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
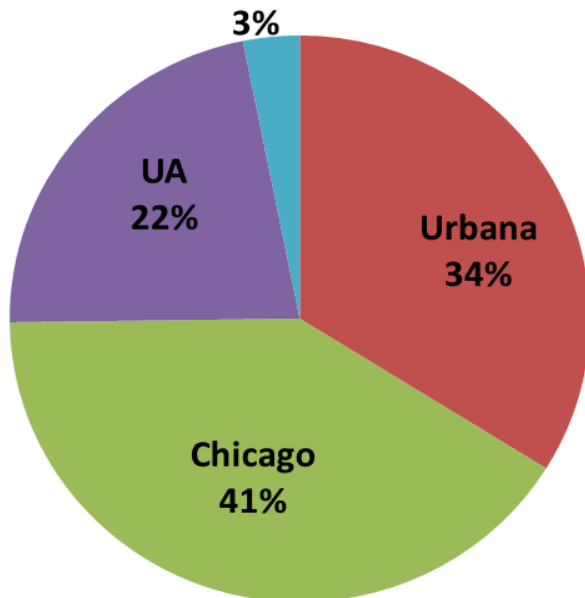
Collaborate on IT Strategic Planning

> ➤ IT Strategic Planning provides a framework for developing shared information technology strategies and initiatives at the University of Illinois

Today's Participants
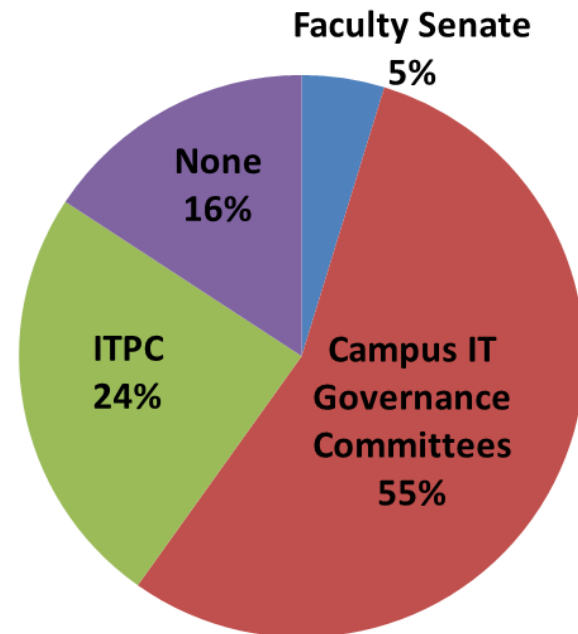
(snapshot from 3/4/2015 registration counts)

Participants by Campus

- Springfield 3%
- UA 22%
- Urbana 34%
- Chicago 41%

Governance Representation

- Faculty Senate 5%
- None 16%
- ITPC 24%
- Campus IT Governance Committees 55%

Agenda Overview

2015 IT Governance Planning Summit
Opening Remarks
Overview of 2013 ITG Planning Summit Outcomes
Overview of Day's Format, Goals, and Expectant Outcomes
Panel Discussion: IT Governance at the University of Illinois
Group Breakout 1: IT Governance at the University of Illinois
Lunch
Open Discussion of Breakout 1
Panel Discussion: IT Strategic Planning at the University of Illinois
Group Breakout 2: IT Strategic Planning at the University of Illinois
Open Discussion of Breakout 2
Dessert Break
Wrap Up and Evaluation

2015 IT Governance Planning Summit

First
Last

Title
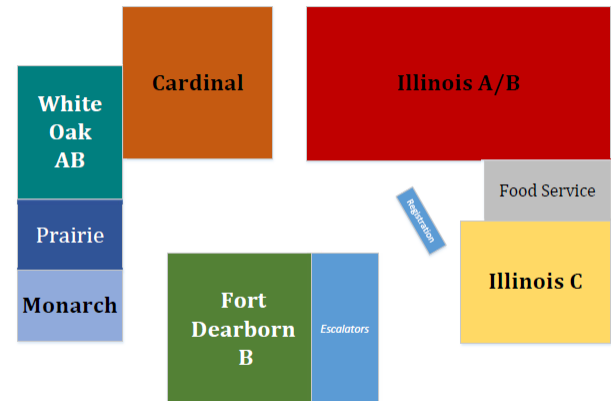*Department or College*
Campus
IT Governance Involvement

