

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

**Agenda Item Summary Sheet**

**Committee:** Technology Committee

**Date of Meeting:** January 17, 2011

**Agenda Item:** Discuss Committee Progress on Goals (Service Delivery Strategy

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

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

The Board of Trustees Technology Committee accomplished a goal last year to sponsor the development of a strategy for delivery of technology services. Vice Chancellor Huish will share progress on the implementation of this strategy.

**Scheduled Presenter(s):**

Darrel Huish, Vice Chancellor and Chief Information Officer

Chris McCoy, Associate Vice President for Information Technology and Chief Information Officer, Metropolitan State University

Kenneth Janz, Associate Vice President for Academic Affairs and Chief Information Officer, Winona State University

**Outline of Key Points/Policy Issues:**

**Background Information:**

The Board of Trustees Technology Committee sponsored the development of a strategy for delivery of technology services so that these services can be provided efficiently while also sustaining an institution's ability to innovate and differentiate student and community services. The final Service Delivery Strategy was presented at the June 22, 2011 meeting.

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

<b>INFORMATION ITEM</b>
Technology: Discuss Committee Progress on Goals (Service Delivery Strategy)

**BACKGROUND**

The Board of Trustees Technology Committee sponsored the development of a strategy for delivery of technology services so that these services can be provided efficiently while also sustaining an institution's ability to innovate and differentiate student and community services. The final Service Delivery Strategy was presented at the June 22, 2011 meeting.

*Date presented to the Board: January 17, 2011*



## **Service Delivery Strategy Update:**

### **Application Inventory Summary Results And Next Steps**

**January 17, 2012**

The Minnesota State Colleges and Universities system is an Equal Opportunity employer and educator.



## **Service Delivery Strategy Update**

1. The Service Delivery Strategy (SDS) Work Group
2. The Work So far...
3. Application Inventory Summary Results
4. Next Steps

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## **A New Service Delivery Strategy**

- On April 6<sup>th</sup> the Technology Committee of the Board of Trustees endorsed the development of a new IT Service Delivery Strategy (SDS).
- The overall long-term goal of the SDS is to create a well-understood rationale and method for locating and funding IT services.

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## **Activity Alignment**

- The Service Delivery Strategy development connects to the Strategic Framework work plan item number III.2 (Campus Service Cooperative)
- The SDS Work Group has been meeting to create clarity about which technology services will be provided by the system office, by consortia, by partnerships and/or by individual institutions.

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## Service Delivery Strategy Development Milestones

- ✓ **September - October 2011** - design Application Inventory survey with CIOs
- ✓ **November 2011** - Inventory Survey sent to the CIOs response due November 22, 2011
- ✓ **December 2011** – Present results to the CIOs at quarterly meeting
- **January 2012** – Refine the inventory responses and clean up the data
- **March 2012** – Develop shared vision for future state of technology services
- **June 2012** - Identify and begin the highest priority projects

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## The Work So Far...

- The “Service Delivery Model & Roadmap” project was launched to take the next step in the definition of the overall Service Delivery Strategy by:
  - identifying the current location of IT services;
  - defining the future location model for services;
  - developing a practical transition path to the desired end state.

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## The Work So Far...

- The project objectives are to:
  - Identify the current location of IT services at each institution, i.e. the “As-Is” model
  - Identify some near-term consolidated service opportunities, while...
    - Defining the future location of IT services, i.e. the “To-Be” model
    - Defining at a high level the optimal “Roadmap” for migration to the “To-Be” model

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## Application Inventory Summary Results

- The purpose of the inventory was to obtain a “snap shot” of the current state of server applications across all institutions within the system.
- This is a first step in producing an “as-is” service delivery model, i.e. what do we have now and where is it placed?
- Every College and University participated

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# Application Inventory Summary Results

## Application Service Categories:

- |                                     |                                     |
|-------------------------------------|-------------------------------------|
| 1. Academic & Institutional Affairs | 16. IT- Email                       |
| 2. Teaching & Learning Management   | 17. IT – Web                        |
| 3. Admissions & Enrollment          | 18. IT – Asset Management           |
| 4. Student Records & Assessment     | 19. IT – Help Desk                  |
| 5. Student Conduct/Counseling       | 20. IT – Telephony & Communications |
| 6. Foundation/Fundraising/Grants    | 21. IT – Virus protection           |
| 7. Security                         | 22. IT- Disaster Recovery           |
| 8. Facilities                       | 23. IT – Printer management         |
| 9. Bookstore                        | 24. IT – Digital signage            |
| 10. Library                         | 25. IT - Document imaging           |
| 11. Parking                         | 26. IT – Scheduling                 |
| 12. Athletics                       | 27. IT – Passwords / Provisioning   |
| 13. Survey                          | 28. IT – Database                   |
| 14. Food services                   | 29. IT – Network                    |
| 15. Housing                         |                                     |



# Application Inventory Summary Results

## Convergence

Admissions & Enrollment	1	Accuplacer	1	13
	2	Hobsons Connect	10	13,16,18,19,28,2,31,35,4,24,37
	3	Hobsons Retain	1	16,37
	4	Goldmine	1	22
	5	Information Session Administration	1	2
	6	Online Orientation Completions	1	2
	7	Campus Visit	1	31
	8	CRM Upload	1	31
	9	Event Attendance	1	31
	10	Hobson's Apply Yourself	1	31
	11	Special Student Application	1	31
	12	Star Alert	1	31
	13	Identity Manager	1	32
	14	ACT Import	1	37
	15	Advising Schedule	1	37
	16	Online application for Scholarships	1	37
	17	Term Course Form	1	37
Athletics	1	NCAA Compliance Upload	1	31
	2	Compliance Check	1	37
	3	Recruiter	1	37
	4	Apex Football Software	1	4
Bookstore	1	MBS	14	10,13,14,16,17,18,26,28,29,32,3,5,6,24
	2	Sequoia	1	16
	3	eFollett	1	1
	4	Ratex	1	22
	5	WinPRISM	4	2,32,33,37

