

**MINNESOTA STATE COLLEGES AND UNIVERSITIES
BOARD OF TRUSTEES**

Agenda Item Summary Sheet

Committee: Technology Committee

Date of Meeting: November 16, 2010

Agenda Item: Strategy for Information Technology Service Delivery

- Proposed Policy Change Approvals Required by Policy Other Approvals Monitoring
- Information

Cite policy requirement, or explain why item is on the Board agenda:

The Technology Committee members requested that Vice Chancellor Darrel Huish present information on the strategy Information Technology will use to determine service delivery as it applies to goal number three.

Scheduled Presenter(s):

Darrel Huish, Vice Chancellor – Chief Information Officer

Outline of Key Points/Policy Issues:

Background Information:

**BOARD OF TRUSTEES
MINNESOTA STATE COLLEGES AND UNIVERSITIES**

INFORMATION ITEM
Strategy for Information Technology Service Delivery

BACKGROUND

Darrel Huish, Vice Chancellor for Technology will present information on the emerging strategy Information Technology plans to use to determine service delivery. This presentation is a “work in progress” to create systemwide conversations in months to come.



Strategy for Information Technology Service Delivery

Board of Trustees Technology Committee Presentation
Vice Chancellor Darrel Huish
November 16, 2010



Strategy for IT Service Delivery - Goal

- Goal: Minnesota State Colleges and Universities will develop an information technology implementation strategy (or model) that is well-understood and easy to apply. Information technologies should be implemented and sustained in a way that balances our need for cost effective solutions with the need to facilitate the unique missions of our institutions.



Strategy for IT Services Delivery – Milestones

- Project initiated as a Trustees' goal Sept 2010
- LCTC chairs develop initial ideas Oct 2010
- Seek insight, clarification, conceptual design Oct 10 -Jan 11
 - Leadership Council Technology Committee
 - College and University CIOs
 - Vice Chancellors
 - Leadership Council
 - Board of Trustees' Technology Committee
 - ITS Stake Holders (councils, committees, and workgroups)
- Draft strategy document Jan 2011
- Circulate widely for comment and improvement Feb-Mar 2011
- Present for Trustees' review Apr 2011

Slide 3



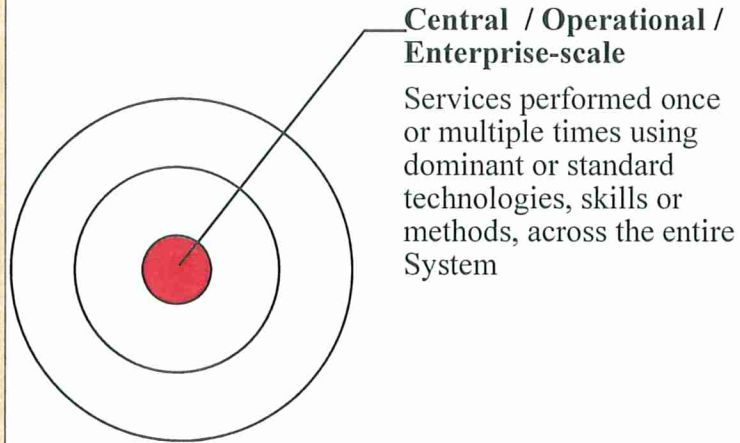
Strategy for IT Service Delivery – factors to consider

- Degree of standardization
 - Commodity service?
 - Unique service?
- Degree of interoperability
- Location of skills & capacity
- Available funding
- Precedence (and continuity of service)