Breakout One	**Breakout Two**
1	1

White Oak AB

Cardinal

Illinois A/B

Prairie

Monarch

Fort Dearborn B

Escalators

Registration

Food Service

Illinois C

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
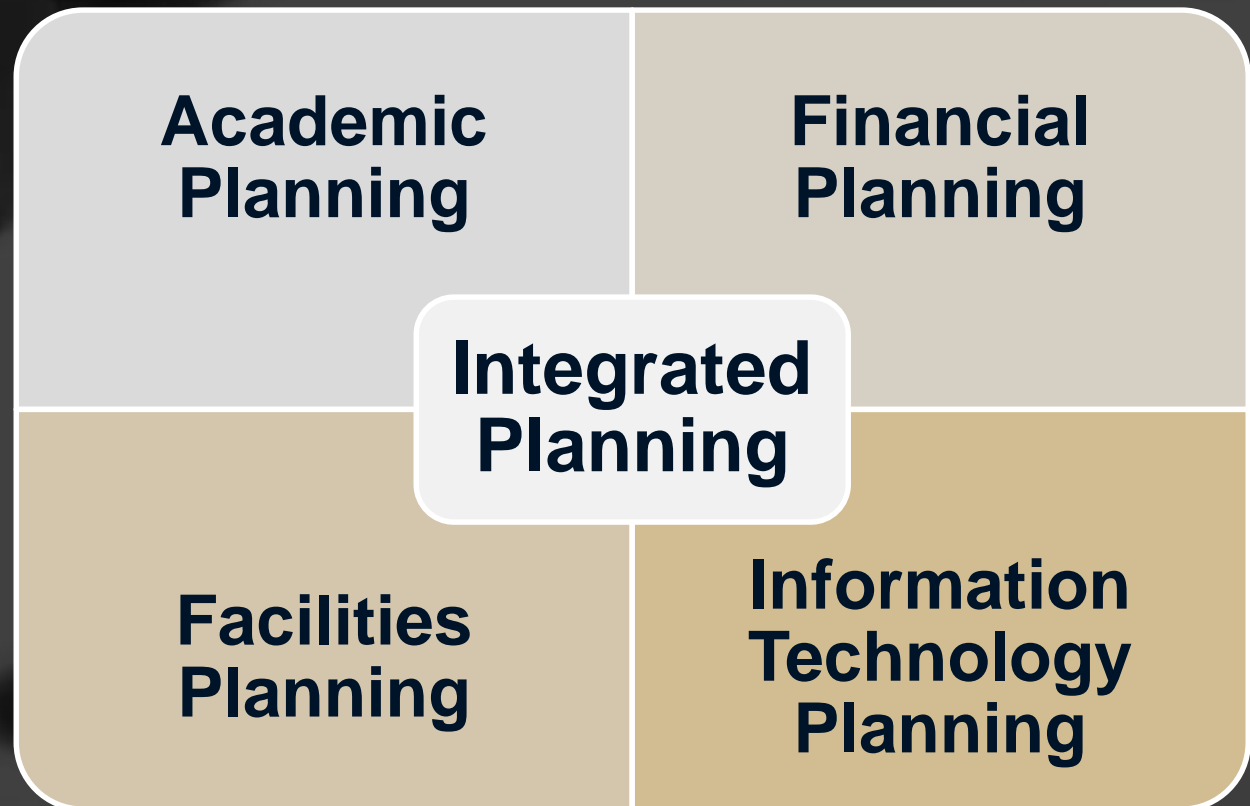
Alignment with topics today		EDUCAUSE Top 10 IT Issues 2015
	SP	1. Hiring/retaining/training qualified tech staff
ITG	SP	2. Optimizing tech use in teaching and learning
ITG	SP	3. IT fund model to spprt. core, innov., & growth
ITG	SP	4. Leveraging tech to improve student outcomes
ITG	SP	5. Show business value of IT and how it can help institution achieve goals
ITG	SP	6. Increase IT's capacity for managing change
ITG	SP	7. Support users – mobile, online, cloud, BYOD
ITG	SP	8. Broad security policies for mobile, cloud, etc...
ITG	SP	9. Develop flexible responsive enterprise archit.
ITG	SP	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
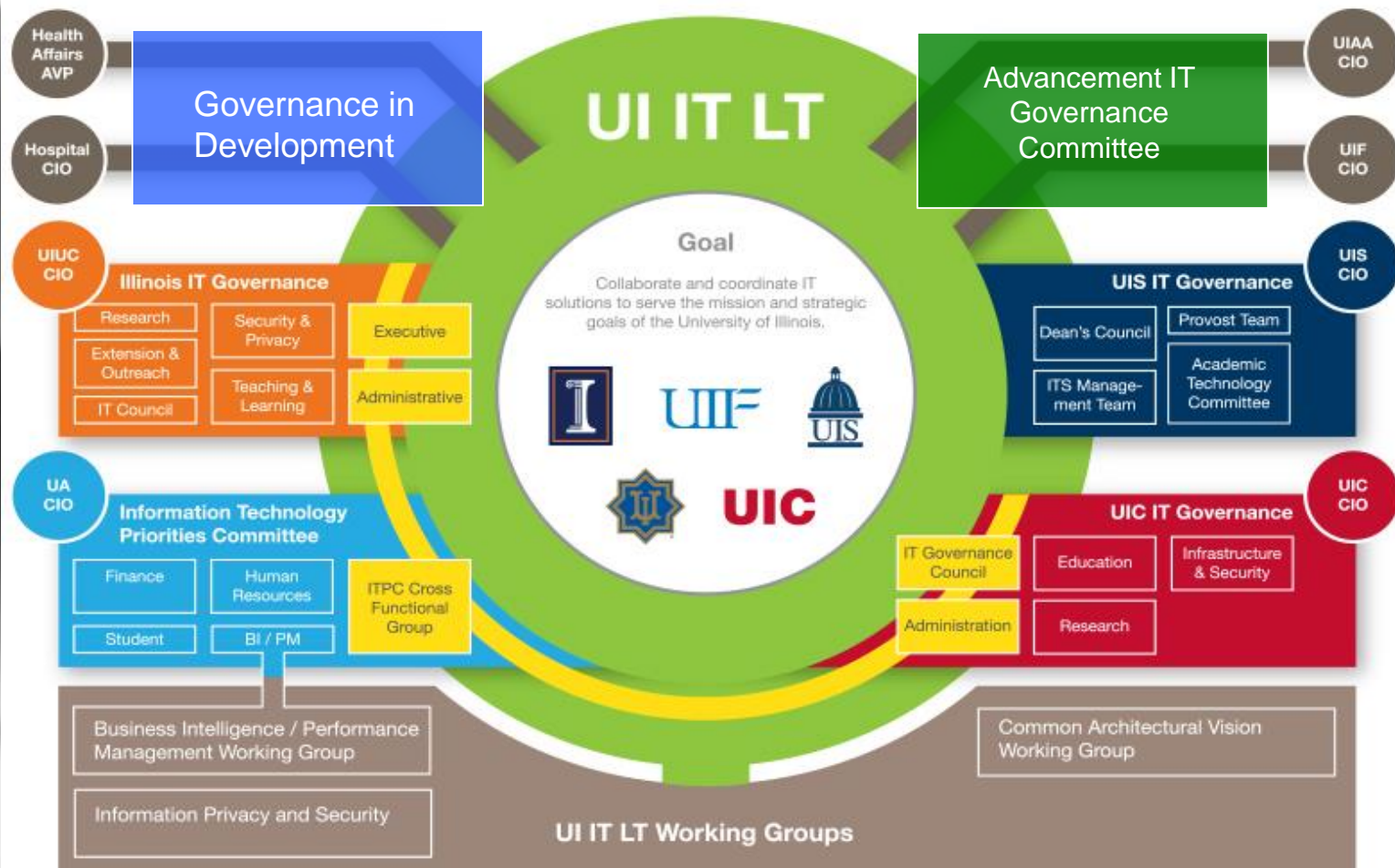
"The continuous process of making present (entrepreneurial) risk-taking decisions systematically and with the greatest knowledge of the futurity; organizing systematically the efforts needed to carry out these decisions; and measuring the results of these decisions against the expectations through organized systematic feedback."

