## UW Enterprise IT Projects

### Project Portfolio Executive Summary - Jun 30, 2020

<table>
<thead>
<tr>
<th>Project</th>
<th>Sponsor</th>
<th>Oversight Level *</th>
<th>Overall Risk &amp; Project Health *</th>
<th>Budget Rating</th>
<th>Schedule Rating</th>
<th>Scope Rating</th>
<th>Resource Rating</th>
<th>Issues Rating</th>
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</table>

**13 projects**

**Notes:**

(A) Four projects note some impacts due to COVID-19 (UWFT; D:1; DAWG; Transportation).

(B) Campus Space Mgt Modernization replaces F&A Space Functionalization project, using UW Facilities InVision solution.

(over for Program Operations impacts)
Integrated Service Center  
Ann Anderson  
UW Enterprise

ISC balances its overall operational requirements and institutional needs with work on several major IT projects. There were significant impacts on available resources this quarter:

COVID-19 required 4,000 hours of manual workarounds and forced a six-week pause on readiness. Will work on FT Program thru end of July.

Fraudulent unemployment claims created an unanticipated burden on staff: 10,700 claims in an eight-week period compared with 240 total claims in similar periods prior to COVID-19. This will continue to delay operational work and will compound the delays on UWFT Program. Neighborhood Clinics Project is on track, with an additional 450 faculty physicians from Childrens’ University Medical Group.

There are unknowns that will impact resource planning, and risk further delays on UWFT, including identification of the requirements and timing for UWFT Program work where ISC knowledge and help are needed.

ISC continues to collaborate with HR partners (AHR and UW-HR) to create a shared priority list and plan the prioritized work against resource capacity. HCM Workday Governance Committee adopted a new stage/gate approach with partner and customer members for prioritization and resourcing of HCM Workday projects, for a more thoughtful, coordinated and planned approach going forward.

UW-IT  
Aaron Powell  
UW Enterprise

Critical operations remain top priority in light of COVID-19, which may impact availability of resourcing for University projects.

UWFT is consuming significant capacity across UW-IT – beyond the ITF Program (UW-IT Collaboration, Partner project that was staffed and funded specifically to handle UW-IT’s work in support of UWFT). The amount of contributed labor required is not sustainable without putting operations at risk longer term. Significant open questions remain around schedule, scope, roles and responsibilities; UWFT still lacking an integrated schedule and coordinated inter-program approach.

UW-IT is not included in key decision-making, leading to churn and rework for UW-IT, UWFT and Collaboration Partners.

Advancement CRM Project scoped and well understood; progressing ahead of schedule in some areas.

UWM-NC integration going well and on schedule. New scope now adding CUMG population (approx. 450 faculty physicians); not expecting any impact to UW-IT work.

### Completed Projects - Mar 31, 2020

<table>
<thead>
<tr>
<th>Project</th>
<th>Sponsor</th>
<th>Oversight Level</th>
<th>Go Live Date</th>
<th>Project Completion Date</th>
<th>Total Project Cost ($K)</th>
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<td>Northwest Hospital HR &amp; Labor Integration</td>
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The UW Finance Transformation program has been able to maintain momentum despite concerns related to the shift to remote operations due to the current pandemic crisis as well as continue our efforts to coordinate with key partners on comprehensive planning. The team has developed a detailed contingency plan proposal with Provost Richards and his Executive Sponsor Advisory team to mitigate operational and unit impacts and is tracking key schedule progress against the established plan for the Architect phase. The program continues to be proactive with all our partners to develop work processes to prioritize and mitigate the most critical items necessary at this point in the program. The UW is 25 months from its Financial Transformation ‘go-live’ and all engaged in this effort are committed to leveraging the lessons learned from previous efforts and enabling a foundation to complete our work within the established scope, schedule, and budget.

