

AGENDA
IT STRATEGIC GOVERNANCE COMMITTEE
11:00 a.m.-Noon Technology Commons I, 102B
August 28, 2015

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| 1. Approval of July 31 Minutes | All |
| 2. IT2020 Overview | Hartman |
| 3. Service Desk Project-ServiceNow Update | Streimish |
| 4. Framework for IT Project Submission,
Review and Approval | Streimish, Finley |
| 5. Adjourn | |

IT Strategic Governance Committee

Minutes August 28, 2015

Committee Members Present:

Joseph Alcala, Tracy Clark, Shelia Daniels, Craig Froehlich, Jose Fernandez, Ozlem Garibay, Joel Hartman, Michael Johnson, Jeff Jones, Bill Merck, Aaron Streimish, Robert Yanckello

Committee Members Absent:

Maribeth Ehasz, Grant Heston, Paul Jarley, Ronnie Korosec, Reid Oetjen, Mubarak Shah

Others Present:

Craig Finley, Debbie Pease

MINUTES

Joel Hartman called the meeting to order at 11:03 a.m.

Approval of July 31 Minutes

The July 31 meeting minutes were approved as distributed.

IT2020 Overview

Joel Hartman provided a synopsis of the IT2020 Shared Services. IT2020 is expected to provide;

- High level view of IT projects and verify projects are aligned to the university and its colleges' strategic needs
- Improve overall effectiveness and efficiency
- Reduce overall cost of IT Service delivery

Computer Services & Telecommunications is in the process of reorganizing around the findings of the McGladrey study. While CS&T handles only a portion all IT functions, with this committee and the IT Professionals Committee working together, the plan is to create a new framework of UCF Information Technology with all levels of service, staff and functions serving the entire institution.

Service Desk Project-ServiceNow Update

ServiceNow will go live with a limited launch on September 15 and will run parallel with the current system Remedy until existing work tickets have been resolved. Exceeding expectations to date, this launch is the first phase of a multi-phase plan. It will be 12-18 months until ServiceNow is fully implemented. Options for service will include contact by phone, mobile

applications, email and chat line opportunities. End goal is a 24/7 service desk with tiers of support.

Framework for IT Project Submission, Review and Approval

Aaron Streimish provided examples of how scoring projects would occur using a draft Strategy Articulation Map (SAM). Using a rubric with criteria including capability, efficiency, security and innovation, this creates a score for each project. This committee will help fine tune the criteria for future projects and to guide resource allocation to get those projects completed. For the next meeting, the committee may look at creating key strategies to develop the process of putting projects into production.

IT2020 Website

Member lists, agendas and minutes for the IT Strategic Governance Committee and the IT Professionals Committee can be found at: <http://itr.ucf.edu/SharedServices/>.

The meeting was adjourned at 12:13 p.m.