## Agenda

<table>
<thead>
<tr>
<th>Topic and presenter</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Debrief of Deloitte findings (Steve Hess)</td>
<td>Inform</td>
</tr>
<tr>
<td>2. Campus IT strategic plan (Steve Hess)</td>
<td>Action</td>
</tr>
<tr>
<td>3. Governance submission webform approval (Scott Sherman)</td>
<td>Action</td>
</tr>
<tr>
<td>4. Financial model statement of work (Cathy Anderson)</td>
<td>Action</td>
</tr>
<tr>
<td>5. B.I. Center of Excellence (Tom Howa, Mike Martineau, Mark Winter)</td>
<td>Action</td>
</tr>
<tr>
<td>6. Holistic Web strategy proposal (Barb Iannucci)</td>
<td>Action</td>
</tr>
<tr>
<td>7. UIT Project Management Office (Jill Brinton)</td>
<td>Inform</td>
</tr>
<tr>
<td>8. UIT service management platform (Jim Livingston)</td>
<td>Inform</td>
</tr>
<tr>
<td>9. UShop implementation timeline (Jeff West)</td>
<td>Inform</td>
</tr>
<tr>
<td>10. Set next meeting date/time</td>
<td>Action</td>
</tr>
<tr>
<td>11. Open floor</td>
<td>Discuss</td>
</tr>
<tr>
<td>12. Adjourn</td>
<td></td>
</tr>
</tbody>
</table>

View related materials for these agenda items in the SITC Box folder by clicking here.
1. Debrief of Deloitte findings

The university contracted with Deloitte to do an in-depth campus IT assessment last year. This assessment wrapped up in November, and presentations of key data points have been given throughout campus to a variety of groups. In all, Deloitte made 28 recommendations for improving the IT experience and technical capabilities of the university. The entire Deloitte Deliverable B can be found in the governance Box folder, or click here to view it.

It is now up to the university to decide which Deloitte recommendations to implement and how to do so. Chief Information Officer Stephen Hess will highlight the items that will drive much of the SITC agenda in the months and years ahead.

A copy of the presentation slides can be found on the Box folder, or click here to see them.

This is in an information item.
2. Campus IT strategic plan

While the university has an overall strategic plan spearheaded by Senior Vice President for Academic Affairs Ruth Watkins, it does not have a campus-wide IT-specific strategic plan intended to help bring the overall plan to fruition. Information technology is an essential part to the academic, research, and administrative functions of the university. Both the Architecture and New Technology Committee and the Strategic IT Committee are being asked to help shape a campus-wide IT strategic plan that will guide the overall direction of IT on campus to ensure it aligns with the goals of the university.

University Information Technology has a strategic plan for the services it offers, which can be found on the governance Box folder, or click here to read it.

In order to facilitate a discussion about the campus-wide plan, an initial draft plan has been created by taking into account the university’s big four goals, the Deloitte IT assessment recommendations, Educause’s top 10 IT issues facing higher education, and UIT’s plan. This discussion will be introduced by Chief Information Officer Steve Hess.

The draft campus-wide IT strategic plan can be found on the governance Box folder, or click here to read it.

The committee is being asked to discuss and take action on this item.
3. Governance submission webform approval

As discussed in the kick-off meeting, many future governance agenda items or requests will be made through standard online forms that will gather the information necessary for representatives to make an informed decision. Please look at the following forms and determine whether they are sufficient to post publicly and begin being used. Changes can be made at any time.

**Add service request form** - [http://it.utah.edu/forms/governance/add-service-request.php](http://it.utah.edu/forms/governance/add-service-request.php)

**Problem/Suggestion form** - [http://it.utah.edu/forms/governance/problem-suggestion.php](http://it.utah.edu/forms/governance/problem-suggestion.php)

**Business Case form** - [http://it.utah.edu/forms/governance/business-case.php](http://it.utah.edu/forms/governance/business-case.php)

The committee is being asked to approve these forms, or to suggest changes.
4. Campus IT financial model statement of work

The University of Utah received 28 recommendations from Deloitte as a result of their assessment of University IT services and processes. The university is in the beginning stages of assessing the financial model for campus IT to address two of those recommendations: Mature the funding model to align to ubiquitous services (Recommendation 2.1), and Develop a ubiquitous service strategy (Recommendation 5.1)

**Overall goals for the recommendations (includes Hospital and Clinics)**

- Understand and refine the current baseline costs of IT services
- Provide recommendations for a catalog of ubiquitous services, including definition of the service, who is providing the service and how it is funded
- Identify duplicative services across campus
- Determine which services are ubiquitous and their funding models
- Determine how to fund and manage ubiquitous services in the future, including change management, policies and procedures, and service catalog

The full statement of work can be found on the governance Box folder, or [click here to read it](#).

