Project Closeout

Project Details

Project Name: IT Procurement
Project Team Leads: Tim Evans, Patrick Delin
Project Manager: Kirk Corey
TeamDynamix Project Number: 241122

Project Overview (What were the goals)

- Identify use cases and cost models for VDI
- Create ways to reduce the cost of procuring and managing end user devices
- Centralize and improve the procurement of IT software licenses to assure best pricing and terms
- Develop and implement a process that gives the University CIO oversight of IT-related purchases

Project Accomplishments (What was accomplished)

- Created complete cost analysis for VDI and determined that use cases were limited, essentially eliminating any broad adoption or cost savings potential.
- Completed strategic sourcing initiative with Regents’ universities, standardizing end user device hardware configurations in order to negotiate the best possible price and manage devices more cost effectively.
- Implemented a workflow process for technology review, in order to eliminate duplicate licensing, assure best pricing and reduce risk for security and legal compliance while providing requestors with better insight into the process. This review process also provides a mechanism for CIO visibility of technology purchases. Since the workflow process became available in October 2017, more than 180 software titles have been submitted through the new review workflow.

What Could Have Been Improved (What would you have done differently)

- One of the project leads (Patrick Delin) left the university during the project. In hindsight, it may have been helpful to appoint a second co-lead in order to provide an additional perspective during the project.
- The software procurement sub-project was influenced by two requirements that came after the initial OneIT project was created. First, the Board of Regents Policy Manual was updated to require evaluation of IT accessibility in the procurement process. Second, a report from Internal Audit added requirements applicable to the review process. Both of these are helpful requirements that belong in the process, but there were some challenges to implement as the requirements came from sources outside of the OneIT project process. Specifically, the requirements for accessibility and cloud security review have created
unanticipated increases to review workload. Work is in progress to find ways to streamline the review process further.

- The CIO-oversight component was dependent on expected changes to the ePro system that were not yet fully implemented. We could have identified this issue sooner.

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

- We will continue to refine the CIO Oversight component and work with ePro team to make sure we are meeting all needs. Recommend additional development to ease visibility into all technology purchases, such as conditional logic in purchasing workflow that would route all items within certain categories and/or over certain price thresholds to the CIO for approval.
- Specific to the technology review process, continue to find ways to clarify and streamline the requirements to minimize unnecessary work and shorten the review timeline. Work continues to educate requestors on the requirements and purpose of the review process. However, even though the required reviews have been centralized and are triaged, the process can be too slow at times.
- Recommend continued use of the strategic sourcing process, including broad campus input on ways to drive more purchases away from custom configurations towards standard models.
- Continue to evaluate use cases and cost models for VDI on a periodic basis, perhaps once every three years.

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

- For all OneIT projects going forward, recommend exploring additional ways to increase transparency especially with regards to lessons learned at project closeout.

| ☐ | Project Closeout Approval Date | MM/DD/YY |