Call to order
- Welcome and introductions
- Governance Board update
- IT Service Management Board update

Top 1-2 IT Issues – input from Board

Technology Recharge Fee annual review

COVID-19 Impacts
- Impacts on IT for teaching and learning

UW Finance Transformation
- Decision on Operating Model and HUBS
- Impacts to UW units and change management approach

Top 1-2 IT Issues discussion

Wrap up
<table>
<thead>
<tr>
<th>Introductions</th>
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<tbody>
<tr>
<td><strong>IT Service Investment Board</strong></td>
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</tbody>
</table>
| **Anind Dey**  
The Information School  
Chair |
| **Dave Anderson**  
Health Sciences Administration |
| **Pedro Arduino**  
College of Engineering |
| **Maureen Broom**  
UW Medicine |
| **Julie Brown**  
University Advancement |
| **Susan Camber**  
Financial Management |
| **Joe Giffels**  
Office of Research |
| **Joe Janes**  
Faculty Senate |
| **Mary Fran Joseph**  
UW School of Medicine |
| **Christy Long**  
UW Bothell |
| **Stephen Majeski**  
College of Arts & Sciences |
| **Aaron Powell**  
UW Information Technology |
| **Bill Ferris, ex officio**  
UW Information Technology |
| **Linda Rose Nelson, ex officio**  
College of Arts & Sciences |
Governance Board Update – IT Strategy Board

Aaron Powell
Vice President for UW-IT and CIO
IT Governance Board Update

> IT Strategy Board (10/19 meeting)

- **COVID-19 Update:** Update on continued high demand for online teaching support, and projects developed to support online teaching and learning: web resource for teaching remotely; new service to set up computational environment in courses for students to learn data management, data analysis for research; enhancements to tools for advisors to better identify and support students at risk.

- **Emerging issues:** Discussion about UW students in countries with different laws around speech and information and their technology access and safety risks, even while maintaining academic freedom. Board recommended exploring potential criteria for corporate social responsibility of IT vendors and working other units on campus. Update on Canvas’ ownership change and Zoom’s expanded business model, and being attentive to how these changes may affect how these vendors respond to higher ed’s unique needs.

- **UW Finance Transformation Update:** Update on progress, including the initial configuration of Workday, and that some technical components have increased in scope and are behind schedule. Transition to next stage has been pushed to November and will be contingent on a detailed integrated plan being developed. Also Board discussed HUBs model and option for larger units to manage own services, and communicating with the units’ associated costs for managing own HUB.
Governance Board Update – IT Service Management Board

Mike Middlebrooks
Director of Information Technology, School of Medicine
QUESTIONS
Top 1 – 2 IT Issues – Input from Board

Aaron Powell
Vice President for UW-IT and CIO

Jacob Morris
Director, Strategic Initiatives and Projects, UW-IT
Top 1 – 2 IT Issues

Take 5 minutes, on your own

> What are the one or two most important technology-related issues the University faces today?
Technology Recharge Fee Review

Bill Ferris
Chief Financial Officer, UW-IT

Linda Nelson
Director of Finance and Administration, College of Arts & Sciences
TRF Advisory Committee Members

- Bill Ferris, UW Information Technology, Co-Chair
- Linda Rose Nelson, College of Arts & Sciences, Co-Chair
- Betsy Bradsby, UW Finance Transformation
- Maureen (Mo) Broom, UW Medicine
- Jason Campbell, Planning & Budgeting
- Kelly Campbell, School of Pharmacy
- Gary Farris, School of Dentistry
- Bill Fritz, UW Tacoma
- David C. Green, School of Medicine
- Amy Stutesman, UW Bothell
- Barbara Wingerson, UW Facilities
Confirmed Recommendation from Prior Year

> Maintain current TRF rate model/methodology though FY22, 23, & 24
  – Current model is out of date and requires workarounds
  – Future impact of FT, including new Foundational Data Model (FDM) and ongoing operating costs related to integrations