Peter Drucker, Management: Tasks, Responsibilities, Practices

IT Governance University of Illinois

IT Governance
UI - Chicago

```
IT Governance Council
├── Infrastructure and Security
├── Education
├── Research
└── Administration
```

IT Governance
UI - Springfield

Academic Technology Committee

Provost Team

Dean's Council

ITS Management Team

IT Governance
UI – Urbana-Champaign

IT Governance
UI – Univ. Administration

IT Priorities Committee (ITPC)

Cross Functional

Finance

Student

Human Resources

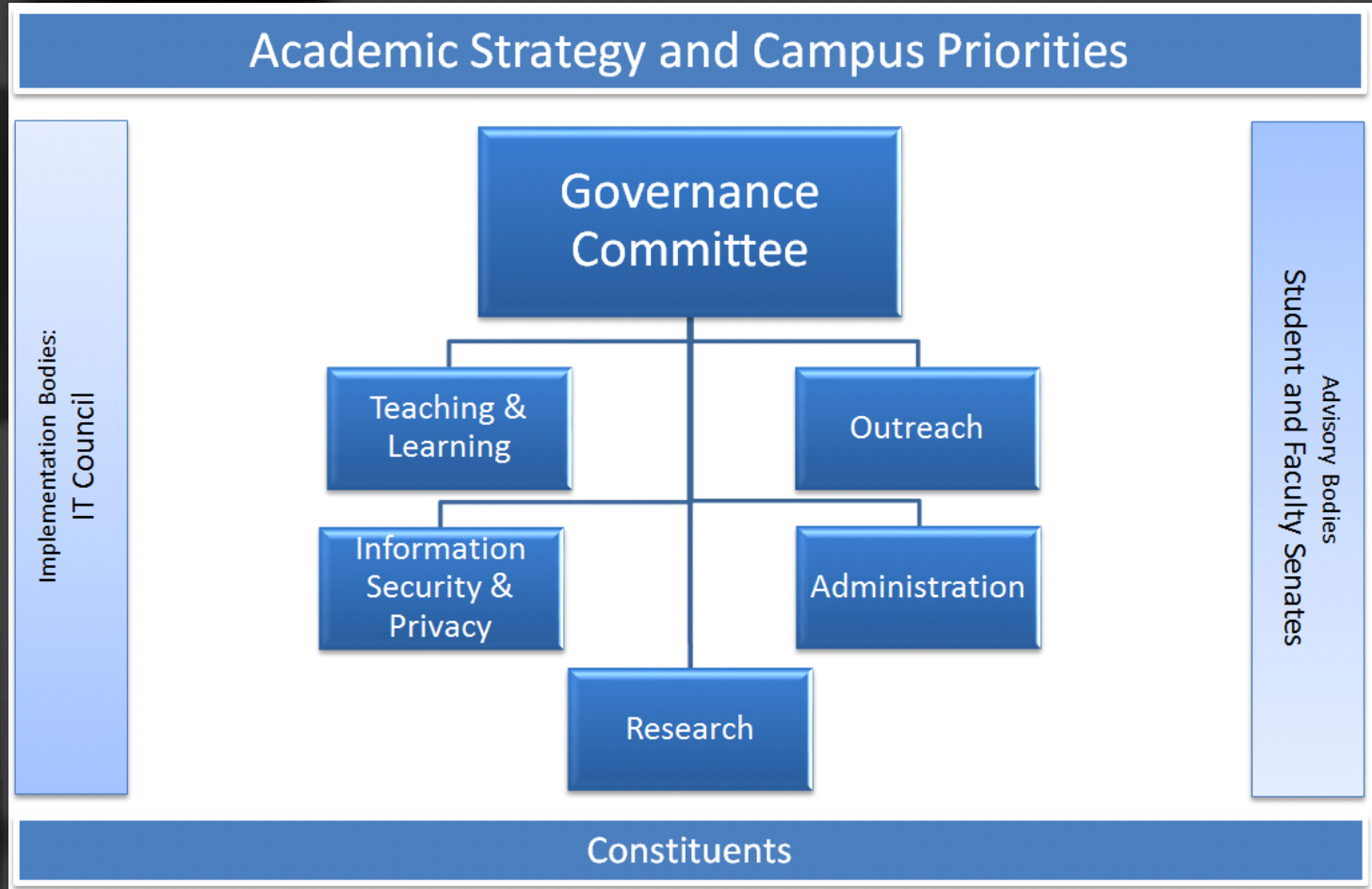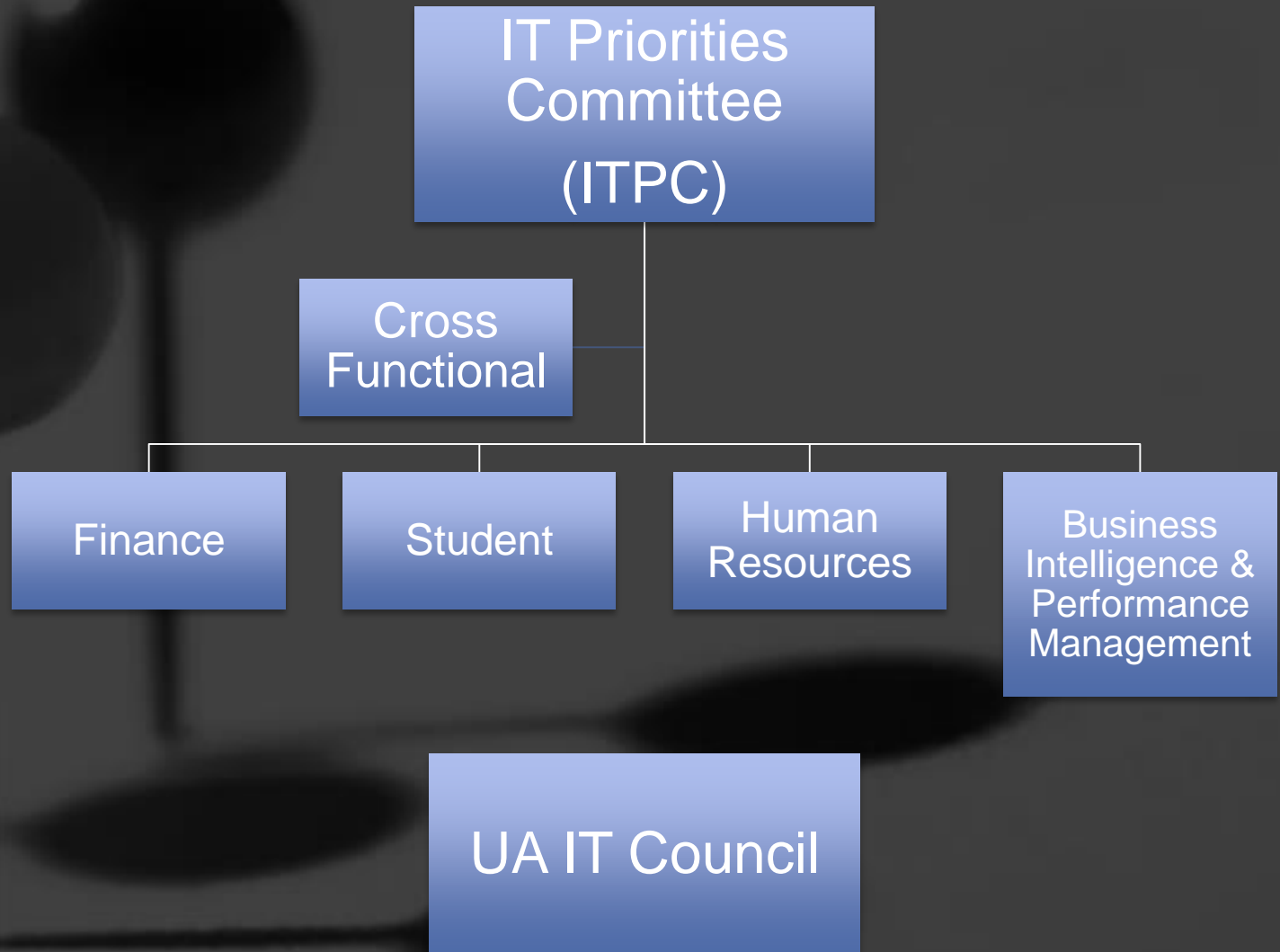Business Intelligence & Performance Management