Slide 4



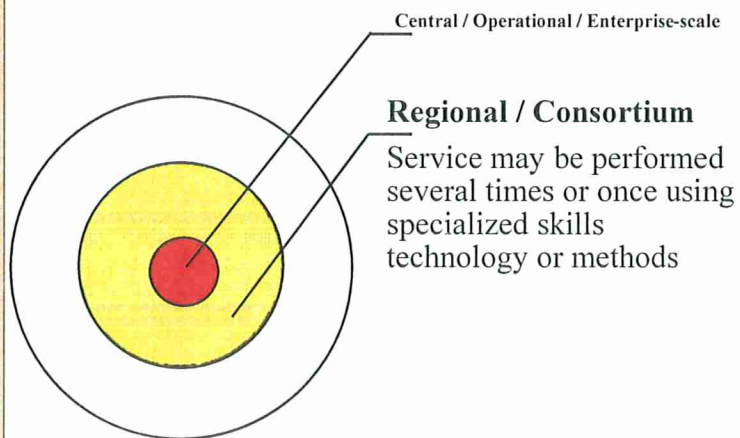
Service Delivery Model



Slide 5



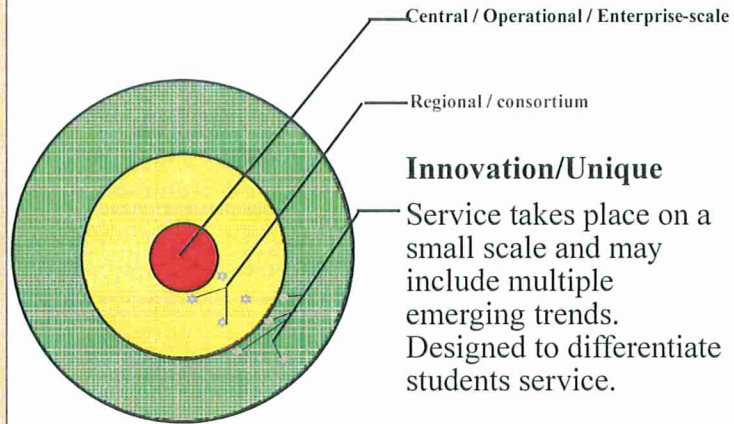
Service Delivery Model



Slide 6



Service Delivery Model



Slide 7



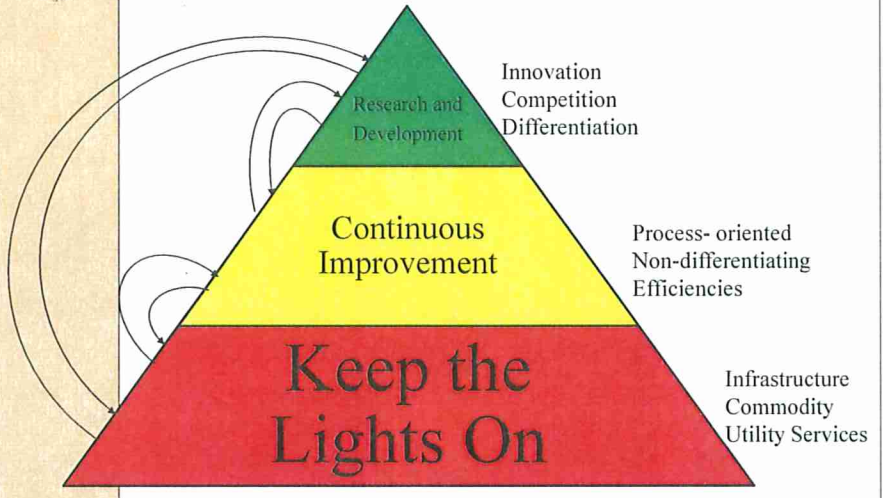
Strategy for IT Service Delivery – Decision Models

- Model for positioning (who does it?)
- Model for migration (does it stay where it starts?)
- Model for funding (who pays? Startup and Ongoing)
- Model for governance (who decides?)

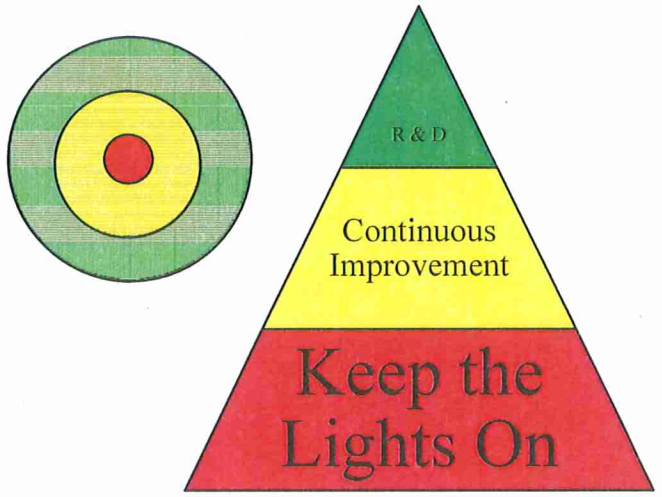
Slide 8



Categories of ITS Work Effort

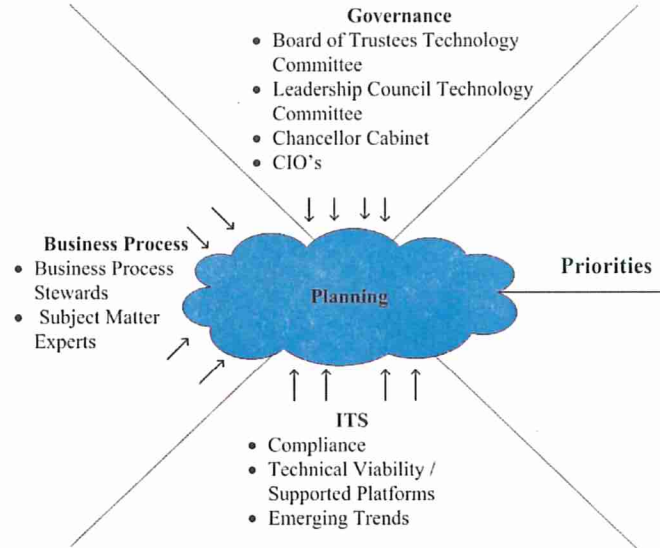


Compare and Contrast





Planning



Slide 11



Strategy for IT Services Delivery – Mapping to existing governance structures

- Shared Services initiatives
- IT Roundtable
- Revision of EIC
- Councils, Committees, Workgroups

Slide 12