> Defer major TRF review/update to the methodology until year after implementation of Finance Transformation
  – Larger committee – reconfigure model/methodology
  – Include impact of FT on cost of services
  – Incorporate new service costing model – major changes to FDM may have impact on how UW-IT does cost accounting
  – Until the review - Medical Centers to directly fund additional 2 FTE to support impact of integration of NW Hospital, UWP, and UWNC
UW-IT Fiscal Challenges for FY22

> No opportunity for Provost Reinvestment Funds

> Significant Increases for software licensing
  
  – Microsoft Campus License Agreement – end of 3-year contract (June 2021); anticipate 5% to 10% increase ($200K-$500K)
  
  – Enterprise Document Management – Oracle replacement ($300K-$500K)
  
  – Canvas Learning Management – 75% increase ($130K)
  
  – DocuSign – 100% increase ($150K)
  
  – Replace spam filtering software, Sophos, with new vendor ($500K-$800K)

> Finance Transformation – Contributed Labor $1.5-2.0M Yr. (10-15 FTE over 20+ positions).
Recommendation for TRF Rate FY 2022

> A 2% increase
  – Results in overall net of $450K/year
  – Helps address a significant increase in software license costs
  – Avoids dramatic rate increase in future years

<table>
<thead>
<tr>
<th>TRF Monthly Rate Comparison</th>
<th>FY 2021 TRF Rate</th>
<th>FY 2022 2% Increase</th>
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<tbody>
<tr>
<td>Medical Centers Employee*</td>
<td>52.18</td>
<td>53.22</td>
</tr>
<tr>
<td>Campuses Employee</td>
<td>58.28</td>
<td>59.44</td>
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</tbody>
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*UW Medical Centers continues to fund 2 FTE for NWH/UWP/UWNC
### TRF Rate History

<table>
<thead>
<tr>
<th></th>
<th>FY11</th>
<th>FY12</th>
<th>FY13</th>
<th>FY14</th>
<th>FY15</th>
<th>FY16</th>
<th>FY17</th>
<th>FY18</th>
<th>FY19</th>
<th>FY20</th>
<th>FY21</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical Center</td>
<td>$53.43</td>
<td>$53.43</td>
<td>$53.43</td>
<td>$50.00</td>
<td>$50.00</td>
<td>$50.91</td>
<td>$51.34</td>
<td>$51.34</td>
<td>$52.20</td>
<td>$51.75</td>
<td>$52.18</td>
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<tr>
<td>Campus</td>
<td>$52.68</td>
<td>$52.68</td>
<td>$52.68</td>
<td>$54.50</td>
<td>$54.50</td>
<td>$55.51</td>
<td>$56.13</td>
<td>$56.13</td>
<td>$57.28</td>
<td>$57.53</td>
<td>$58.28</td>
</tr>
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#### Rebalancing of Rate

<table>
<thead>
<tr>
<th>Increase to campus:</th>
<th>1%</th>
<th>0%</th>
<th>2%</th>
<th>0.5%</th>
<th>1.3%</th>
</tr>
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</table>

> TRF supplements existing GOF/DOF resources to provide Basic Services

> Medical Centers are excluded from GOF/DOF subsidy and billed separately for Network & Telecom, resulting in an effective rate ~$85/month

> The initial TRF coincided with a $20/month reduction of the Dial Tone rate, a $6M annual savings to the University
Action Requested:

Endorsement of TRF Advisory Committee Recommendation
QUESTIONS
COVID-19 Update
Impacts on IT for Teaching and Learning

Erik Hofer
Associate Vice President for Academic Services, UW-IT
UW Finance Transformation

Ed Loftus
Assistant Vice President for Finance Transformation
Architect: Most Deliverables Achieved

> FDM Blueprint 3.0 secured unanimous approval
> Initial configuration of Workday Financials now built
> Systems dispositioning sessions nearly complete
> Data Conversion Integrity Plan complete
> Initial gap app decisions made
> Detailed review of impacts to HRP substantively complete
> Reporting Strategy complete
> Data Management Guardrails complete
Architect by the Numbers...

