2015 IT Governance Planning Summit

University of Illinois
March 10, 2015
WELCOME to the 2015 IT Governance Planning Summit

Opening Remarks

Avijit Ghosh
CEO for University of Illinois Hospital and Clinics
University of Illinois - Chicago
Why are we here today?

Collaborate on IT Governance

- IT Governance defines the processes, components, structures, and participants for making decisions regarding the use of IT

Collaborate on IT Strategic Planning

- IT Strategic Planning provides a framework for developing shared information technology strategies and initiatives at the University of Illinois
Today’s Participants
(screenshot from 3/4/2015 registration counts)

Participants by Campus
- Urbana: 34%
- Chicago: 41%
- UA: 22%
- Springfield: 3%

Governance Representation
- Campus IT Governance Committees: 55%
- ITPC: 24%
- None: 16%
- Faculty Senate: 5%
## Agenda Overview

<table>
<thead>
<tr>
<th>Agenda Item</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2015 IT Governance Planning Summit</strong></td>
<td>Opening Remarks&lt;br&gt;Overview of 2013 ITG Planning Summit Outcomes&lt;br&gt;Overview of Day’s Format, Goals, and Expectant Outcomes</td>
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<tr>
<td>Panel Discussion: IT Governance at the University of Illinois</td>
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<tr>
<td>Group Breakout 1: IT Governance at the University of Illinois</td>
<td>Lunch&lt;br&gt;Open Discussion of Breakout 1</td>
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<td>Panel Discussion: IT Strategic Planning at the University of Illinois</td>
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<tr>
<td>Group Breakout 2: IT Strategic Planning at the University of Illinois</td>
<td>Open Discussion of Breakout 2&lt;br&gt;Dessert Break&lt;br&gt;Wrap Up and Evaluation</td>
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**2015 IT Governance Planning Summit**

**First**

**Title**

**Department or College**

**Campus**

**IT Governance Involvement**

<table>
<thead>
<tr>
<th>Breakout One</th>
<th>Breakout Two</th>
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**Cardinal**

**White Oak AB**

**Prairie**

**Monarch**

**Fort Dearborn B**

**Illinois A/B**

**Illinois C**

**Food Service**
Follow-up on the 2013 ITG Summit

Focus:

- Sustaining *collaborative decision making* processes in ITG
- Improving *communication* to ITG constituents and between governance groups
- Identification of IT Governance *outcomes* and success measures
- Identification of *high priority* academic, research, and business strategies that IT must support for success
Follow-up on the 2013 ITG Summit

Major Topics of Discussion:

- Campus IT Strategic Plan Development
- Improvement of ITG Processes
- Communication and Transparency
- Integration of Governance Processes
- Understanding of Governance Processes
- Role of Governance
- Governance Representatives
- Prioritize and Implement Initiatives
Follow-up on the 2013 ITG Summit

Actions:

- Cross-pollination of membership intra and inter campus
- Initiative prioritization and funding at campuses and ITPC
- Strategic plan and governance integration
- Campus level bi-annual ITG events
Goals and Expected Outcomes for 2015 Summit

Collaborative discussion regarding IT Governance

- Discuss initial results of ITG processes throughout the university
- Explore potential improvements to ITG processes as they continue to evolve
- Involve ITG and non-ITG members in discussions about specific actions and prioritization
Goals and Expected Outcomes for 2015 Summit

Collaborative discussion regarding IT Strategic Planning

- Consider current plans and processes for IT strategic planning at the campuses and UA
- Help ensure that IT planning aligns with university/campus/college plans and priorities
- Foster ongoing collaboration for IT strategic planning
Changes and Challenges
Universal Challenges

- Potentially deep budget cuts
- Changes in campus/university/state leadership
- New academic and admin priorities
- Board level pressures
- Quickly emerging technologies and constituent demand
- Mass-exodus of employees and institutional knowledge
Long-range vs. Short-range IT Planning

- Emerging crises and constant change encourages short-term solutions.
- Focusing inward towards solving immediate short-term, and sometime long-term, problems.
- Investing in long-term foundational capabilities is trumped by reactionary tactics.
- Short-term planning is easier.
More Changes FY13-FY15