Top Architect deliverables completed during this quarter include: Business Process Workbooks (except for Record to Report) – Initial impacts; Change Management Strategy; Change Readiness Assessment Approach; Communication Plan; Communications Strategy; Data Conversion Approach; Foundation Tenant; Information Security Risk Management Plan; Integrations Approach; Knowledge Transfer Strategy; Leadership Assessment; Program Charter; Program Management Plan; RAID Log; Stakeholder Assessment; Tenant Management Strategy; Testing Strategy; Workday Integration Guardrail; Workday Reporting Guardrail

Architect Exit Criteria: Configuration Workbooks complete; Business Process Workbooks complete; Configuration tenant built; Conversion process in place; Reporting strategy complete; HRP Remediation Catalog validated; Local vs. Shared Activities finalized

Top Risks/Issues and related Mitigation Plans:
Several key challenges have been encountered. Below is a summary with active and potential mitigations outlined.

Leadership Alignment: New program leadership, Leadership involvement and input expectations, Governance Group Engagement to support problem solving, and Governance structure as additional groups are stood up.

Collaboration: Virtual teaming with staffing shortages and SME availability, Co-Planning in a decentralized organization, Balanced Time with Partnership to support completing within scope, schedule and budget while achieving transformation.

IT Transformation Complexity: Collectively, we must continually prioritize and agree to the level of detail required to maintain forward progress which limits rework but allows for a reduction in uncertainty. We need greater alignment on what can be done in parallel versus iteratively in a way that all involved have an understanding of how it will come together in the end.

Resources / Staffing / Hiring: Partner progress on staffing / hiring is lagging, Extended duration for new resources to become fully productive in remote, complex environment.

COVID-19 Impacts on the University: Impact to SME availability as a result of financial challenges and other emergent planning; Remote work environment (sustainability); Prioritization of UWFT program work against other priorities within the institution.

Current Mitigation Actions Underway

The program employed several practical initiatives to mitigate challenges while continuing to maintain strong effectiveness and efficiency. Below is a summary of these initiatives.

• Improved Partner Engagement - Giving partners more time to plan and engage
• Deepening our collaboration/engagement relationships
• Re-evaluated Critical Deliverable Deadlines - Evaluation of critical deliverables for 7/1/22 (i.e. bank account integrations) versus staged deployment post 7/1/22 (i.e. EDW/BI reporting)
• Adjusted Schedule Efficiency - Adjusted schedule on design and discovery around integrations, Adjusted schedule on tech guardrails, Adjusted schedule on ATR decision
• Modified Resourcing and Timing - Shared Service/Op Model sequencing resourcing and timing

per Ed Loftus (Stephanie Cady) 7/19/20

Notes:

(A) Four projects note some impacts due to COVID-19 (UWFT; D:1; DAWG; Transportation).
OVERALL STATUS: GREEN

SCHEDULE:
The project team is continuing to make progress in all workstreams and has not yet been impacted by COVID-19.

REQUIREMENTS:
Requirements completed for 15 out of 35 sprints. Requirements in progress for four sprints.

DEVELOPMENT/CONFIGURATION:
Development completed for 13 out of 35 sprints. Development in progress for three sprints.

DATA MAPPING & MIGRATION:
Data mapping and migration completed for four sprints. Data mapping in progress for five sprints.

SYSTEM INTEGRATION:
- Advancement reviewed RACI matrix with UW-IT Microsoft Collaborative Applications (MSCA) Team and identified that a Memorandum of Understanding for FY21 is not needed.
- UW-IT PM is reviewing with UW-IT leadership to confirm if a MOU-lite is needed to capture scope. Both teams agreed to have a monthly check-in meeting.
- Additionally, Advancement is reviewing recovery and resource costs that UW-IT MSCA team provided for FY21.

TESTING:
Functional test creation completed for two sprints and in progress for one sprint. UAT planning is in progress and targeting to begin in August 2020.

RESOURCES:
Recruiting is underway for an Enterprise Software Support Analyst and a temporary Marketing Business Analyst.
Data Integration Analyst employment term will be extended and will transition over to the Information Management team beginning July 2020.

RISKS:
- #3 (Medium Impact): Coronavirus (COVID-19) – Remote Work
  The project team has been working with the vendor remotely and is familiar with collaboration tools such as Zoom and Teams and will continue to use these tools to work and stay engaged.

