

# Project Closeout



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## Project Details

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**Project Name:** OneIT – Governance  
**Project Team Leads:** Maggie Jesse, Tim Shie  
**Project Manager:** Romy Bolton  
**TeamDynamix Project Number:** 241126

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## Project Overview

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Develop an IT Governance structure that ensures:

- All stakeholders have appropriate input into the enterprise IT decision and policy-making process
- IT Services meet campus needs in a timely and cost-effective manner
- Effective feedback for strategic and tactical measures, priorities, and service requirements are provided

To achieve this, the following set of requirements were implemented:

- 1) Evaluate current Governance model and identify improvements that facilitate better communication and input from stakeholders. Broaden scope of governance to include all campus IT activities.
- 2) Establish and support enterprise level decision and policy-making structure that represents OneIT organization.
- 3) Develop and implement standard procedures for continuously identifying, collecting, and archiving data on IT projects and services.
- 4) Create, develop and manage a campus-wide IT project portfolio database, to facilitate visibility and coordination of IT projects. Establish mechanism for adding new and archiving old projects.
- 5) Develop and implement methodology for identifying and collecting IT expenses, including personnel effort. Develop accounting and human resource standards for consistency across IT units, regardless of funding models.
- 6) Generate reports to improve visibility, recognize IT efforts and expenses, and assist decision-making.
- 7) Develop and implement methodology for monitoring strategic planning initiatives.

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## Project Accomplishments

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The OneIT Governance and Visibility project team has accomplished the following:

- 1) The existing governance model was analyzed, with existing decision-making processes mapped, and feedback gathered from stakeholders. Benchmarking was conducted to compare UI to IT governance models at peer institutions. A new model was drafted to incorporate all IT efforts across campus (with the exception of UI Health Care). [Requirement 1](#)
- 2) Incorporating input from a series of retreats with OneIT leaders, a new [governance](#) model was developed, comprising three key groups with distinct roles in the governance process: domain specific councils, strategy team and operations team. All of these groups involve representation from across campus, and are campus-wide in scope. [Requirements 1 and 2](#)

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- 3) A process was established to identify potential projects and guide them through the governance process in a timely and transparent manner, based on established criteria. The process, initiated by any campus IT leader, involves entering project information into a workflow form, which triggers essential project information to be posted on the [OneIT intranet](#) for campus visibility. The potential project is guided and tracked through the appropriate governance groups by the Project Management Office (PMO). Projects are tracked through the workflow process, and subsequently in TeamDynamix, once approved. Project closeout documentation will also be posted on the OneIT intranet, providing an archive of completed projects. [Requirements 3 and 4](#)
- 4) An IT project portfolio database has been established and is being maintained by the PMO, using TeamDynamix, Workflow and the OneIT Intranet. [Requirement 4](#)
- 5) As part of the OneIT PMO project, all 20 non-ITS departments were brought onto a time tracking software solution, TeamDynamix, to ensure consistent tracking of IT expenses and personnel effort across projects and services. Project management documentation, TeamDynamix and other systems are being utilized for identifying and collecting IT expenses. [Requirement 5](#)
- 6) New projects that enter the governance workflow process are reported on at weekly Operations Team meetings. In addition, Custom and Out of the Box reports are available to IT Leaders through TeamDynamix. [Requirement 6](#)
- 7) The six councils have implemented a road mapping process. The roadmaps are reviewed by the Strategy Team with IT initiatives prioritized in alignment with institutional priorities. [Requirements 3, 7](#)

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## Recommendations for Further Action (What tasks are still left to do)

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The following recommended activities will continue as the governance model is operationalized and evolves.

- 1) Continue communication and promotion of governance model
  - a. OneIT Town Hall (8/10/17)
  - b. Continue to provide governance related information via OneIT website and Intranet.
  - c. Launch Public Discussion (Project Insight) Sessions

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- 2) Continue to enhance tools utilized by the project governance process, which currently include UI Workflow, OneIT Intranet and TeamDynamix.
  - a. Develop process for archiving projects after close out
- 3) Complete first cycle of road mapping process.
- 4) Engage in strategic planning to identify strategic priorities for the coming years.
- 5) Monitor and incorporate feedback into the Governance Process for ongoing enhancements.
- 6) Weekly meeting, to continue to develop and improve on processes put in place.

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## What Could Have Been Improved (What would you have done different)

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The operationalization of the new Governance model has taken longer than expected due to the highly iterative and inclusive process used. The model will benefit in the long term from broad campus input.

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## Recommendations for Process Improvement (What can be done better on future projects)

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Not Applicable

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