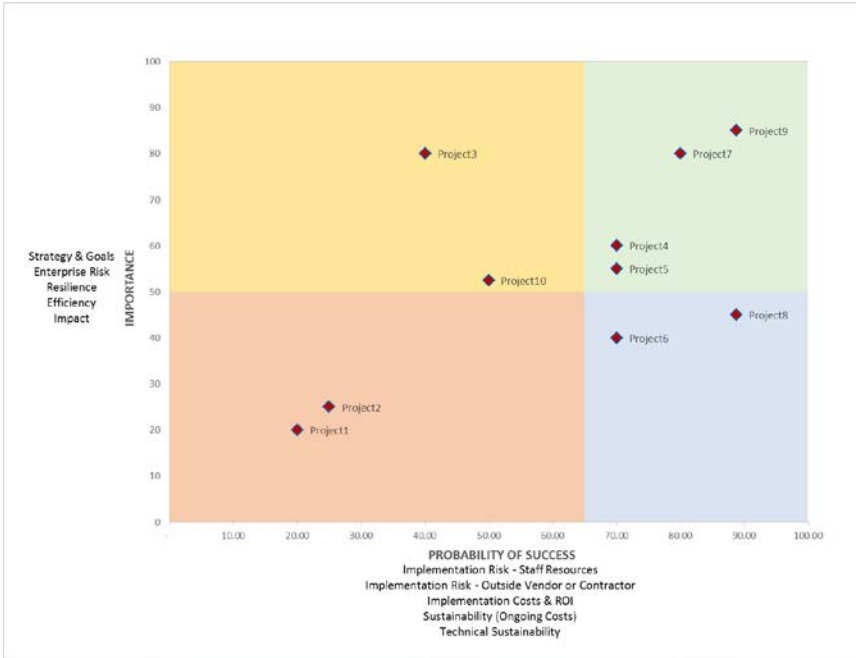


# Criteria Ranking Worksheet

## IMPORTANCE

| Strategy   | Weight | Criterion   | Condition                             | Enter Value |
|--|--------|---|---------------------------------------|-------------|
| <b>MISSION, STRATEGY, and GOALS</b>  |        |   |                                       |             |
| <p><i>o Sustain</i></p> <ul style="list-style-type: none"> <li>• Academic excellence and mission</li> <li>• Financial stability</li> </ul> <p><i>o Compete</i></p> <ul style="list-style-type: none"> <li>• Attract the best students, faculty, and staff</li> <li>• Increase and diversify funding</li> </ul> <p><i>o Transform</i></p> <ul style="list-style-type: none"> <li>• Embrace technology for and interdisciplinary collaboration by a diverse and dispersed student body</li> <li>• Invest in people and infrastructure to meet 21st century challenges</li> </ul> <p>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?</p> | 4.5    | Does this project <i>directly</i> support the mission, strategy, and goals of UW? | Multiple Strategic Goals (5)          | 5.0         |
|  |        |   | Single Goal - High Priority (3)       | 22.5        |
|  |        |   | Single Goal without High Priority (1) |             |
|  |        |   | No Goal supported (0)                 |             |
|  |        |   | <b>Total Score</b>                    |             |

