



# Office of Information Technology

11/13/2019





# Agenda

- IT Pillars
- Health Assessment
- Summary



# IT Pillars



## Enable Student Success

Align IT to academic plans

Be educational futurists

Improve the student experience

Support data-driven decision making

Leverage technology to support those most in need



## Optimize Enterprise Architecture

Adopt standard methodology

Make sustainable technology choices

Identify stakeholder needs and strategies

Complete current/future state gap analysis

Develop and maintain an IT roadmap



## Secure the Institution

InfoSec program

Maintain policy, governance and controls

Operational Vigilance

Promote cybersecurity awareness

Be compliant



## Deliver Operational Excellence

Organize for success

Be a data informed operation

Own a culture of sustainability

Provide best in class services

Be a model for DEI





# Health Assessment

Measurement tool that uses current technology, processes, decisions, quality, and effort to complete the work assigned.

ECO-SYSTEM: Student Services						
SAMPLE ONLY						
Application	Product	Status	Status			
Name	Function	Vendor	Owner	Current	Strategic	Issue/Description
Degree Works	aligns student with required courses for degree	Ellucian	April Hamlin	Yellow	Red	Issue, vendor road map aligns, does / does not have required features
Advisor Trac	Allows students to schedule times with advisors	Trac Systems	April Hamlin	Green	Green	Not using all features and vendor roadmap aligns with planned features





# Scope/Rules

Software/Hardware

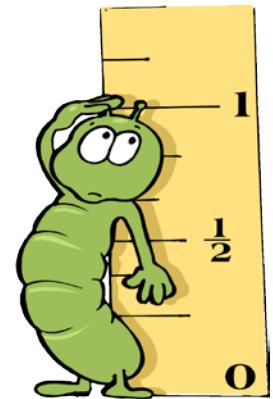
Current User processes

Possible user processes 5-years to the future

Possible efficiencies and optimization gains

Identification of process pain points and their cause

Creation of defined rules regarding health color codes.



# Methodology/Framework

Lean / Six Sigma

Agile Framework

Use Critical thinking

Interviews

Group work sessions (Board, Admin, Faculty, students)

Brainstorming with quick vote

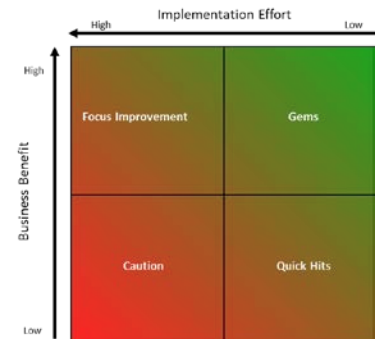
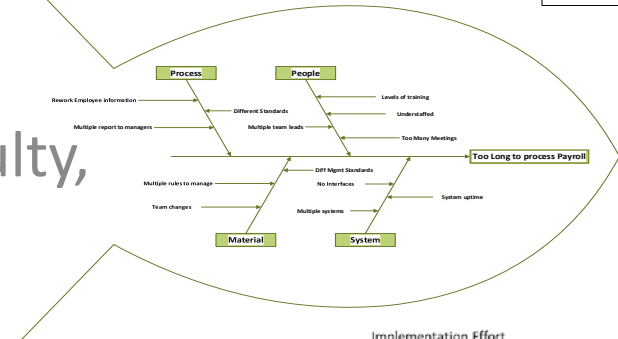
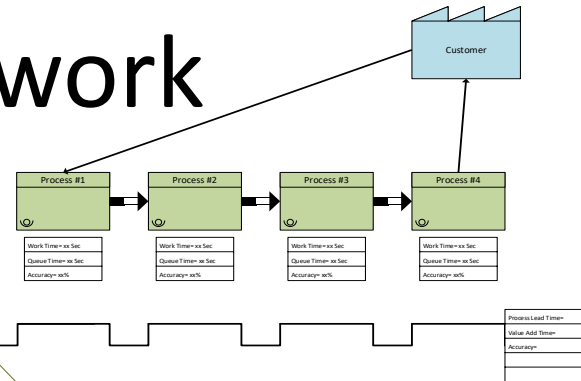
Ishikawa diagrams

Pareto diagrams/principle

Value Stream mapping

4 quadrant matrix model

Vendor Demonstrations





Assumptions

**No Sacred Cows !**



# Alignment on Roles

- Sponsor: Financial responsibility & overall success of the department.
- Owner: Owner of technology/application rules and processes within the department.
- Key Stakeholders: Subject matter experts
- Where is IT? – IT is their partner at every level to assist in the success of the department. We will evaluate and set technology rules to provide a framework for security, interfaces, support, and successful use of the application.





