

IT Evolution and Development Council - Partnerships roadmap

Key:

initiative requires funding and/or people resources beyond operating budget

| Strategy | Activity Description | 2H - FY20 (Jan - Jun 2020) | 1H - FY21 (Jul - Dec 2020) | 2H - FY21 (Jan-Jun 2021) | 1H FY22 (Jul - Dec 2021) | overlap or interdependency with other council domain | "Priority: Level 1: high priority; high commitment Level 2: subject to longer timeframe if constraints increase/shift" |
|---|------------------------------|---|----------------------------|--------------------------|--------------------------|--|--|
| Increase engagement of IT leadership in planning and decision-making efforts in every institutional, collegiate, and administrative organization. | Governance | Use data for assigned IT leadership roles to promote transparency in technology decision making and governance for units without designated IT leaders. | | | | | |
| | Create Common Role | Common roles definitions i.e. IT Strategy , IT Operations | | | | Workforce Development | |
| Invest in tools, skills, and processes to develop, understand, and manage relationships and partnerships for campus. | PREQs and Universal Workflow | Identified IT leaders should be at least 'View Only' on all purchases with IT IACCTs. | | | | General IT services | |
| | Establish Common Terminology | Explore organization ITIL training opportunities. | | | | General IT services | |

IT Evolution and Development Council - IT Evolution roadmap

Accountable leader: Rachel Napoli

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|---|------------------------------|---|--|--------------------------|--------------------------|--|--|---|
| Leverage the complementary strengths of HCIS and OneIT to foster success in teaching, research and health care, and to meet growing demand for IT. Execute collaborative HCIS/OneIT assessments and resulting implementation projects to take advantage of expertise, reduce duplication, leverage scale and optimize IT support. | Joint project implementation | Implement joint projects: Identity and access management; Skype for Business; IT service management, Office 365 | | | | General IT Services; Administrative Data & Systems | 1 | |
| | Community integration | Integrate HCIS & OneIT staff through collaborative projects, employee events, leadership development programming and SPARK job shadowing/rotations. (HCIS/OneIT joint leadership team) | | | | IT workforce of the future | 1 | |
| Clarify the mission and identity of OneIT. Increase collaboration and build bridges throughout campus IT units. Minimize isolated processes and decision-making, and cultivate broad perspectives to best serve the needs of the whole institution. | Structure | Clarify OneIT - Planning: Establish team & develop project plan to implement naming and branding convention. (TBD) | Clarify OneIT - Implementation: Implement identity and branding convention across campus IT units. (TBD) | | | | 2 | |
| | Governance | Revisit value proposition of OneIT governance. Clarify roles/scope, and rotate membership of governance groups to optimize effectiveness and ensure alignment with UI governance & strategy. (Napoli) | | | | | 2 | |
| | Campus engagement | Engage in local strategic planning; Refresh OneIT strategic plan. (OneIT leaders & others, TBD) | Engage in campus strategic planning (TBD) | | | | | 1 |
| | | Meet with Deans/VPs, IT leaders and budget officers across campus to build bridges and cultivate collaboration. (Fleagle) | | | | | | 1 |
| | Culture | Conduct root cause analysis of key issues impacting organizational health (Napoli/Fleagle) | Implement actions to alleviate identified issues (TBD) | | | | IT workforce of the future | 1 |

Workforce of the Future, IT Evolution and Development

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|---|----------------------|--|--|--------------------------|--|--|--|
| Skills Meet the needs of the Institution | SPARK | Reach operational mode on both Observations and Immersions | | | | | level 1 |
| | IT Academy | | Re-evaluate opportunities to kick off project | | | | level 2 |
| Culture of Commitment to Diversity, Equity, and Inclusion | OneIT DEI Plan | Develop and Incorporate OneIT DEI plan into new OneIT strategic plan | Implementation of OneIT DEI Plan | | Check progress on OneIT DEI Plan Metrics | | level 1 |
| Goal Execution | Execution Planning | Recruit and Establish team for planning and execution | Track execution of 2020 roadmap items / Plan for 2021 roadmap and beyond | | | | level 1 |

IT Evolution and Development Council - Innovation roadmap

| Strategy | Activity Description | 1H - FY18 (Jul - Dec 2018) | 2H - FY19 (Jan - Jun 2019) | 1H - FY19 (Jul - Dec 2019) | 2H - FY19 (Jan-Jun 2020) | overlap or interdependency with other council domain | Priority: Level 1: high priority; high commitment Level 2: subject to longer timeframe if constraints increase/shift |
|---|--|--|---|---|--------------------------|--|--|
| Create new internal funding options for faculty, staff, and students to pursue innovation. | Innovation Award Pilot | Draft proposal for an Innovation Award, similar to ITTA award for Innovation projects (TBD) | Work within University Budget process to secure one-time funding for pilot (TBD) | Start pilot, include mechanism for tracking "effectiveness" of award in encouraging innovation (TBD) | | Research Services | Level 1 |
| | Funding Partnerships | | Survey various campus units for how innovation projects are funded locally. (TBD) | Develop proposals for opt-in pooling of available funds to support innovation projects (TBD) | | | Level 2 |
| Develop services, processes, and structures within OneIT to rapidly meet the technology needs of new and innovative. | IT Facilitation | | Explore the creation of a one-stop "IT facilitation" function within OneIT as an entry-point for faculty, staff and students with unique IT requests. (TBD) | | | Research, Partnerships (2A, 2C, 5D) | Level 1 |
| | Agile and Advanced Systems Development | | Explore a "Build" service that can quickly research and develop new IT solutions for faculty, staff and students. (TBD) | | | Research (2A, 2C) | Level 1 |
| Ensure that existing production IT services are as adaptable as possible to accommodate innovation and emergent. | Service Agility | | Define the a means for measuring service agility. (TBD) | Identify key "enabling" production services that can better enable innovation if service was more agile. (TBD) | | InArc, General IT Services | Level 1 |
| | Campus Services and Systems access | | | Inventory and make available to OneIT staff various web APIs to key production systems to enable innovative projects. (TBD) | | Administrative Data and Systems, InArc | Level 2 |
| Develop and implement a process by which new technologies, systems, and services can be scaled and transitioned to production mode, as appropriate. | Service Maturation Framework | Ensure that service maturity is included and prioritized in the development of an IT Service Management Framework (ITSM). (TBD) | | | | General IT Services (9A) | Level 1 |
| Intentionally direct more of our IT efforts to support innovation. | Innovation as a framework | Work with other strategic plan owners in Research and IT evolution, to identify the roles and structures critical to support innovation. (TBD) | | Proactively focus OneIT staff and units which align well with redefined roles/structures towards supporting innovation. (TBD) | | Research, IT Evolution (2A, 2B, 7B) | Level 1 |

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