# 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

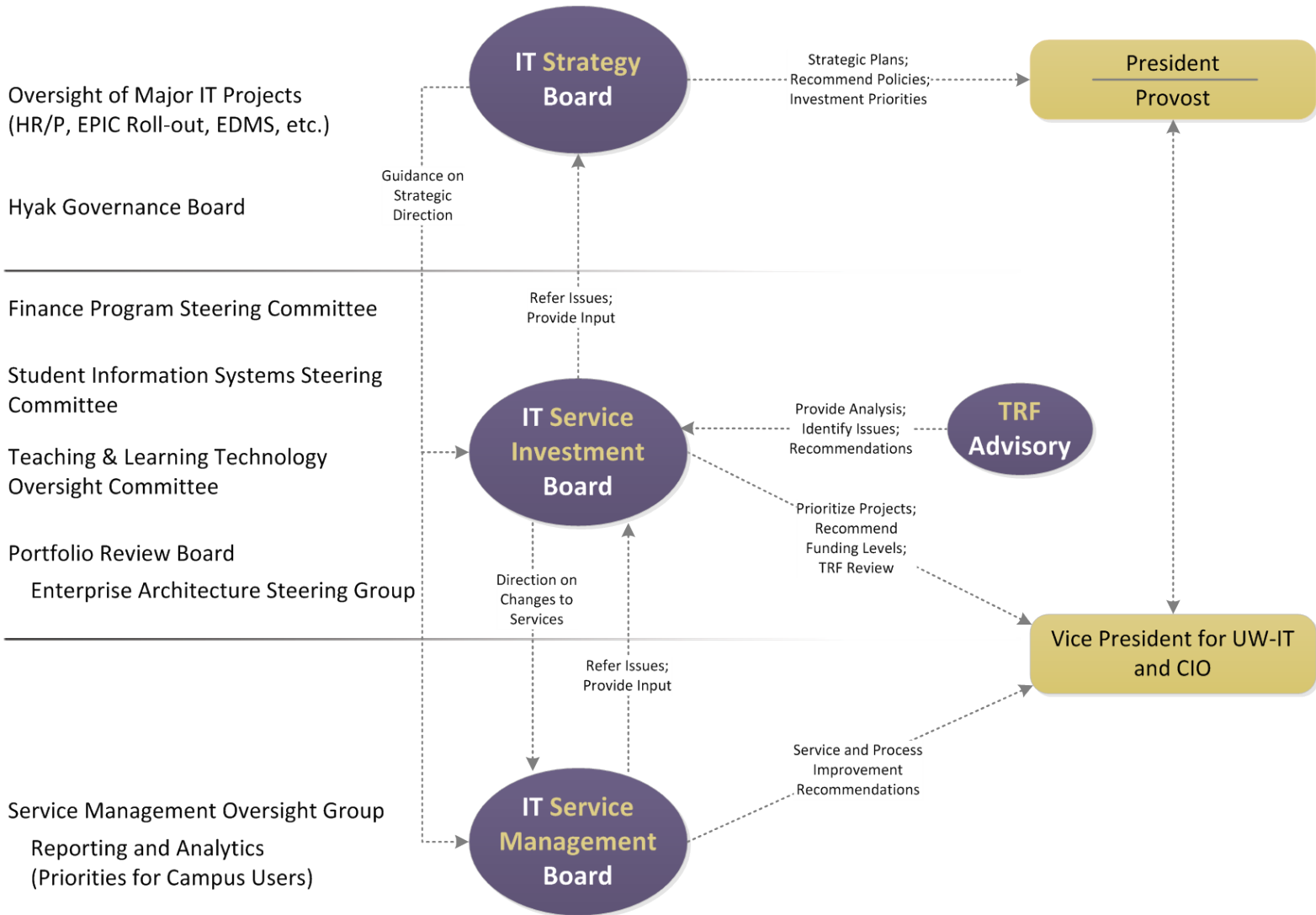
- Does this approach make sense?
- What works?
- What doesn't work?
- What information do you need to assign values to a criteria?

# Questions & Discussion



# Appendices

# Information Technology (IT) Governance



# UW-IT Project by Strategic Goal

| Service Goals                                      |   |  |                                  |                                 |   |
|--|---|--|----------------------------------|---------------------------------|---|
| Excellent infrastructure and foundation services   |   |  |                                  |                                 |   |
| Programs   | Project 1   | Project 2  | Project 3                        | Project 4                       | Project 5   |
| Telephony Network                                  | Telecom Core Refresh<br>UW Medicine Switch Tech Refresh HMC | UW Medicine Switch Tech Refresh UWMC                 | K-20 Operations Expansion        | Wi-Fi Technology Refresh FY2013 | Centralized Address Translation and Firewall Services |
| Storage  | Upgrade Enterprise SAN Storage (EMC refresh)                |  |                                  |                                 |   |
| Advanced productivity and collaboration tools      |   |  |                                  |                                 |   |
| Personal Productivity                              | Office 365  | UW Event Calendar Replacement                        | IT Connect Redesign              |                                 |   |
| Improved global research support                   |   |  |                                  |                                 |   |
| Improved student experience                        |   |  |                                  |                                 |   |
| Teaching & Learning                                | Canvas  | Tegrity  | eTexts                           |                                 |   |
| Student Admin Systems                              | Course Availability Notifications                           | Curriculum Management Implementation                 | MyPlan, Year 2                   | MyPlan, Year 1                  |   |
| Modern information management and business systems |   |  |                                  |                                 |   |
| Enterprise Data Warehouse                          | Student Course Enrollment                                   | Tableau Business Intelligence Tools Enterprise Pilot | EDW Infrastructure Renewal       | Migration & Academic Release    |   |
| HR/Payroll   | HRP Replacement System Procurement & Contract Negotiations  |  | Feasibility Assessment           |                                 |   |
| Finance  | UW-IT Financial Management System Implementation            |  | My Financial Desktop             | JDE Upgrade 2012                |   |
| Recruitment  | Recruiter 2.0 Deployment                                    |  | MS Dynamics CRM Proof of Concept |                                 |   |
| Kuali  | Kuali Student   |  | Kuali Rice                       |                                 |   |
| Business continuity, security, and privacy         |   |  |                                  |                                 |   |
| Business Continuity                                | FY13 Geographic Redundancy                                  |  |                                  |                                 |   |
| Security and Privacy                               | UW NetID Password Policy Foundations Project                |  |                                  |                                 |   |
| Organizational Goals                               |   |  |                                  |                                 |   |
| Exemplary organization                             |   |  |                                  |                                 |   |
| IT Service Management                              | ITSM Toolset Selection                                      | ITSM Toolset Deployment                              | Request Fulfillment              | Incident Management             |   |
| Strong strategic partnerships                      |   |  |                                  |                                 |   |
| Gigapop  | PNWGP WA 40G Network  |  |                                  |                                 |   |
| Culture of exploration and sharing                 |   |  |                                  |                                 |   |