UA IT Council

IT Governance
UIF / UIAA

Advancement IT Governance Committees and Roles

Advance Illinois Project Focused | Through December 2015 → Advancement IT Governance Focused | Beginning January 2016

Leadership

Senior Management Team

AIC *Advisory*

Strategic

AI Steering Team — Approximately 80% of roles and responsibilities → IT Governance Council

Operational

AI Team Leads — Approximately 80% of roles and responsibilities → IT Goverancne

Functional and Technical

AI Project Team — Approximately 40% of roles and responsibilities → AI | Blackbaud Data Stewards

UIF IT Services

UIF IT   AI IT

Evolution

- ➤ IT Governance established
  - ➤ UIS: 1992
  - ➤ UIC: 2010
  - ➤ UIUC: 2011
  - ➤ UA: 2004
- ➤ IT Strategic plans developed
  - ➤ UIS: 2013
  - ➤ UIC: 2014
  - ➤ UIUC: 2013
  - ➤ UA: 2013 (AITS)
- ➤ 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

UIC

Saul Weiner

Chair - ITGC Education

Vice Provost for Planning and Programs

UIC

Phil Reiter

Chair - ITGC Infrastructure and Security Committee

Executive Director of IT, College of Pharmacy

UIS

Vickie Cook

Academic Technology Committee

Director, Center for Online Learning, Research and Service

Panelist Introduction

UIUC

Nancy O'Brien

Chair – Illinois ITG Administration Committee

Professor, Social Sciences, Health, and Education Library

UIUC

Roy Campbell

Chair, Senate Executive Committee

Professor, Engineering/Computer Science

UIF / UIAA

Kristin Cordova

Chair – Advancement Information Council

Director for Information Governance

Panelist Introduction

UA

Gloria Keeley

Chair – ITPC Finance Subcommittee

Assistant Vice President for Administrative Services

UA

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.

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

Breakout Session One

2015 IT Governance Planning Summit

First

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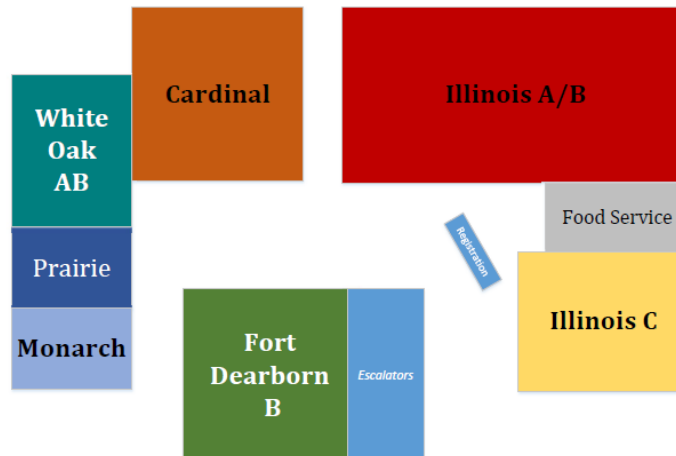| Breakout One	Breakout Two
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Monarch	5
Prairie	6
White Oak AB	7 | 8
Cardinal	9 | 10 | 11 |12
Illinois C	13 | 14 | 15 | 16

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?

