

**Information Technology Subcommittee
Report to the UW Colleges – UW-Extension
Administrative Integration Steering Committee (AISC)**

August 26, 2005

Progress to date

The Administrative Integration Steering Committee (AISC) Information Technology Subcommittee was formed in May 2005. After developing a charter and a set of guiding principles (see Appendix A and B), the subcommittee designed a rigorous process to evaluate which information technology services had potential for integration. The UW System Administration CIO participated at each stage of the subcommittee's analysis, however, UW System Administration information technology services have not yet been formally evaluated.

The first step in the process was to identify all information technology services provided at UW Colleges and UW-Extension. The subcommittee identified 122 services. 29 services were found to be unique to one or the other institution, and 4 services were already outsourced from UW Colleges to UW-Extension. 89 services are provided by both institutions.

The subcommittee convened a working group of 19 senior IT managers from the two institutions to analyze the remaining the 89 services. That analysis focused on clarifying the linkages between the services and evaluating their potential for consolidation. Twenty-five IT service clusters were identified as having potential for consolidation, either with probable economies of scale or possible long-term cost savings.

The 25 IT service clusters were aggregated into five areas: end-user services, IT infrastructure, e-mail services, hardware/software contract administration, and other services. The specific service clusters are identified in Appendix C.

Next Steps

The next step in this process is to conduct a detailed analysis of the costs and savings associated with consolidating each of the 25 service clusters. The subcommittee will evaluate one-time costs and on-going costs. One-time costs may include items such as facility changes, new hardware and software purchases, data and application conversions, and technical and end-user staff training. The literature indicates that one-time IT costs of organizational mergers and acquisitions can be substantial. A significant part of this analysis will be to determine if cost savings can be achieved and over what timeframe. A draft report documenting the next phase of the analysis will be completed by December 1, 2005

Appendix A

Charge

Administrative Integration Steering Committee Information Technology Subcommittee

The Information Technology Subcommittee will:

1. Identify available resources within the University of Wisconsin-Colleges and the University of Wisconsin-Extension that provide Information Technology services.
2. Identify services needed from both institutions and the fit between resources available and those needed
3. Review models for delivery of services based on best practices.
4. Refine preliminary analyses using facilitated session(s) with representatives of each institution's IT service areas.
5. Recommend to the Steering Committee services which could be combined and recommend staffing options.
6. Recommend to the Steering Committee organizational options.

Committee make-up: The committee will be comprised of four to eight members, equally from each institution.

Timeline: The committee will be asked to provide a preliminary report on August 26, 2005.

Appendix B

Principles

Administrative Integration Steering Committee Information Technology Subcommittee

1. A standard evaluation and planning process should be applied to all IT applications and services.
2. The identity, environment, and mission of each unit and organization should be considered when making decisions about the delivery of IT applications and services.
3. The “value-added” measure of IT applications and services should be evaluated in terms of contribution to mission, cost, stability, reliability, maintainability, effectiveness, and security.
4. The analysis of costs should include one-time costs, ongoing costs, periodic costs, and opportunity costs.
5. The schema applied to all IT applications and services will range from:
 - a. “Enterprise-wide” when the initiatives are determined to likely add value to the enterprise as a whole.
 - b. “Unit-specific within institution-wide standards, guidelines, policies, and procedures” when the initiatives are determined to likely add value to the specific unit but may have implications for the enterprise as a whole.
 - c. “Unit-specific” when the initiatives are determined to potentially add value to individual units but not add value to or have implications for the enterprise as a whole.

Appendix C

Information Technology Service Clusters

- 1) End User Services
 - a) Desktop System Configuration Services
 - b) File and Print Services
 - c) Help Desk/User Support
 - d) Wireless Device Support

- 2) Information Technology Infrastructure
 - a) Application Server Administration
 - b) Consolidated Server Facility
 - c) Database Server Administration (Oracle/SQL Server)
 - d) Enterprise Server Operating System/Software Upgrades
 - e) Footprints Administration
 - f) Identity Management/Directory/LDAP
 - g) Local Area Network Server Administration
 - h) Network Management
 - i) Web Server Administration

- 3) EMAIL Services
 - a) EMAIL Anti-virus gateway
 - b) EMAIL Processing
 - c) SPAM Management
 - d) Webmail

- 4) Hardware/Software/Contract Administration
 - a) Establish Hardware Standards
 - b) Establish Software Standards
 - c) Hardware Acquisition
 - d) Software Acquisition/License management

- 5) Other
 - a) Application Development Services
 - b) Disaster Recovery Program
 - c) Online Searchable Directory
 - d) Records Management