- #4 (High Impact): Coronavirus (COVID-19) – Member Becomes Ill
  If any project member becomes ill due to COVID-19, then the project schedule could be impacted. The project team has developed a contingency plan in the event that this occurs.

PROJECT BUDGET:
Project is under budget. Costs are not expected to exceed budget by go-live.

per Julie Ngo on 07-06-20
## Project Portfolio Executive Summary - Jun 30, 2020

### Destination: One

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<tr>
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<td>2</td>
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**Status**

The overall status of the program has improved since the previous report as the team has rebaselined their timeline due to the new go-live date, implemented some stringent project management processes for the program to follow and overall has been successful in creating issue mitigation strategies through weekly meetings to review any workstreams at a yellow status (no workstreams are currently at a red status). The team is currently engaged in integrated testing along with detailed planning for activation, readiness, and training tasks. Integrated testing has completed cycles 1-3 and is starting cycle 4 on 7/13.

**Risks**

1. Virtual Event Planning: A number of events are still being planned to take place virtually due to the impacts and unknown future impacts of COVID-19. These events have various due dates for completion and based upon impact are being presented to the project Executive Steering Committee for approval as they are completed.
2. Integrated Testing: Integrated testing is a major dependency to project success and overall timelines. Integrated testing Cycle 4 begins on 7/13 a detailed "gating" process is in place to ensure readiness and success in execution.
3. Lab Engagement: The D1 team is behind on certain areas of the lab implementation related to D1 due to the impacts of COVID-19 and access to lab resources to date. Resources are now in place and the team has created a detailed matrix of all required tasks and resources to ensure timelines can be met.

**High Level Timeline:**

- **Groundwork Phase** - Oct-Nov '18 - COMPLETE
- **Discovery Phase** - Dec '18-Jan '19 - COMPLETE
- **Adoption Phase** - Jan-Oct '19 - COMPLETE
- **Testing Phase** - Nov '19-Oct '20 - ONGOING
- **Training & Go-Live Phase** - Sept-Jan '21
- **Post-Live & Stabilization Phase** - Feb '21-Jul '21

*per Emily Schulte 7/19/20 <reviewed by Rich Selenis, Kristal Mauritz-Miller, Eric Neil>*

**Notes:**

- (A) Four projects note some impacts due to COVID-19 (UWFT; D:1; DAWG; Transportation).
### Clinical Trials Management System

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**Status:**
The CTMS Executive Steering Committee (ESC) has approved an updated project schedule that includes a CTMS Target 3 pilot in October of 2020. The pilot is expected to include 2 Oncology teams and 1 Non-Oncology team and will exercise all study financial management functionality that is in-scope. The full rollout will be initiated in June 2021 (instead of the previously planned March 2021 date due to the D1 project shift from October to January). The project will conclude as planned December 2021.

- Design & Design Validation have both been completed as planned in March and April
- Workflow Validation is currently underway and will conclude in mid September prior to the pilot in October 2020
- Project has remained on track for all major milestones to date
- Project team tracking risks around hiring delays for key project positions

**Upcoming Major Milestone:**
T3 Pilot October 2020

**Project Risks:**
Execution of hiring plan that supports updated schedule is delayed due to additional budget reviews needed for FY 21. The project team has partially mitigated this risk by extending a consultant resource until September 2020.

*per Ganga Subramanian 7/19/20 <reviewed by Rich Selenis, Kristal Mauritz-Miller, Eric Neil>
Status:
Project is on track. The Clinical phase will be fully live one month after D:1 go-live. Scope of clinical phase will include repository of data from retired systems, data from non-Epic clinical solutions and Epic data plus the data model incorporating Epic, ORCA and Soarian clinical data. Financial and Other phase work on the data repository has begun ahead of schedule.