Processes Designed
30 Processes Defined
340 Hrs of discussion
70 PTT members involved

>1000 User Stories defined

System Dispositioning:
968 systems*
dispositioned
(7 outstanding)
397 Retain / 398 Retire

5 Universities interviewed for
Shared Services benchmarking

113 Cross-Functional Design Sessions

Engaging our stakeholders:
42 communications published
316 unique engagement events

24 PDW Workshops
8000+ Zoom Hrs
3000+ attendees

Assessing the change:
Captured 343 change impacts!

25 FDM design sessions w/125 attendees

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*968 systems were identified in the data gathering efforts in total, though more than 100 of those were systems that are not directly related or integrated with the finance or supply chain system, and approximately 70 were duplicates.
Current Key Program Risks

> Major elements of the core program have remained on scope, schedule and under budget

> Some components are behind schedule and are in “red.” These include an integrated plan, technical infrastructure and reporting

> The overall program is currently yellow, both from an internal reporting status as well as with our external partners
Formal Transition to Configure & Prototype Moved to November

> Transition is contingent upon the finalization of a detailed integrated plan

> The core program team is dedicated to supporting this plan development while also identifying ways to advance in the most important areas and focus on work that identifies as critical path and critical for go-live (CFGL) items
**Timeline – Program Schedule Validation**

- Present v2 of integrated plan on 11/6 to S7
- Complete Impact Assessment and develop refined v3 of plan
- Present preliminary findings at 11/24 Sponsor meeting
- Sponsor decision(s) on next steps at 12/16 Sponsor meeting

<table>
<thead>
<tr>
<th>Nov 6 S7</th>
<th>Nov 24 Sponsor Mtg</th>
<th>Dec 16 Sponsor Mtg</th>
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<tr>
<td>Present v2 integrated plan</td>
<td>S7 Recurring Review</td>
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<tr>
<td>Review topical themes impacting scope, schedule, budget</td>
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<td>Present schedule recommendations for executive decision</td>
</tr>
</tbody>
</table>
| Initial Impact Analysis:  
  - Criteria for CFGL  
  - Potential Staging Options  
  - De-scoping Options  
  - Financial Impact Assessment  
  - Program Alignment Review | Impact Analysis Based on Sponsor Feedback:  
  - CFGL  
  - Staging Options  
  - De-scoping Options  
  - Financial Considerations  
  - Programmatic Adjustments | Present Op Model findings for executive decision |

**Ongoing Programmatic Activities**

- FDR Strategy Development
- Confirmation Sessions
- Operating Model Unit Assessment / Costing Taskforce
- System Disposition Priority / Funding Assessment
- Layer 1 vs Layer 3 Integration Assessment
- Change Impact Assessment / Unit Readiness Tracking Pilot
- Financial Reporting Advisory Group
- Design Sprints / HRP Tenant Updates / WD Reporting Inventory
- Operating Model Provost Review & Planning

**DRAFT**
Op Model Criteria Approach - Schedule

**Preparation**
- Oct 13: Mark, Kim, Margaret and Sarah H. preview meeting
- Oct 15: Sponsors meeting - preview approach
- Oct 19: Admin Council - preview approach
- Oct 21: Present approach at BODC

**Completion - Initial Evaluation**
- Oct 22: We are here
- Oct 22 - Nov 5: Response window for '3 digit' orgs
- Oct 22: Compilation & Analysis

**Iteration/ Follow-on**
- Nov 6-10: Submission deadline
- Nov 9 - Nov 20: Assessment review sessions
- Nov 9 - Nov 20: Unit iteration (as needed)
- Nov 9 - Nov 20: Analysis; Op Model Org Design

**Outcomes and Comms**
- Mid-Dec: Decision and Communication
- Nov 19 & 20: Provost Office Review

**Questionnaire and Supporting Material Prep**
- Questionnaire and Supporting Material Prep
- UWFT to hold Q&A sessions
- UWFT to hold Process Deep Dive Sessions
- UWFT to hold Office Hours

*Updated on 10/30*
QUESTIONS
Top 1 – 2 IT Issues Discussion

Jacob Morris
Solutions Architect, Strategic Initiatives and Projects, UW-IT
Wrap Up
QUESTIONS AND DISCUSSION