- Major Leadership Changes
  - Governor
  - UI Board of Trustees Chair
  - University President
  - UIC Chancellor and Provost
- UI IT Leadership Team includes CIOs from UIF, UIAA, Health Affairs
More Collaboration in FY15

- Increasing the number of people working on shared initiatives
- IT groups and individuals working closer at all levels of the organizational chart
- Strategic planning and IT governance processes are more inclusive
EDUCAUSE Top 10 IT Issues 2015

1. Hiring/retaining/training qualified tech staff
2. Optimizing tech use in teaching and learning
3. IT fund model to support core, innov., & growth
4. Leveraging tech to improve student outcomes
5. Show business value of IT and how it can help institution achieve goals
6. Increase IT’s capacity for managing change
7. Support users – mobile, online, cloud, BYOD
8. Broad security policies for mobile, cloud, etc...
9. Develop flexible responsive enterprise archit.
10. Balancing agility, openness, and security
IT Planning and Governance in Response
Planning is Paramount

Integration of planning activities across the enterprise.

- Academic Planning
- Financial Planning
- Facilities Planning
- Information Technology Planning

Integrated Planning
Strategic Planning

“The continuous process of making present (entrepreneurial) risk-taking decisions systematically and with the greatest knowledge of the futurity; organizing systematically the efforts needed to carry out these decisions; and measuring the results of these decisions against the expectations through organized systematic feedback.”

Peter Drucker, Management: Tasks, Responsibilities, Practices
IT Governance
University of Illinois

University of Illinois Information Technology Leadership Team (UI IT LT) and Campus / UA IT Governance Groups Relationships

Governance in Development

Advancement IT Governance Committee

Goal
Collaborate and coordinate IT solutions to serve the mission and strategic goals of the University of Illinois.

UI IT LT Working Groups

UI IT LT

UIS IT Governance

Dean's Council
Provost Team
ITS Management Team
Academic Technology Committee

UIC IT Governance

IT Governance Council
Administration
Education
Infrastructure & Security
Research

Information Technology Priorities Committee

Finance
Human Resources
ITPC Cross Functional Group
Student
BI / PM

UIUC CIO

Illinois IT Governance
Research
Extension & Outreach
IT Council
Security & Privacy
Teaching & Learning
Executive
Administrative

UIA CIO

Hospital CIO

Health Affairs AVP

UA CIO

Common Architectural Vision Working Group

Business Intelligence / Performance Management Working Group

Information Privacy and Security

3/31/2014
IT Governance
UI - Springfield

- Academic Technology Committee
- Provost Team
- Dean’s Council
- ITS Management Team
IT Governance
UI – Univ. Administration

IT Priorities Committee (ITPC)

Cross Functional

Finance  Student  Human Resources  Business Intelligence & Performance Management

UA IT Council
Evolution

- IT Governance established
  - UIS: 1992
  - UIC: 2010
- IT Strategic plans developed
  - UIS: 2013
  - UIC: 2014
- Strategic plan execution and monitoring
- Iterative planning and adjustment
Charges to ITG - *Example*

The responsibilities assigned to UIC’s ITGC are to recommend and monitor:

- IT Policies
- Strategic Directions
- Resource Allocation
- Collaboration
- Standards and Procedures
- Transparency
- Performance Measures
Questions for Today
Group Breakout One

➢ What have been the most successful elements or initiatives of IT Governance for your group and/or campus?

➢ What are your lessons learned from the process over the past two years?

➢ What priorities are the ITG processes not addressing?
Questions for Today

Group Breakout Two

- What are the strategic priorities for your organization? How does IT help you accomplish these priorities? What role does ITG play in accomplishing these organizational and IT goals?

- Re-examine the ITG charge/charter relative to the campus planning process. Are we operating as designed? Is there a need to refocus in any areas? What steps are needed for change?