Recent Activity:
• Stood up initial DAWG environment to enable D:1 report remediation to begin
• Trained and provisioned access for initial D:1 report remediers
• Formalizing program management structure, adding project management and business analyst resources
• Completed development of data model to accommodate Research reporting via Leaf
• Completed comprehensive quality and performance review of the data model in anticipation of initial test release
• Continued adding data sources to the repository, and enhanced data quality monitoring ability

Next Major Milestones:
• Initial release of data model
• Complete planning for retirement of current data warehouse (EDW)
• Finalize methodology for DAWG/UWFT coordination

Risks/Issues:
• Evaluating scope addition of developing a real-time interface for Lab data. This will add ~340 hours to DAWG effort. Pending approval of approach by the D:1 project,
• Evaluating scope addition of implementing Containers in DAWG. Solution will add unanticipated hours to develop support model
• COVID and floods have delayed the hardware delivery date for DAWG production servers. Evaluating alternate roll-out approach should delay continue.

per Kirsten Haynes 7/19/20 <reviewed by Rich Selenis, Kristal Mauritz-Miller, Eric Neil>

Notes:
(A) Four projects note some impacts due to COVID-19 (UWFT; D:1; DAWG; Transportation).
Status:
Project kicked off with Vendor 03/23/2020.
Vendor completed initial discovery of requirements in April.
Project is broken into 4 functional workstreams: Applicant Portal, Application Form, Evaluation of Application, Payment.

Applicant Portal: This is installed. Iteration 1 is completed with very basic configuration with some HTML styling. Iteration 2 is just getting started, with the goal of reflecting different experience for the Applicant depending on where they are at with the application process. There is an issue on the UX relating to Applicant's access to the Applicant Portal after shopping experience in our websites, which may prompt for a Issues Rating of 3 in the next reporting period.

Application Form: Iteration 1’s goal is to have Application Form configured with application questions for all certificate offerings. Iteration 1 is almost completed with final retesting expected to be completed 7/15. Iteration 2.1 is on improving UI for the Application Form relating to certificate offerings. Iteration 2.2 is on having the Application Form configured with application questions for course offerings and with integration to TouchNet and our SIS (called EOS). Iteration 2.1 is kicking off on 7/14.

Evaluation of Application: Analysis of requirements for this workstream is in progress. After that requirements will be shared with the vendor.

Payment: Vendor configured a basic form for payment on the Applicant Portal. We decided that the Applicant Portal will interface directly with TouchNet. Iteration 2.1, kicking off 7/14. will improve the UX and copy related to payment form on the Application Portal. Iteration 2.2 will focus on building integrations with TouchNet and EOS.

Jackson Lum <July 17th 2020>
## LQI Leases

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**Status:**
Project remains on track and should be completed in early August. The only major milestones remaining is user acceptance testing.

Budget estimate is +/−10% ($480-600K).

*Stephen Brady  7/16/20*
# Campus Space Management Modernization

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### Status:
This project has three primary milestones. It will deploy Space Manager on the InVision platform replacing GeoSIMS as the University’s space system of record. It will develop a user-friendly interface to improve the efficiency and effectiveness of the space functionalization process for the next F&A rate proposal preparation. Finally, this project will develop and implement new processes and procedures for floorplan updating across the University of Washington, enabling current and accurate space data.

Phase 1, the migration from GeoSIMs to InVision's Space Manager is on schedule for Fall 2020.

Colleen Bettis July 15, 2020

### Notes:
- (B) Campus Space Mgt Modernization replaces F&A Space Functionalization project, using UW Facilities InVision solution.
## Transportation System Improvement Project

| Project                          | Sponsor          | Oversight Level | Overall Risk & Project Health | Budget Rating | Schedule Rating | Scope Rating | Resource Rating | Issues Rating | Actual Cost       | Budget       |
|---------------------------------|------------------|----------------|------------------------------|---------------|----------------|--------------|----------------||--------------|-----------------|-------------|
| Transportation System Improvement Project | John Chapman    | 1 - UW         | 9                            | 2             | 2              | 2            | 1              | 2            | $3,144,384      | $3,401,300  |

**Status:**
Permit configuration into T2 Flex system ongoing.

*"Go Live" date extended to December due to COVID-19 related impacts. Change Order to extend project estimated at $30,000. Project budget increased by that amount.

