Information Technology Committee Annual Reports for 2016-2017 and 2017-2018

This report covers the last two years of activity of the ITC, a time of much major activity and progress. We have just welcomed a new CIO to campus, Lois Brooks, and are pleased to have someone on board who understands and is committed to shared governance. A far more detailed report is available on the ITC website, [it.wisc.edu/wp-content/uploads/Campus-IT-Challenges-and-Vision-ITC-Report-to-UC-and-Senate.pdf](http://it.wisc.edu/wp-content/uploads/Campus-IT-Challenges-and-Vision-ITC-Report-to-UC-and-Senate.pdf).

I. Structure. For our charge and current membership, see [committeetracker.wisc.edu/Committee/Details/388](http://committeetracker.wisc.edu/Committee/Details/388). The ITC has asked to establish a rotation where the most recent past chair stays on a year to work with the current chair and the next year’s incoming chair joins them in a three-person leadership team. The ITC sees this as a stable and sustainable way to manage ITC leadership into the future.

II. Activities. Over the last two years, we have undertaken a set of major initiatives to assess the current state of campus IT and its challenges, and to build a foundation for future IT on campus.

In addition to work on a range of very specific issues, like the transition to Canvas as a campus-wide Learning Management System and approving policies like the new Network Firewall policy, the last two years have involved work on broader issues like these:

1. IT Governance & Management Structure.
2. IT Service Inventory Study; Service Categorization Study.
3. IT Spend Studies FY15-FY17.
4. Analysis of the Campus IT Funding Model.

The ITC’s priorities developed over the last two years align tightly with what CIO Lois Brooks has concluded from her recent listening tour of campus. We see being on the same page on these matters as opening the door to further progress. Two examples illustrate these discussions and the opportunities the committee sees.

1. IT service inventory. The ITC has conducted the first complete survey and categorization of campus IT services. Of over 1400 services, about 80 were classified as ‘generic’ services, i.e. providing specific business functions independent of a particular solution, such as Ticketing, Event Scheduling and Management, Help Desk, Website Content Development/Maintenance. On average, each generic service had 17 different instantiations on campus. This suggests that campus has serious opportunities for eliminating redundancies without compromising specialized needs of particular units.
This work has fed into the CIO’s current work on the issue.

2. **IT funding model.** IT funding on campus is a longstanding concern, for example in terms of charges for services and the creation of IT haves and have-nots on campus. Units are charged rates for IT services and work that do not align with usual market rates, including for services and work that are necessary for the fundamental mission of the University, namely research and teaching and learning.

The ITC’s study shows a number of negative consequences of the current IT funding model, including that it:
- Encourages duplicated services and creates disincentives for shared services.
- Discourages effective service management.
- Impedes strategic prioritization of resources and an effective campus-wide IT strategy.
- Creates inequities in the availability of IT services across campus units due to budget disparities across units.
- Creates issues of transparency, trust, and collaboration.

DoIT is now eliminating the internal charge-back system, which we hope is a first step to broader restructuring.

**III. ITC Vision, 2018 through 2023**
The ITC discussed at great length our shared vision going forward and what strategies we need to achieve that vision and endorsed the statement below.

Position the University of Wisconsin-Madison to realize strategic mission goals through a coordinated and innovative set of campus IT services. Design and operate an efficient data-oriented and interoperable IT infrastructure focused on delivering service-oriented outcomes.
Strategies to Achieve Vision

1. Shift key performance metrics from a focus on IT activity to service and value-oriented outcomes aligned with institutional mission and strategic objectives.
2. Optimize the existing service inventory by reducing redundancies and moving toward standardization of tools through creation of a campus-wide service catalog.
3. Enhance information sharing, analytics and data to allow campus IT stakeholders to make more data-driven decisions.
4. Identify, define and implement an appropriate sourcing and management model for IT services based on a hybrid platform model including on-premises and cloud services.
5. Adapt IT campus organizations to be brokers of services through definition of user needs and management of the service inventory and cloud services.
6. Create a new campus IT funding model to support the IT mission and strategies.

ITC Membership

2016-2017
Faculty/Department/term ends
Joe Salmons/GNS/2018 (co-chair)
Murray Clayton/Plant Path /2019
Linsey Steege/NUR/2018
Rand Valentine/LING/2020
Michael Kissick/MED PHYS/2017
J.R. Schmidt/CHEMISTRY/2019
Catherine Arnott Smith/LIB&INF ST/2017
Dee Warmath/SOHE/2018
William Tracy/Agronomy/2017
Rafi Lazimy /BUS/thru fall 2016
VACANT (spring 2017)

Academic Staff
Mike Pflieger/ADM-STU ACAD
AFF/2017
Jennifer Bonifas/MEDICINE/2018
Michael Pitterle/PHARM/INFO TECH/2019

University Staff
Tara Cordes/UHS/ENV & OCC HEALTH/2017
Thomas O’Brien/WSLH/INFO TECH/2017
Arthur Grimm/ENGR PROF DEV/2017

Students (1 year terms)
Kirians Paul
Rachel Widra
Yi Shen
Ex Officio (1 year terms)
Rafi Lazimy/ Exec Dir, Info Tech Planning & Strategy (co-chair)
Bruce Maas
Bobby Burrow
Steve Cramer
Clare Huhn
Mark Sweet
Nicholas Tincher
Lee Konrad
Steve Hahn

2017-2018
Faculty/Department/term ends
Joe Salmons/GNS/2022 (co-chair)
Grant Petty/ATMOS SCI/through fall 2017
Dan Negrut/MECHANICAL ENG/through fall 2018
Linsey Steege/NUR/2018
Rand Valentine/LINGU/2020
Edgar Spalding/BOTANY/2020
J.R. Schmidt/CHEMISTRY/2019
Catherine Arnott Smith/LIB&INF ST/2022
Dee Warmath/SOHE/2018
Jun Zhu/STATISTICS/2022
Robert Nowak/ELEC&COMP ENG/2017

Academic Staff
Julie Zachman/ADMIN/2020
Jennifer Bonifas/MEDICINE/2018
Michael Pitterle/PHARM/INFO TECHNOLOGY/2019

University Staff
Robin Fisher/THEATRE&DRAMA/2020
Neil McLaughlin/WSLH/ASST DIR/2020
Kesha Webet/L&S/ADMIN/2020

Students (1 year terms)
Philip Masters
Marcin Tutajewski
Nima Cheraghi
Ex Officio (1 year terms)
Rafi Lazimy/ Exec Dir, Info Tech Planning & Strategy (co-chair)
Michael Lehman
Bobby Burrow
Steve Cramer
Clare Huhn
Mark Sweet
Nicholas Tincher
Lee Konrad
Steve Hahn

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