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Lunch

Breakout Session One

Open Discussion

IT Strategic Planning at the University of Illinois

Panel Discussion

Current Strategic Plans

CAMPUS	IT
➢ UIC: 2012	➢ UIC: 2014
➢ UIS: 2013	➢ UIS: 2013
➢ UIUC: 2013	➢ UIUC: 2013
➢ UA: None	➢ UA: 2013

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

Purpose of Panel Discussion

Discuss current IT strategic planning efforts across the University.

Panelist Introduction

UIC

Cynthia Herrera-Lindstrom
Chief Information Officer
Executive Director, ACCC

UIUC

Mark Henderson
Chief Information Officer

UA

Michael Hites
Senior Associate VP for AITS & CIO

Panelist Introduction

UIAA

Health Affairs

UA

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

UIC

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

UIUC

- ## 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

UA

AITS Current Strategic Plan

AITS

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

UA

AITS Current Strategic Plan

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

Progress		Critical	Off Target	Deferred	On Target	Achieved
Goals						
AITS	High-level goals - encompass multiple initiatives (below)	1	0	1	33	5
Initiatives						
Team 1	IT Governance, PPM and BPI	0	1	0	11	15
Team 2	Administrative Software and Services	0	0	1	9	9
Team 3	Infrastructure and Operations	0	0	3	5	14
Team 4	IT Human Resources and Finance	0	0	0	16	11
Team 5	Information Security and Privacy	1	1	0	9	9
Team 6	Institutional Data and Information	0	0	12	5	14

Current Significant Efforts

UA

START **my**Research

Statement of Award

kuali

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 + Encumb**	

UNIVERSITY OF ILLINOIS

My Disclosures   *Complete online disclosure reporting*

MY DISCLOSURES   MY REVIEWS   HELP

→ Identify my non-University activities

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 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.
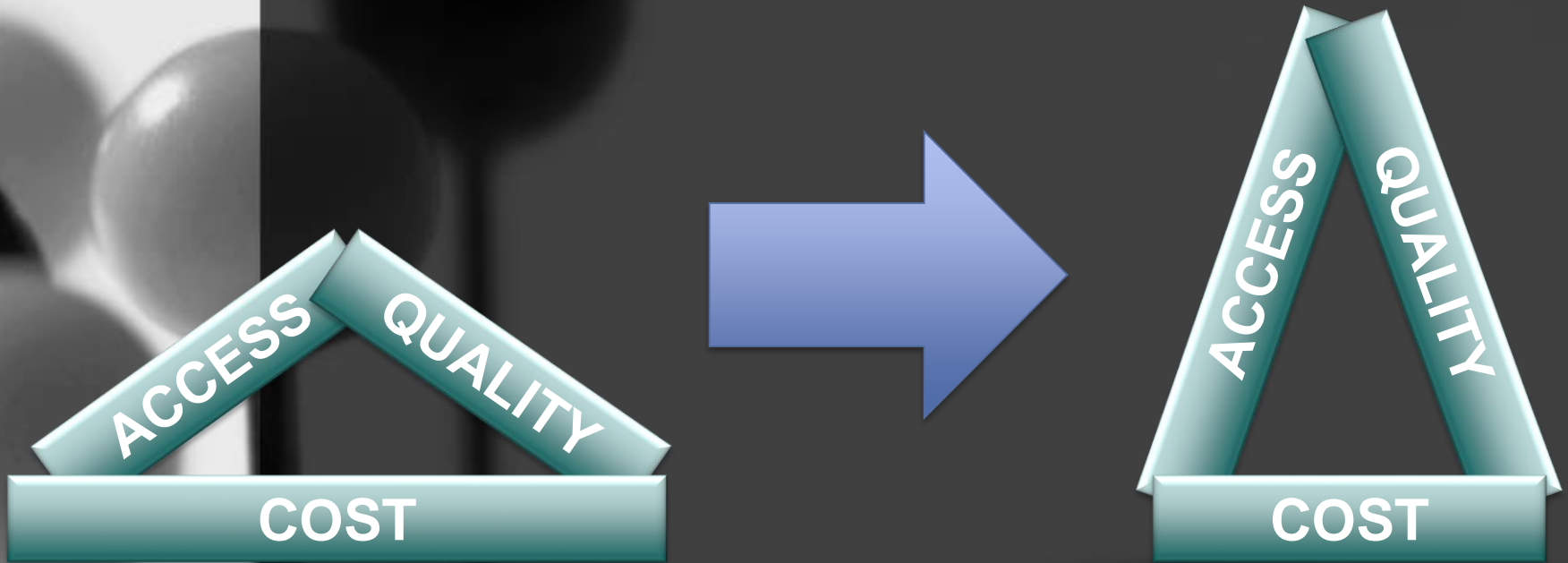
Current Significant Efforts

UIAA

- Strategic Plan for 2015-1018
  - http://www.uiaa.org/about/strategicplan/
- Active participant in Advance Illinois Project
  - 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