*Eric Johnson 7/16/20*

### Notes:

(A) Four projects note some impacts due to COVID-19 (UWFT; D:1; DAWG; Transportation).
### Finance E-Commerce/Touchnet

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E-commerce is broadly defined as exchanging money for goods and/or services over the Internet. For our purposes, E-commerce is a program that will allow the Office of Merchant Services (OMS) that has three core functions: building online storefronts on behalf of our merchants in a PCI Compliant manner; consolidate third party vendor payment systems through the TouchNet Ready Partner Program; and create integrations with existing systems that remove University networks from PCI Compliance scope.

**Status:**
- Open position – slated for 50% work on e-commerce
- COVID19 impacts
- Expecting more web traffic while this persists
- On site assessments on hold limiting discovery of unauthorized vendors

**Budget:**
- Annual software costs will appear next quarter

*Per Gordon Scherer/Kevin Doar 7/9/2020*
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**Status:**
- Contract signed with technology vendor (Zylab) on 6/30.
- Finalized budget based on contract terms and timeline.
- Finalizing full schedule of activities and sprint sessions with vendor.
- Kickoff with UW stakeholders on 7/16.
- First of 8 requirements review sessions with vendor on 7/17

**Risks:**
- Two separate vendors working together for the first time to develop an integrated solution for UW. Included language in the contract, with exit opportunities at each of the six major milestones, to help mitigate this risk.
- COVID-19 will mean remote planning sessions and possibly remote implementation. Team will be monitoring closely but we do not anticipate this being a significant barrier to success.
### Gradescope

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<td>$85,000</td>
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</tbody>
</table>

**Project Overview:**

Paul G. Allen School of Computer Science and Engineering (CSE) Gradescope SaaS solution provided by Turnitin, LLC. The project expands the use of Gradescope within CSE and three other academic departments (Chemistry, Math and Applied Math) and takes advantage of the efficiency and benefits provided by integrating Gradescope with the Canvas Learning Management System (Instructure, Inc.). The project is structured around a “Growth License” that opens up access to other units more broadly over time for possible university-wide adoption.

GradeScope integrates with Canvas LMS in three ways: Grade Scope’s API, an LTI-powered “Pull” interface, and a “Push” interface through the GradeScope web console.

**Status:** Project on-track

**Milestones:**

- May 7: Fully executed Gradescope contract received by Turnitin.
- May 29: Initial year 1 invoice successfully processed with UW Procurement / ePay. ACH payment successfully sent to Turnitin.
- July 1: LMS configuration - Gradescope/Canvas integration for CSE, Chemistry, Math, and AMath sub-accounts fully installed/testing completed. (Summer quarter, LTI-powered interface in Canvas enabled for four contracted units only.)
- July 7: UW/Gradescope Kickoff meeting, begin roll-out phasing

**Next Steps:**

- SSO configuration
- Enable “Push” interface through Gradescope web console across UW before Fall
- Schedule training workshops for Fall
- Promotion/Outreach to other units on campus

**Risks:** none identified at this time

Rebekah Hansen - 7/17/2020
### Audit/Compliance of Unstructured Network Data

<table>
<thead>
<tr>
<th>Project</th>
<th>Sponsor</th>
<th>Oversight Level*</th>
<th>Overall Risk &amp; Project Health *</th>
<th>Budget Rating</th>
<th>Schedule Rating</th>
<th>Scope Rating</th>
<th>Resource Rating</th>
<th>Issues Rating</th>
<th>Actual Cost</th>
<th>Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>Audit/Compliance of Unstructured Network Data</td>
<td>Xiao-Ping Chen</td>
<td>1 - UW</td>
<td>9</td>
<td>2</td>
<td>2</td>
<td>2</td>
<td>1</td>
<td>2</td>
<td>$57,167</td>
<td>$60,000</td>
</tr>
</tbody>
</table>

**Status:**

Project remains on track. We have completed software configuration with the vendor. Jeff Balaz completed Varonis certification on 6/29. The previously identified problem with resolution of names associated with accounts in the NETID domain has been mitigated, and names are successfully resolving. Reports to identify PII have been successful on roughly 50% of files, with the remainder failing because of file system permissions on the monitored file servers; these are being manually mitigated. The PIA paperwork is complete, with one outstanding issue: identification of PII that Varonis identifies out-of-box, which Jeff is working on with Varonis.