The business case can be found on the governance Box folder, or [click here to read it](#).

The university executive leadership team has already approved this project, and the committee is being asked if there are any suggestions or areas of focus for the project team to consider as part of this work.
Mark Winter, Mike Martineau, and Thomas Howa will discuss the proposal for a University Business Intelligence Center of Excellence.

Business Intelligence (BI) is an umbrella term that includes the applications, infrastructure and tools, and best practices that enable access to and analysis of information to improve and optimize decisions and performance. This is a key point to remember as BI is used to describe many of the activities that occur around the University, but rarely encapsulates the entire breadth of standard BI scope. The full business case supporting a Center of Excellence is available on the SITC Box folder, or click here to read it.

A copy of the slide deck for this presentation can be found on the SITC Box folder, or click here to read it.

The committee is being asked to approve the approach being outlined and/or offer comments.
6. Holistic Web strategy proposal

Barb Iannucci will review the proposal for a University Holistic Web strategy that unifies the look and feel of University web sites, takes into account mobile and accessibility functionality, and clarifies roles and expectations across the institution. A copy of the slide deck can be found in the governance Box folder, or click here to read it.
7. UIT Project Management Office

Jill Brinton will present this information item.

Overview
The University Information Technology (UIT) Project Management Office (PMO) is a service organization created for the specific purpose of delivering the business value on cross-functional IT projects at The University of Utah.

Our Mission
Provide a solid foundation for UIT and its business partners by creating an environment of professional, measurable, and disciplined project management upon which:
• The University receives the benefit of a carefully-planned investment
• Projects/portfolios are aligned with the University’s business goals and objectives
• Project teams are empowered, collaborative, and proud of their work

Objectives
1. Establish a performance-focused environment for all projects the PMO is accountable for
2. Build project management discipline and professionalism by developing a standard methodology, best practices, and templates for planning and reporting
3. Provide UIT employees and business partners training and mentoring on UIT PMO
4. Collaborate with IT Governance Groups on the project selection process
5. Provide expertise/assistance for creating projects requests and business cases that bring value to our business partners and The University of Utah
6. Project Management tool selection and implementation for a standard project/portfolio mgmt.

PMO Team
The PMO office is within the Office of the CIO, with full-time PMs reporting to the PMO
Associate Director:

• Jill Brinton – Associate Director
• Earl Lewis – Project Manager
• Jody Sluder – Project Coordinator
• Jayci Minjares – Project Manager
• Clay Postma – Project Manager
8. UIT service management platform

Chief Technology Officer Jim Livingston will discuss the hospital and campus IT organizations’ implementation of the ServiceNow service management platform. He will address the current functionality, rollout timeline, upcoming capabilities and future considerations. A copy of the slide deck can be found in the governance Box folder, or click here to read it.
9. UShop implementation timeline

Associate Vice President for Financial and Business Services Jeff West will speak about UShop’s implementation and adoption progress.
USHP IS REPLACING THESE PAPER-BASED PROCESSES:

- PROOF REQUISITIONS/BLANKET ORDERS (DISCONTINUED)
- PAPER-BASED REQUISITIONS (AUGUST ’16)
- LIMITED PURCHASE ORDERS (SEPTEMBER ’16)
- PAYMENT REQUEST DIRECT PAYMENTS (OCTOBER ’16)
- PAYMENT REQUEST REIMBURSEMENTS (NOVEMBER ’16)
- CAMPUS ORDERS (TBD)

CLICK HERE AND SIGN UP FOR TRAINING TODAY!
10. Set next meeting date/time

The committee needs to determine when and where it would like to meet in the future.

• Location (Dumke at EBC, or something more central?)
• Consistent day (ie: Third Thursday of the month)
• Time of day (Morning, afternoon)
• Frequency (Monthly for first six months and then reassess?)
11. Open floor

Any issues that need to be discussed here publicly before we next meet?