IT Assessment Project Status Update – March 29, 2011

Recently Completed Tasks

• A sub-committee of the project Advisory Committee and members of the ITS staff have been meeting to better define the opportunity areas identified during the Advisory Committee’s January retreat.
• The refined list of opportunity areas include:
  ○ Email/calendar for faculty and staff
  ○ Long-term data storage and archiving as a University service
  ○ Expanded capacity to provide server virtualization and co-location services as a University service
  ○ Expanded desktop client management
  ○ Expanded software distribution/license management
  ○ Shared service desk ticketing system and knowledge base
• A preliminary business case is being developed for each opportunity that evaluates its cost and benefits from multiple perspectives including:
  ○ Cost savings
  ○ Cost avoidance
  ○ Staff time freed up to focus on other priorities
  ○ Risk mitigation
  ○ Investment required
  ○ Degree of difficulty
• The sub-committee work has produced expanded definitions of the scope of each opportunity, the strategies required to realize each opportunity and critical success factors.
• The Advisory Committee will react to and refine this opportunity assessment during it March 30 meeting.
• More details about the opportunities can be found in the project update briefing presentation on the project web site.

Upcoming Activities

• Project Advisory Committee meeting on March 30 to refine the opportunity assessment and brainstorm improvements to the overall IT governance structures.
• Additional analysis of each opportunity area to flesh out the preliminary business case.
• Advisory Committee meeting in late April or early May to finalize the opportunity analysis and governance recommendations
• Development of a draft report from our consultant that summarizes all aspects of the project analysis and recommendations will be developed in May.
• Recommendations will be reviewed and refined by the Advisory Committee and Executive Committee in May and early June.