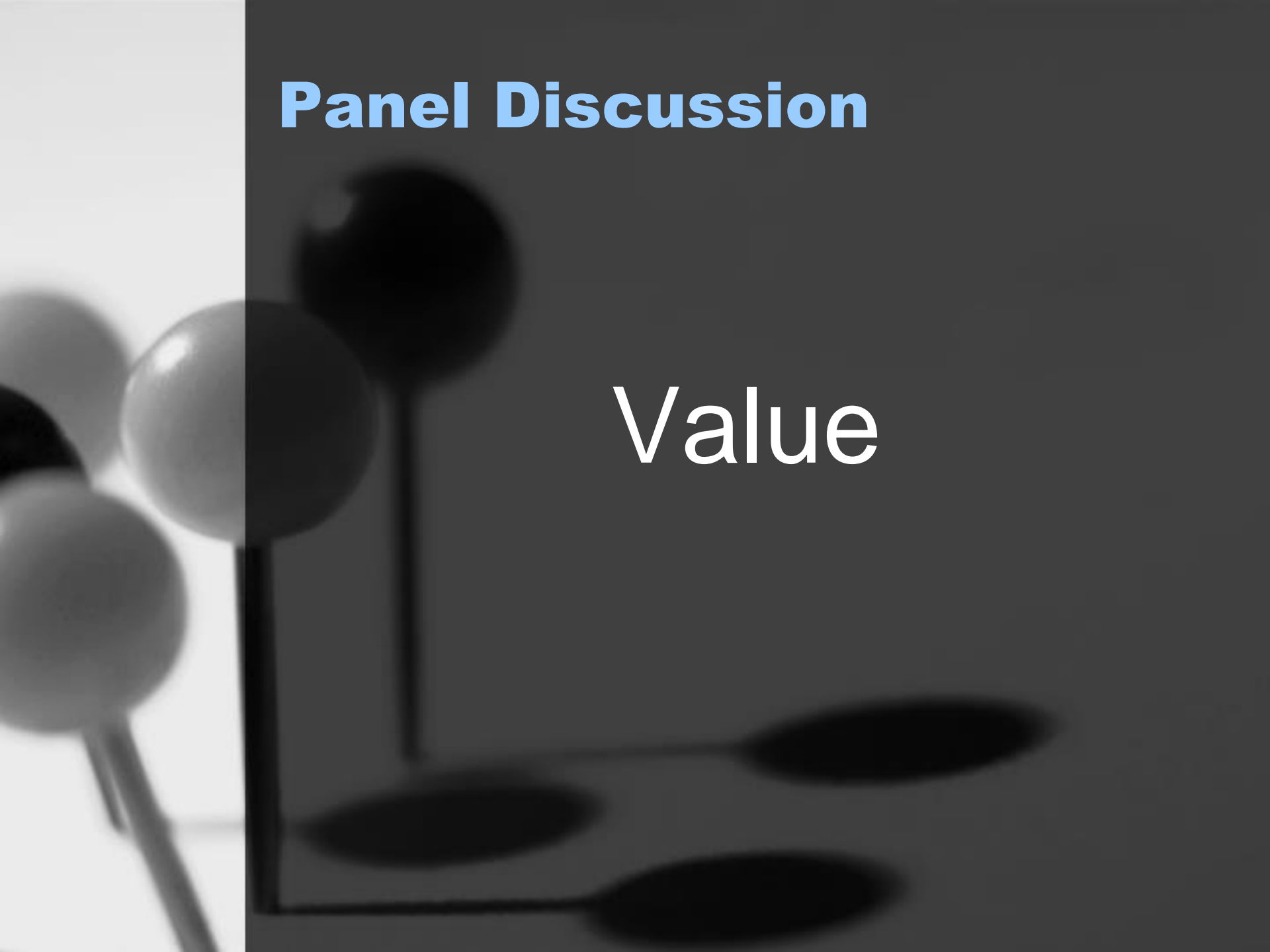# OUR COMMON CHALLENGE: RESHAPE THE "IRON TRIANGLE"

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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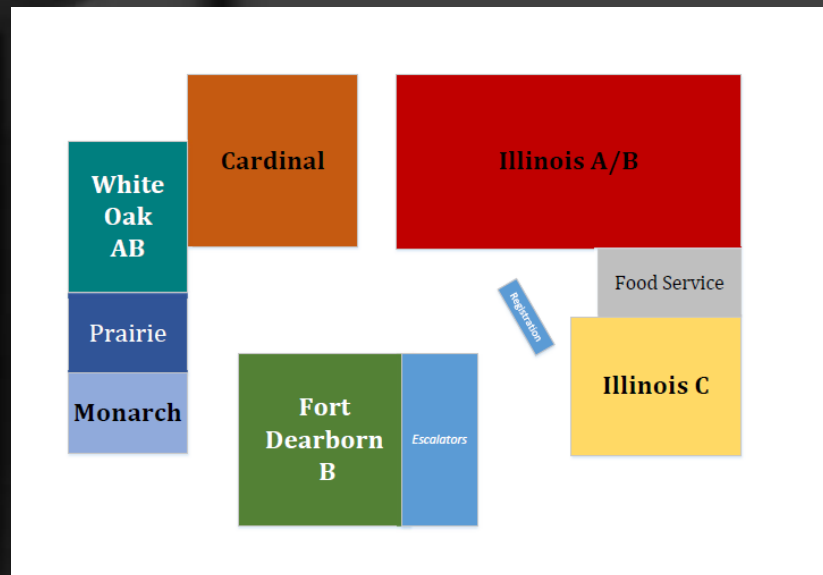
Breakout Session Two

