Office of Information Technology

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

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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 Name	Function	Vendor	Product Owner	Status Current	Status Strategic	Issue/Description
Degree Works	aligns student with required courses for degree	Ellucian	April Hamlin	🟨	🟥	Issue, vendor road map aligns, does / does not have required features
Advisor Trac	Allows students to schedule times with advisors	Trac Systems	April Hamlin	🟩	🟩	Not using all features and vendor roadmap aligns with planned features

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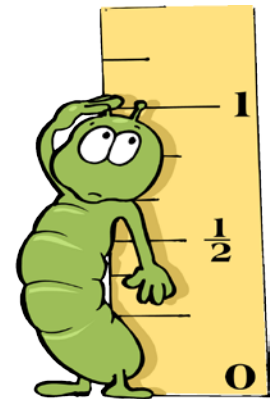
Scope/Rules

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)
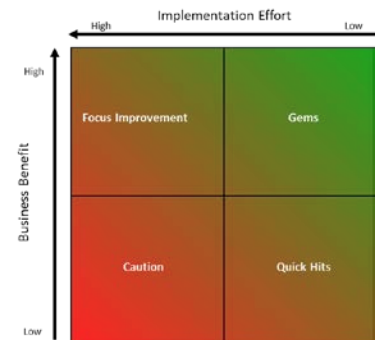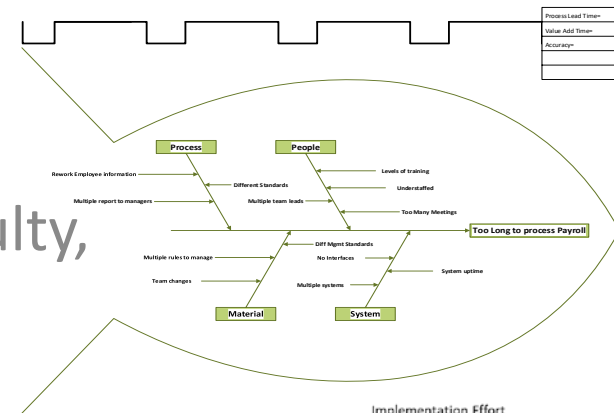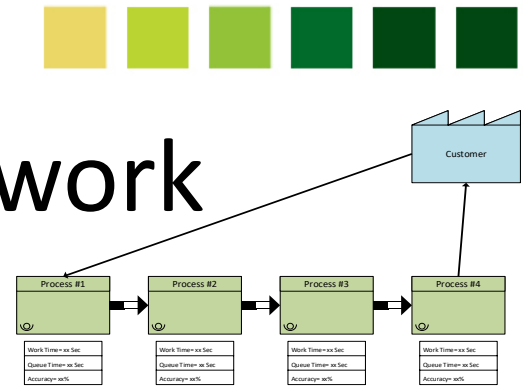
    Brainstorming with quick vote

    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

Special Events

Admissions

Bookstore

Facilities

Faculty

Communication

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

Finance/Acct

Human Resources

Student Services

Advancement & Foundation

Athletics

Assessment & Accreditation

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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 eco-system needs.
- A roadmap with impacts for prioritization

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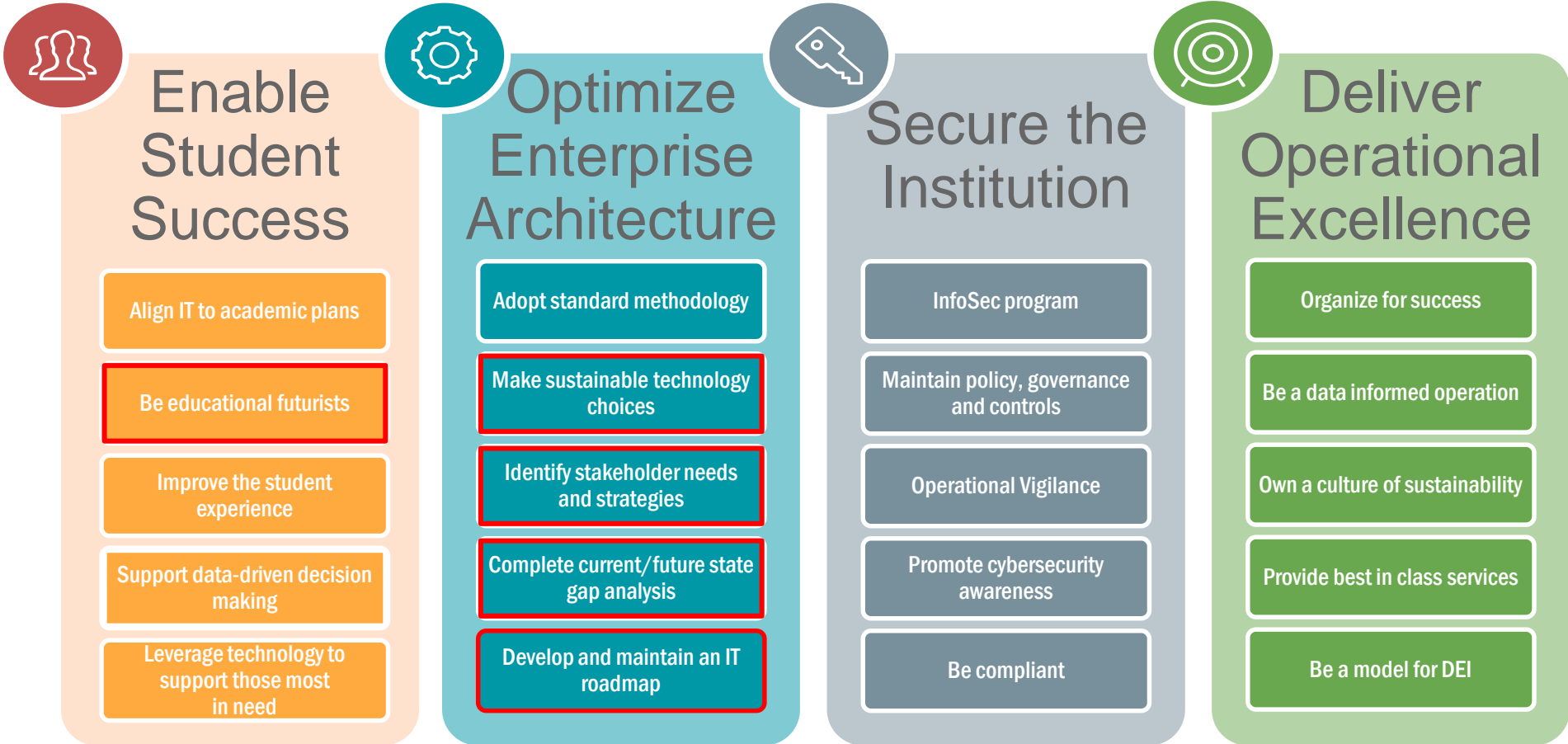
Summary

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.

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