

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

Agenda Item Summary Sheet

Committee: Technology Committee

Date of Meeting: May 15, 2012

Agenda Item: 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

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

Andrea Kodner-Wenzel, Chief Information Officer, Normandale Community College

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.

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MINNESOTA STATE COLLEGES AND UNIVERSITIES**

INFORMATION ITEM
SERVICE DELIVERY STRATEGY

BACKGROUND

In October 2011, the Board of Trustees, Technology Committee established its goal of sponsoring the development of Service Delivery Strategy (SDS) projects. The systems Information Technology community has been actively working to identify and prioritize significant projects (e.g., those that will reduce effort/labor; lay the groundwork for more sharing; or have the potential to improve services and save campuses money).

SDS Chief Information Officer (CIO) Workgroup members are Dan Baun, Randy Bayerl, Vi Bergquist, Marty Gang, Dan Harber, Dan Heckaman, Darrel Huish, Ken Janz, Andrea Kodner-Wenzel, Chris McCoy and Ken Ries

Significant historical milestones:

- Publication Service Delivery Strategy – May 2011
- CIO Service Delivery Strategy Workgroup formed – October 2011
- Application software survey - November 2011
- Electronic Brainstorming Session – February 2012
- Create linkage with Campus Service Cooperative leadership – February 2012
- CIO Workgroup vetting of candidate projects – February 2012
- CIO Quarterly meeting review and endorsements – March 2012
- CIO Workgroup outlines next steps – April 2012

April Campus Service Cooperative update:

In the area of information technology, a select workgroup of campus CIOs has conducted and analyzed a survey of the various applications hosted at each campus. Based on this work, the CIO community has selected three short-term technology projects that incorporate the principles of the Campus Service Cooperative. They are a system-wide “Active Directory” project that provides secure access to Microsoft environments; a system-wide collaboration tool hosted by Winona State University (Microsoft’s SharePoint); and implementation of a system-wide classroom, event management and resource scheduling system (CEMRS). The campus CIO’s and system office ITS staff are collaborating to identify and prioritize additional Campus Service Cooperative/Service Delivery Strategy information technology projects.

Enterprise Active Directory Project

Objective: The project will build an Enterprise Active Directory that includes all employees of the MnSCU system using StarID as the unique identifier. Our Expected Benefits include establishing the foundation needed for other collaborations (e.g. sharing application code, seamlessly hosting services between campuses). This will allow synchronized authentication with the Enterprise authentication directory (i.e., change password in one location) and begins the

process of system-wide coordination of account creation and maintenance.

Status: Winona State University (WSU) has purchased the hardware needed for the project. Delivery of the hardware was expected by the first week of May. Currently WSU ITS staff is working collaboratively with system office ITS staff to design network routing so WSU can host the Active Directory. May 7 hardware deployment was scheduled to begin. By the first week of June testing will begin.

Enterprise SharePoint

Objective: This project will create a hosted intranet for shared use across the MnSCU system utilizing Microsoft SharePoint 2010. This will be hosted and managed by Winona State University. This will provide authenticated and unauthenticated access to web-based workgroup collaboration sites for all MnSCU employees. Our expected benefits include:

- Increased communication and collaboration
- Simultaneous editing and sharing of documents
- Version control of documents
- Shared expertise and support
- Reduction of duplication
- Knowledge management
- Cost savings

Status: Currently WSU is working in conjunction with the system office to finalize a project plan and service level agreement. Work will begin on this project this summer.

Classroom, Event Management, and Resource Scheduling (CEMRS)

Objective: CEMRS project is a system-wide effort to implement a new software system that provides a common platform to:

- assist the campuses of the Minnesota State Colleges and Universities to schedule their space more effectively and efficiently
- allow for better coordination for scheduling of rooms for shared courses or remote offerings
- provide assurance for consistent and accurate data and measures across the system

This project will allow each school and the system to tell the full story of its space utilization and improve the quality of space management decisions.

Status: In process – License purchased, system hardware designed established and purchase in process, Steering Committee planning implementation to the colleges and universities.

Next Steps:

The Service Delivery Strategy CIO Workgroup will prepare a description of the Guiding Principles, Assumptions, and Constraints as the next step in the development of the long-term Service Delivery Strategy. These will be used for project selection.