# Eco-systems



**Product platforms defined by core components and processes made for the platform owner and complemented by additional unique applications/systems**

Admissions

Special Events

Bookstore

Faculty

Facilities

Communication

Finance/Acct

Human Resources

Student Services

Advancement & Foundation

Athletics

Assessment & Accreditation





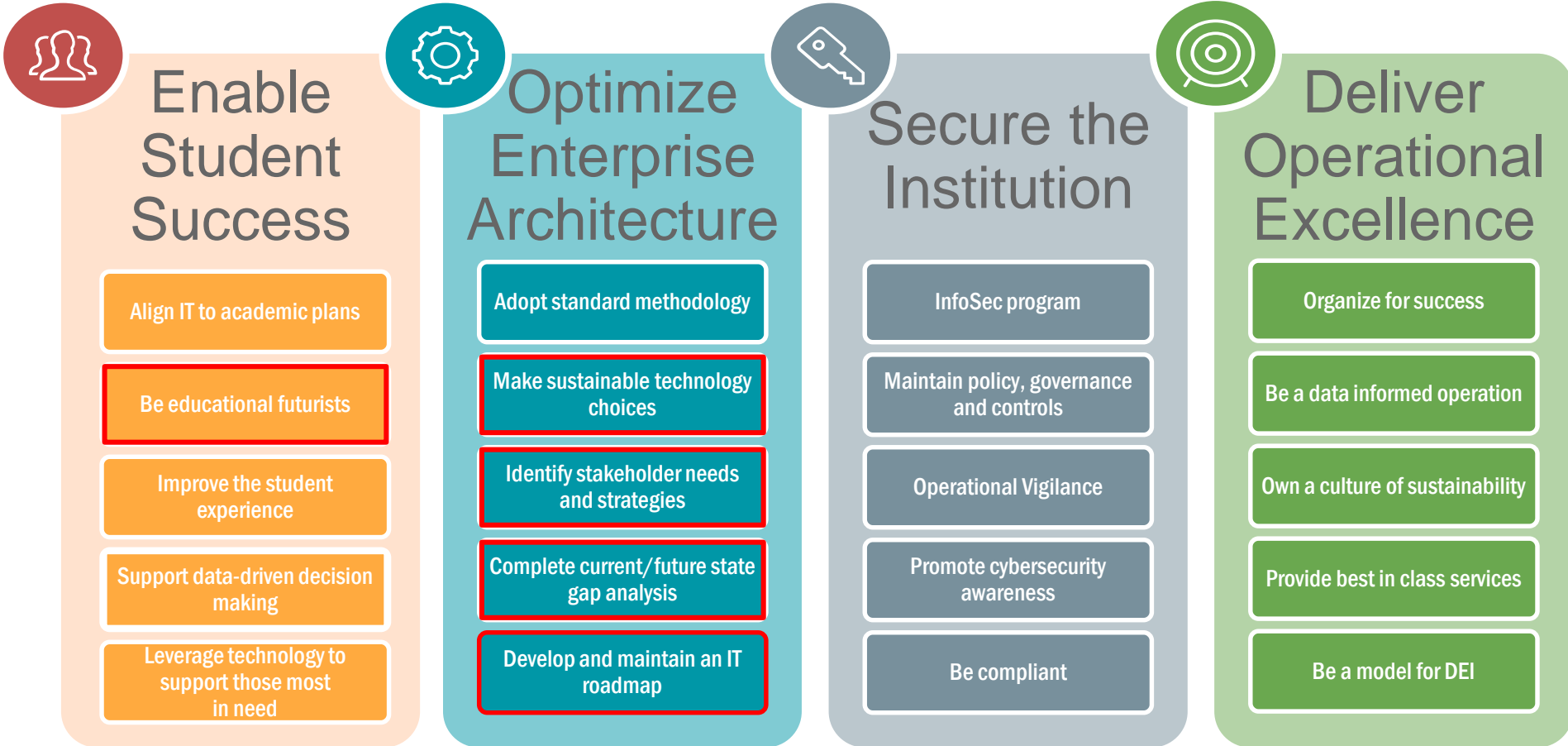
# Outcome

- High level understanding of current technology used and success within it's use.
- Value stream maps of current processes
- Identification and documentation of current processing pain points
- Better understanding of future needs
- A color-coded health assessment to assist with ecosystem needs.
- A roadmap with impacts for prioritization





# IT Pillars





# Summary

The next 12 months will consist of reviewing our current processes, examining of our pain points, creation of required documentation, and mapping our processes for in-efficiencies. The result will be a health assessment of our processes and applications that can be used to build a roadmap to tomorrow.