Actual Cost and Total Budget adjusted to include labor costs.

*Jeff Balaz & Mick Westrick  7/17/20*
<table>
<thead>
<tr>
<th>Project</th>
<th>Sponsor</th>
<th>Oversight Level*</th>
<th>Go Live Date</th>
<th>Project Completion Date</th>
<th>Total Project Cost ($K)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Northwest Hospital HR &amp; Labor Integration</td>
<td>Nicki McCraw</td>
<td>2 - UW</td>
<td>Jan 1, 2020</td>
<td>Mar 31, 2020</td>
<td>$10,991</td>
</tr>
<tr>
<td>Oversight Level Key</td>
<td>Project Health Key</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>---------------------</td>
<td>-------------------</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Overseen by UW management and staff. Requires OCIO approval and reporting if over delegated authority.</td>
<td>Project is on time, on budget, and within defined scope, with minimal issues.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. OCIO approval required and regular project reporting. Quality Assurance (QA) reporting required, maybe internal or external. OCIO may recommend project to be full Technology Services Board (TSB) oversight.</td>
<td>Changes to scope, budget, or resources have placed project at some risk. Project has the potential for delays, cost or scope changes.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. High severity and/or high risk, subject to full TSB oversight, which includes TSB approval, written reports to the TSB, periodic status reports to the TSB by the agency director and staff, and submission of other reports as directed by the TSB. External QA reporting required.</td>
<td>Major changes to scope, budget or resources have placed project at critical risk. One or more of the following must change in order to proceed: project schedule, resources, budget, scope.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Note for UW Medicine:** project oversight levels 2 & 3 report to UW management

### **IT Project Risk Ratings (summed to calculate Overall Health Rating)**

<table>
<thead>
<tr>
<th>Current Risk Rating</th>
<th>Use the scale below to rate current performance on Budget, Schedule and Scope (select appropriate number for each)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Budget</td>
<td>1 = Performing better than project plan; ahead by 5% or more</td>
</tr>
<tr>
<td>Schedule</td>
<td>2 = Performance is on plan</td>
</tr>
<tr>
<td>Scope</td>
<td>3 = Behind plan, but within 5% of original targets</td>
</tr>
<tr>
<td></td>
<td>4 = Behind plan between 6% to 10% and likely to use/using contingency</td>
</tr>
<tr>
<td></td>
<td>5 = Greater than 10% behind plan and more than half of contingency used</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Current Risk Rating</th>
<th>Use the scale below to rate current performance on Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resources</td>
<td>People with the necessary expertise are....</td>
</tr>
<tr>
<td></td>
<td>1 = in place, or high likelihood of being available as specified in the Resourcing Plan.</td>
</tr>
<tr>
<td></td>
<td>2 = There are some minor gaps in resourcing, but can be overcome with minor alterations of the Resourcing Plan, with no significant impact on schedule, budget or deliverables.</td>
</tr>
<tr>
<td></td>
<td>3 = somewhat in place, or struggling to perform, with moderate risk to schedule, budget or deliverables.</td>
</tr>
<tr>
<td></td>
<td>4 = There are gaps in resourcing, with moderately high risk to schedule, budget or deliverables. Mitigation plans in place, or will be soon.</td>
</tr>
<tr>
<td></td>
<td>5 = not in place, or low likelihood of being available per the Resource Plan. Significant impact on schedule, budget or deliverables, without mitigation plans in place.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Current Risk Rating</th>
<th>Use the scale below to rate current impact of Issues and other factors relevant to the project (select one number for this measure)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Issues</td>
<td>1 = No risks or issues identified at this time</td>
</tr>
<tr>
<td></td>
<td>2 = Some identified but minor, no impacts anticipated</td>
</tr>
<tr>
<td></td>
<td>3 = Some that could impact the project are being managed, with minimal impact anticipated</td>
</tr>
<tr>
<td></td>
<td>4 = Significant risks/issues/other factors identified but not yet managed</td>
</tr>
<tr>
<td></td>
<td>5 = Risks/issues being managed but will have significant impact (greater than 10%) on project budget, schedule and/or scope</td>
</tr>
</tbody>
</table>