- How do we measure the success of ITG initiatives that support the strategic plan?
IT Governance at the University of Illinois

Panel Discussion
Purpose of Panel Discussion

The goal of the discussion is to consider the current IT governance processes and explore successes, lessons learned, and opportunities for improved collaboration and effectiveness.
Panelist Introduction

**Saul Weiner**
Chair - ITGC Education
Vice Provost for Planning and Programs

**Phil Reiter**
Chair - ITGC Infrastructure and Security Committee
Executive Director of IT, College of Pharmacy

**Vickie Cook**
Academic Technology Committee
Director, Center for Online Learning, Research and Service
Panelist Introduction

Nancy O’Brien
Chair – Illinois ITG Administration Committee
Professor, Social Sciences, Health, and Education Library

Roy Campbell
Chair, Senate Executive Committee
Professor, Engineering/Computer Science

Kristin Cordova
Chair – Advancement Information Council
Director for Information Governance
Panelist Introduction

Gloria Keeley
Chair – ITPC Finance Subcommittee
Assistant Vice President for Administrative Services

Michael Hites (moderator)
Senior Associate VP for AITS & CIO
Panel Discussion Topics

IT Governance

- Successes
- Process
- Collaboration
- Next Steps
- Q & A
Panel Discussion

Successes
Panel Discussion

Process
Panel Discussion

Collaboration
Panel Discussion

Next Steps
Panel Discussion

Q & A
IT Governance at the University of Illinois

Breakout Session One
Breakout Session One

Discussion Goal

Collaborate on how to make the current IT governance processes more effective.
Discussion Questions

- What have been the most successful elements or initiatives of IT Governance for your group and/or campus?

- What are your lessons learned from the process over the past two years?

- What priorities are the ITG processes not addressing?

Your group does not have to finish all the questions and you do not have to start at the first question.
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Breakout Session One
Discussion Questions

 What have been the most successful elements or initiatives of IT Governance for your group and/or campus?

 What are your lessons learned from the process over the past two years?

 What priorities are the ITG processes not addressing?

Your group does not have to finish all the questions and you do not have to start at the first question.
Lunch
Breakout Session One

Open Discussion
IT Strategic Planning at the University of Illinois
# Current Strategic Plans

<table>
<thead>
<tr>
<th>CAMPUS</th>
<th>IT</th>
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<tbody>
<tr>
<td>UIC: 2012</td>
<td>UIC: 2014</td>
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<tr>
<td>UIS: 2013</td>
<td>UIS: 2013</td>
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<tr>
<td>UIUC: 2013</td>
<td>UIUC: 2013</td>
</tr>
<tr>
<td>UA: None</td>
<td>UA: 2013</td>
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</table>
ITG and Strategic Plans

How does ITG best support campus strategic plan execution? How does IT increase the speed to implementation?

- **Actionable examples from UIUC plan** –
  1) Develop a research data service and accompanying research education initiative in the curation, use and dissemination of large amounts of data
  2) Develop a faculty profile-sharing database
ITG and Strategic Plans

How does ITG best support campus strategic plan execution? How does IT increase the speed to implementation?

- Less actionable without further definition (examples from UIUC plan) –
  1) Leverage technology to provide the best possible learning experience for Illinois students
  2) Increase international alumni outreach to increase financial and other support
Discuss current IT strategic planning efforts across the University.
Panelist Introduction

Cynthia Herrera-Lindstrom
Chief Information Officer
Executive Director, ACCC

Mark Henderson
Chief Information Officer

Michael Hites
Senior Associate VP for AITS & CIO
Panelist Introduction

Andrea Ballinger
Vice President and Chief Information Officer

Ilir Zenku
Assistant Vice President, Information Technology

Kelly Block (moderator)
Assistant VP for Portfolio and Process Management
Panel Discussion Topics

IT Strategic Planning

- Current State
- IT Governance Relationship
- Value
- Improvement
- Measuring Success
- Q & A
Panel Discussion

Current State
Current Significant Efforts

Implementation of IT Strategic Plan

- Common email and calendaring
- Server and storage consolidation
- Network
  - Network core
  - Three year wireless coverage expansion plan
- Service maturity assessment
Current Significant Efforts

- **IT Vision & Strategy**
  - An approach guided by the Campus Strategic Plan to coordinate IT across organizational boundaries

- **IT Services @ Scale**
  - Developing an "IT Power Plant" to provide commodity IT services and support to all, leveling the digital playing field

- **Investing in Campus Success**
  - Investing in the success of academic efforts by providing them with needed people/expertise and funding (e.g., CITL)
Current Significant Efforts

