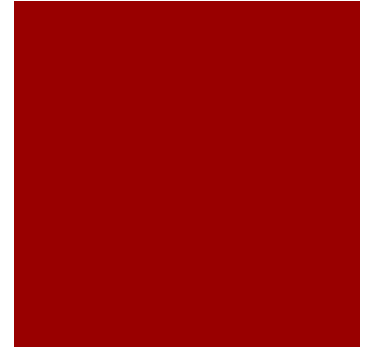


IT Services Review

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)

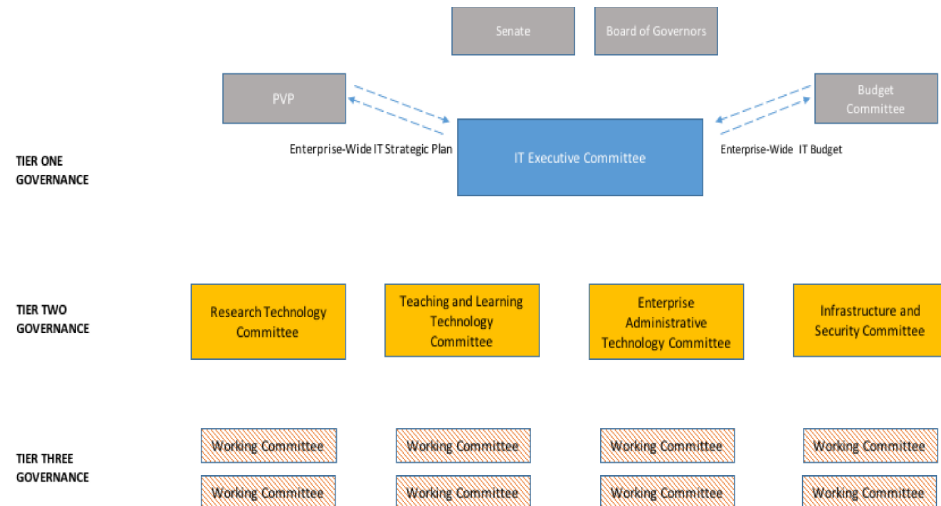
Challenges around:

- 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)

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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

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

Action Plan (Roger)

Phase Two – Within 12 months

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

IT Improvement Fund - \$3-4 million annually in short term to fund above activities