IT Services Review
January 19th Town Hall

- Findings - Sue
  - Current culture around IT
  - Current state of IT governance, organization and delivery – Anthony

- Priorities and Immediate Focus – Anthony

- Impact on IT – Anthony

- Action plan – Roger
Current State - Culture (Sue)

- Overall lack of enterprise IT vision
- Lack of IT community
- Need to overcome perceived lack of trust in central IT and opportunities to improve IT service delivery
- Lack of ingrained service management framework
Current State – IT Structure and Delivery (Sue)

Challenges around:

- IT Governance
- Enterprise-wide leadership and accountability
- Enterprise wide strategy, budgeting
- Uncoordinated and fragmented service model, decision-making
Current State – IT Structure and Delivery (Sue)

Challenges around:

- IT funding (IT spend, infrastructure) and cost recovery funding model
- Disciplined decision-making framework – guidelines, strategies
- Core teaching and learning IT services, overall strategy and vision for teaching and learning technologies
- Access to research IT services and infrastructure
Priorities and Immediate Focus (Anthony)

1. IT Governance
2. Enterprise Leadership
3. Investment in infrastructure and services
4. Service model optimization
5. Talent development and strategic hires
6. Managing the transition
Impact on IT (Anthony)

1. Improvement to IT community (common vision, goals, collaboration)
2. Participation in IT strategy, budgeting, governance
3. Development of framework and discipline
4. Coordinated service model – clear ownership for services, standards and consistency of delivery
5. Continued development of staff
6. No immediate changes to IT reporting structure
# Action Plan (Roger)

## Phase One – First Six Months

<table>
<thead>
<tr>
<th>Priority</th>
<th>Activity</th>
<th>Estimated Timing</th>
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<tbody>
<tr>
<td>#1 - IT Governance Structure</td>
<td>Develop Tier One and Tier Two Committees, mandates, framework and commence enterprise IT strategy, budgeting</td>
<td>December/16 - April/17</td>
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<tr>
<td>#2 - Enterprise Leadership</td>
<td>Establish enterprise leadership and accountability</td>
<td>December/16</td>
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<td>#4 - Service Model Optimization</td>
<td>Data collection</td>
<td>December/16 – June/17</td>
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<td>Quick Hits</td>
<td>Prioritize some quick IT improvements that will have big impact on user experience</td>
<td>Commence December/16</td>
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<tr>
<td>Information Security</td>
<td>Move forward with identified critical activities in existing proposals</td>
<td>Commence December/16</td>
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<tr>
<td>Organizational Development</td>
<td>Continue with organizational development tools</td>
<td>In progress</td>
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## Action Plan (Roger)

### Phase Two – Within 12 months

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<tr>
<th>Priority</th>
<th>Activity</th>
<th>Estimated Timing</th>
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<tr>
<td>#3 - Investment in Critical Infrastructure</td>
<td>$2-3 million in priority areas</td>
<td>June/17-TBD</td>
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<tr>
<td>#4 - Service Model Optimization</td>
<td>Core service definition, priority services, sourcing, funding</td>
<td>June/17 June/18</td>
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<tr>
<td>#5 - Strategic Hires</td>
<td>6-8 strategic resources ($1 million) to drive process change – OK with this ROGER</td>
<td>June/17-December/17</td>
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<td>IT Priorities</td>
<td>Continue to identify priority IT initiatives as part of the governance process</td>
<td>On-going</td>
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**IT Improvement Fund** - $3-4 million annually in short term to fund above activities