IT Services Planning – Mark Staub, Rhonda Brown, and Pam Fuller Facilitators

IT Service Planning Site – review of IT Services Planning site and discussion lead by Mark Staub

IT Services Planning (this site will have a new address in the near future) - This site will contain information related to IT Services Planning for the University and will contain updates about the Service Portfolio and Cost of Services.
IT Connects initiative and schedule of IT Matters speaker series.

Portfolio of Services – ITS prototype review and discussion lead by Rhonda Brown:

- ITS had a team of staff provide input and data elements needed for the ITS Services Portfolio. Ag Sciences and University Libraries were also represented as they expressed an early interest in expanding the portfolio to other University areas.
- ITS collects services and elements related to each service.
- This Portfolio is the first place ITS has been able to go to view all ITS Services in one location.
- Currently working on revisions in the ITS Portfolio prototype.
- The data elements gathered are available on the ITS Services Planning Portfolio wiki.
- Need to get to a place of more transparency and need to collect better data.
- The ITS helpdesk asked for a service element to help them use the data for contact information so they can take advantage of the Portfolio.
  Long term goals are:
- Working on defining the dependencies of each service (if one service is down, showing how it affects other services).
- Developing Role and Unit authorizations to customize the views of the Services and how much information will be displayed about each service as it relates to a user.
- Eventually want the “ITS Services Portfolio” to turn into an “IT Service Portfolio” for the University.
- ITS wants to put an infrastructure in place for the IT Services Planning process to be scalable for the University.
- ITS has started to work with other areas at the University to help them define their IT Services.

Cost of Services – reports reviewed and discussion lead by Pam Fuller:

- Currently, there is not a way to currently allow us to pull the cost of IT at Penn State.
- We’ve been reviewing various ways of breaking down the cost of IT.
- This initiative is not big brother. We are looking for what commonly brings us together and how we can better collect and use the data to help IT Directors have better data to review and aid them in the service decision making process.
- ITS currently uses 3 things to create the Cost of Services reports: IBIS (has the actual costs), ITS Services Portfolio (has the Services) , and a Mapping Database (has the Cost Centers tied to the Services).
- ITS used functions to help categorize the services.
- ITS Directors started allocating staff effort percentages (do not allocate less than 5% of effort) related to the services (not for time tracking, but for showing where the real service effort is provided.)
- At the close of 09/10, ITS will have the first “good” set of reports. Four reports have currently been developed to help the Service managers and/or Unit managers.
- Pam is happy to meet and talk with anyone about how to start modifying cost centers to work for Cost of Services.
• The Cost of Services reports are another form of data to use to get a different perspective on the cost of a service. The data is not intended to be a report card.
• ITS Services Planning is much more than just the Portfolio and Cost of Services: it’s also metrics/value/customer satisfaction – everything that ties into the life of a service.
• ITS will help work through any challenges the other areas may have when starting to consider IT Services Planning.

**Miscellaneous comments:**

• ITS has found the use of some common cost centers for General Administration/Professional Development, Marketing & Communication, and Facilities.
• Cost of Services could assist with developing services fees but use CAUTION with this because of depreciating equipment, etc.
• The Services Portfolio will help show services that are already offered and opportunities for working together and showing redundancies.
• With Cost of Services, there will now be cost data tied to the services to review when considering outsourcing.
• Sciences and University Libraries were also represented as they expressed an early interest in expanding the portfolio to other University areas.
• ITS collects services and elements related to each service.
• This Portfolio is the first place ITS has been able to go to view all ITS Services in one location.
• Currently working on revisions in the ITS Portfolio prototype.
• The data elements gathered are available on the [ITS Services Planning Portfolio](#) wiki.
• Need to get to a place of more transparency and need to collect better data.
• The ITS helpdesk asked for a service element to help them use the data for contact information so they can take advantage of the Portfolio.

**Long term goals are:**

• Working on defining the dependencies of each service (if one service is down, showing how it affects other services).
• Developing Role and Unit authorizations to customize the views of the Services and how much information will be displayed about each service as it relates to a user.
• Eventually want the “ITS Services Portfolio” to turn into an “IT Service Portfolio” for the University.
• ITS wants to put an infrastructure in place for the IT Services Planning process to be scalable for the University.
• ITS has started to work with other areas at the University to help them define their IT Services.

**Cost of Services – reports reviewed and discussion lead by Pam Fuller:**

• Currently, there is not a way to currently allow us to pull the cost of IT at Penn State.
• We’ve been reviewing various ways of breaking down the cost of IT.
• This initiative is not big brother. We are looking for what commonly brings us together and how we can better collect and use the data to help IT Directors have better data to review and aid them in the service decision making process.
• ITS currently uses 3 things to create the Cost of Services reports: IBIS (has the actual costs), ITS Services Portfolio (has the Services), and a Mapping Database (has the Cost Centers tied to the Services).
• ITS used functions to help categorize the services.
• ITS Directors started allocating staff effort percentages (do not allocate less than 5% of effort) related to the services (not for time tracking, but for showing where the real service effort is provided.)
• At the close of 09/10, ITS will have the first “good” set of reports. Four reports have currently been developed to help the Service managers and/or Unit managers.
• Pam is happy to meet and talk with anyone about how to start modifying cost centers to work for Cost of Services.
• The Cost of Services reports are another form of data to use to get a different perspective on the cost of a service. The data is not intended to be a report card.
• ITS Services Planning is much more than just the Portfolio and Cost of Services: it’s also metrics/value/customer satisfaction – everything that ties into the life of a service.
• ITS will help work through any challenges the other areas may have when starting to consider IT Services Planning.

Miscellaneous comments:
• ITS has found the use of some common cost centers for General Administration/Professional Development, Marketing & Communication, and Facilities.
• Cost of Services could assist with developing services fees but use CAUTION with this because of depreciating equipment, etc.
• The Services Portfolio will help show services that are already offered and opportunities for working together and showing redundancies.
• With Cost of Services, there will now be cost data tied to the services to review when considering outsourcing.