2015 IT Governance Planning Summit

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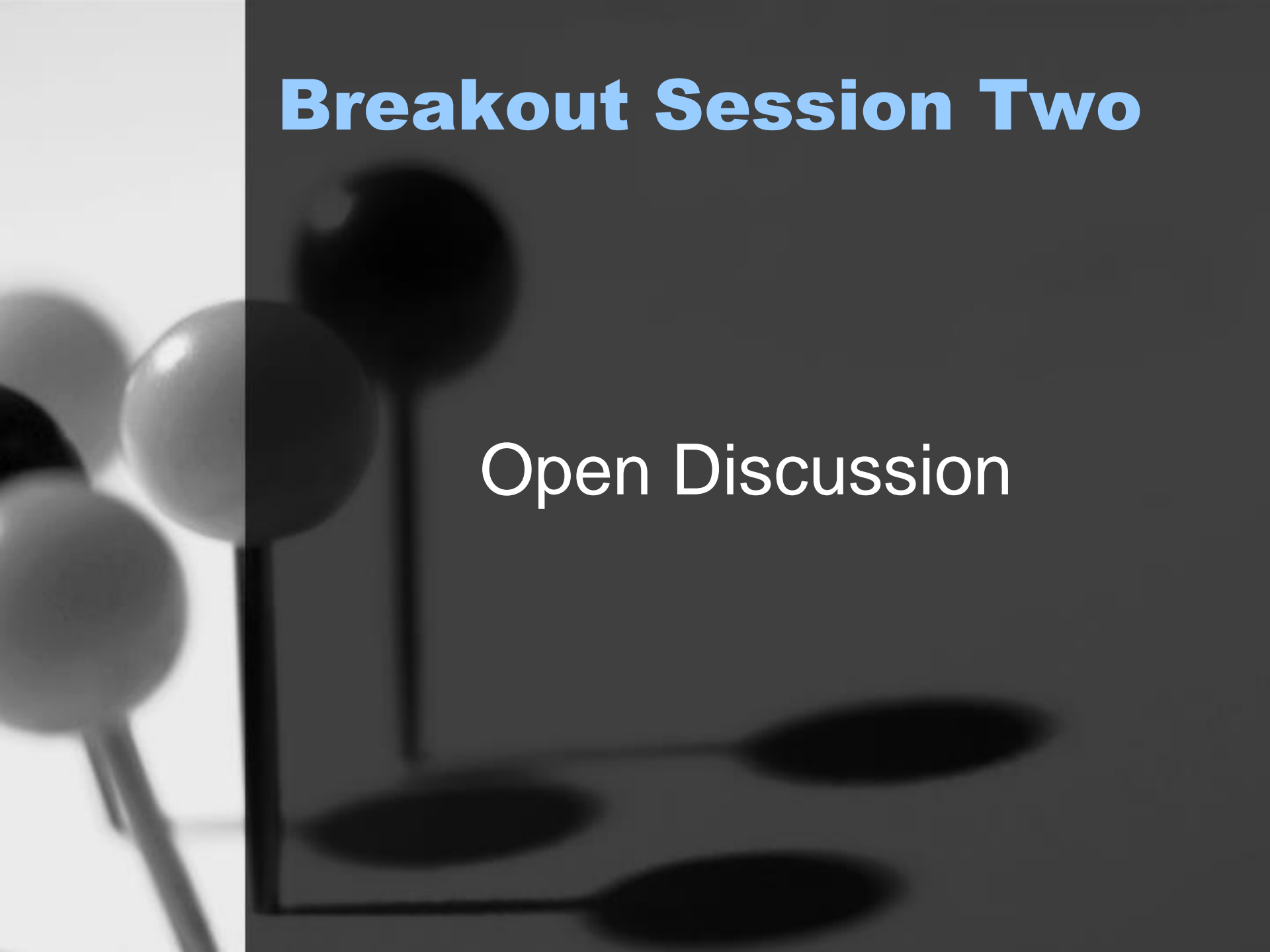| Room	Table Numbers
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Breakout Session Two

Open Discussion

2015 IT Governance Planning Summit

➢ 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!!