AITS Current Strategic Plan

Save Time • Improve Ease of Use • Improve Speed to Service
Deliver Targeted and Pervasive Information • Collaborate
## Current Significant Efforts

### AITS Current Strategic Plan

Summary of AITS Current Progress Toward Strategic Goals/Initiatives as of January 1, 2015

<table>
<thead>
<tr>
<th>Progress</th>
<th>Critical</th>
<th>Off Target</th>
<th>Deferred</th>
<th>On Target</th>
<th>Achieved</th>
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<tbody>
<tr>
<td><strong>Goals</strong></td>
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<tr>
<td>AITS High-level goals - encompass multiple initiatives (below)</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>33</td>
<td>5</td>
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<td><strong>Initiatives</strong></td>
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<td></td>
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<tr>
<td>Team 1 IT Governance, PPM and BPI</td>
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<td>11</td>
<td>15</td>
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<td>Team 2 Administrative Software and Services</td>
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<td>Team 3 Infrastructure and Operations</td>
<td>0</td>
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<tr>
<td>Team 4 IT Human Resources and Finance</td>
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<td>0</td>
<td>16</td>
<td>11</td>
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<tr>
<td>Team 5 Information Security and Privacy</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>9</td>
<td>9</td>
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<tr>
<td>Team 6 Institutional Data and Information</td>
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<td>12</td>
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</table>
Current Significant Efforts

Statement of Award

Institution #
2012-04771

Sponsor Information
IL Dept of Natural Resources (IDNR)

Title
Wildlife and Chronic Wasting Disease Surveillance - Supplement Segment 8 (FY

Project Investigators
Nohra Mateus-Pinilla : Principal Investigator : IL Natural History Survey-U
Jan Novakofski : Co-PD/PI : Animal Sciences-U

Award Documentation (Show)
Agreements (Show)

Active Award Summary

Authorized to Date: $316,997.00 % Expended: 
Expenditures: $316,776.82 % Expended + Encumbrances: 

As part of your Report of Non-University Activities, you’ll need to answer some questions about each outside activity or interest you have.

Add each activity you need to disclose. If you’ve previously entered activities, you may add them as well.

Once your list is complete, click the button to certify and submit your disclosure.

• In the next section you will complete a description of the external entity. You will answer a series of questions regarding your activities with the external entity.
Current Significant Efforts

- **Strategic Plan for 2015-2018**
  - [http://www.uiaa.org/about/strategicplan/](http://www.uiaa.org/about/strategicplan/)

- **Active participant in Advance Illinois Project**
  - [http://web.uillinois.edu/advanceillinois/Description](http://web.uillinois.edu/advanceillinois/Description)

- **Technical Architecture re-design**
  - In process with connecting with UA Tableau server services
  - Relocated all servers to AITS under SLA
  - With CITES help & support - fully converted CISCO to Lync on all 3 campus locations
  - Fully implemented Zendesk
Planning roadmap

External Analysis
- Environmental Opportunities & Threats
- University, campus mission

Internal Analysis
- Organizational Strengths & Weaknesses
- UIHHS Mission and Goals

Steps:
1. Gathering of Information
2. Evaluation of Information
3. Strategy Evaluation
4. Strategy Selection
5. Strategy Implementation

We are here
OUR COMMON CHALLENGE: REFORM THE “IRON TRIANGLE”
Panel Discussion

IT Governance Relationship
Panel Discussion

Value
Panel Discussion

Improvement
Panel Discussion

Measuring Success
Panel Discussion

Q & A
IT Strategic Planning at the University of Illinois

Breakout Session Two
Breakout Session Two
Discussion Goal

The goal of the discussion is to ensure that IT Governance is supporting the execution of IT strategic plans in support of the mission strategies and needs of the University.
Breakout Session Two
Discussion Questions

- What are the strategic priorities for your organization? How does IT help you accomplish these priorities? What role does ITG play in accomplishing these organizational and IT goals?

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Breakout Session Two

Open Discussion
Evaluations are located on your tables
Your feedback will help us make improvements for subsequent events
2016 Campus-wide ITG events
2017 ITG Planning Summit – at UIUC

Thank You for your valuable contributions to today’s Summit!!