

**IT SERVICE
INVESTMENT
BOARD**

November 17, 2020

INFORMATION TECHNOLOGY

UNIVERSITY *of* WASHINGTON



AGENDA

- > Call to order
 - Welcome and introductions
 - Governance Board update
 - IT Service Management Board update
- > Top 1-2 IT Issues – input from Board
- > Technology Recharge Fee annual review
- > COVID-19 Impacts
 - Impacts on IT for teaching and learning
- > UW Finance Transformation
 - Decision on Operating Model and HUBS
 - Impacts to UW units and change management approach
- > Top 1-2 IT Issues discussion
- > Wrap up

Introductions

IT Service Investment Board
Anind Dey The Information School Chair
Dave Anderson Health Sciences Administration
Pedro Arduino College of Engineering
Maureen Broom UW Medicine
Julie Brown University Advancement
Susan Camber Financial Management
Joe Giffels Office of Research
Joe Janes Faculty Senate
Mary Fran Joseph UW School of Medicine
Christy Long UW Bothell
Stephen Majeski College of Arts & Sciences
Aaron Powell UW Information Technology
Bill Ferris, ex officio UW Information Technology
Linda Rose Nelson, ex officio College of Arts & Sciences

Governance Board Update – IT Strategy Board

Aaron Powell

Vice President for UW-IT and CIO



IT Governance Board Update

> IT Strategy Board (10/19 meeting)

- **COVID-19 Update:** Update on continued high demand for online teaching support, and projects developed to support online teaching and learning: web resource for teaching remotely; new service to set up computational environment in courses for students to learn data management, data analysis for research; enhancements to tools for advisors to better identify and support students at risk.
- **Emerging issues:** Discussion about UW students in countries with different laws around speech and information and their technology access and safety risks, even while maintaining academic freedom. Board recommended exploring potential criteria for corporate social responsibility of IT vendors and working other units on campus. Update on Canvas' ownership change and Zoom's expanded business model, and being attentive to how these changes may affect how these vendors respond to higher ed's unique needs.
- **UW Finance Transformation Update:** Update on progress, including the initial configuration of Workday, and that some technical components have increased in scope and are behind schedule. Transition to next stage has been pushed to November and will be contingent on a detailed integrated plan being developed. Also Board discussed HUBs model and option for larger units to manage own services, and communicating with the units' associated costs for managing own HUB.

Governance Board Update – IT Service Management Board

Mike Middlebrooks

Director of Information Technology, School of Medicine



QUESTIONS

Top 1 – 2 IT Issues – Input from Board

Aaron Powell

Vice President for UW-IT and CIO

Jacob Morris

Director, Strategic Initiatives and Projects, UW-IT



Top 1 – 2 IT Issues

Take 5 minutes, on your own

- > What are the one or two most important technology-related issues the University faces today?

Technology Recharge Fee Review

Bill Ferris

Chief Financial Officer, UW-IT

Linda Nelson

Director of Finance and Administration, College of Arts & Sciences



TRF Advisory Committee Members

- > Bill Ferris, UW Information Technology, Co-Chair
- > Linda Rose Nelson, College of Arts & Sciences, Co-Chair
- > Betsy Bradsby, UW Finance Transformation
- > Maureen (Mo) Broom, UW Medicine
- > Jason Campbell, Planning & Budgeting
- > Kelly Campbell, School of Pharmacy
- > Gary Farris, School of Dentistry
- > Bill Fritz, UW Tacoma
- > David C. Green, School of Medicine
- > Amy Stutesman, UW Bothell
- > Barbara Wingerson, UW Facilities

Confirmed Recommendation from Prior Year

- > Maintain current TRF rate model/methodology through FY22, 23, & 24
 - Current model is out of date and requires workarounds
 - Future impact of FT, including new Foundational Data Model (FDM) and ongoing operating costs related to integrations
- > Defer major TRF review/update to the methodology until year after implementation of Finance Transformation
 - Larger committee – reconfigure model/methodology
 - Include impact of FT on cost of services
 - Incorporate new service costing model – major changes to FDM may have impact on how UW-IT does cost accounting
 - Until the review - Medical Centers to directly fund additional 2 FTE to support impact of integration of NW Hospital, UWP, and UWNC

UW-IT Fiscal Challenges for FY22

- > No opportunity for Provost Reinvestment Funds
- > Significant Increases for software licensing
 - Microsoft Campus License Agreement – end of 3-year contract (June 2021); anticipate 5% to 10% increase (\$200K-\$500K)
 - Enterprise Document Management – Oracle replacement (\$300K-\$500K)
 - Canvas Learning Management – 75% increase (\$130K)
 - DocuSign – 100% increase (\$150K)
 - Replace spam filtering software, Sophos, with new vendor (\$500K-\$800K)
- > Finance Transformation – Contributed Labor \$1.5-2.0M Yr. (10-15 FTE over 20+ positions).

Recommendation for TRF Rate FY 2022

- > A 2% increase
 - Results in overall net of \$450K/year
 - Helps address a significant increase in software license costs
 - Avoids dramatic rate increase in future years

TRF Monthly Rate Comparison	FY 2021 TRF Rate	FY 2022 2% Increase
Medical Centers Employee*	52.18	53.22
Campuses Employee	58.28	59.44

*UW Medical Centers continues to fund 2 FTE for NWH/UWP/UWNC

TRF Rate History

	FY11	FY12	FY13	FY14	FY15	FY16	FY17	FY18	FY19	FY20	FY21
Medical Center	\$53.43	\$53.43	\$53.43	\$50.00	\$50.00	\$50.91	\$51.34	\$51.34	\$52.20	\$51.75	\$52.18
Campus	\$52.68	\$52.68	\$52.68	\$54.50	\$54.50	\$55.51	\$56.13	\$56.13	\$57.28	\$57.53	\$58.28

Rebalancing of Rate

Increase to campus: 1% 0% 2% 0.5% 1.3%

- > TRF supplements existing GOF/DOF resources to provide Basic Services
- > Medical Centers are excluded from GOF/DOF subsidy and billed separately for Network & Telecom, resulting in an effective rate ~\$85/month
- > The initial TRF coincided with a \$20/month reduction of the Dial Tone rate, a \$6M annual savings to the University

Action Requested:

**Endorsement of TRF Advisory
Committee Recommendation**

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QUESTIONS

COVID-19 Update



Impacts on IT for Teaching and Learning

Erik Hofer

Associate Vice President for Academic Services, UW-IT



UW Finance Transformation

Ed Loftus

Assistant Vice President for Finance Transformation



Architect: Most Deliverables Achieved

- > FDM Blueprint 3.0 secured unanimous approval
- > Initial configuration of Workday Financials now built
- > Systems dispositioning sessions nearly complete
- > Data Conversion Integrity Plan complete
- > Initial gap app decisions made
- > Detailed review of impacts to HRP substantively complete
- > Reporting Strategy complete
- > Data Management Guardrails complete

Architect by the Numbers...

Processes Designed

30 Processes Defined

340 Hrs of discussion

70 PTT members
involved

5 Universities
interviewed for
Shared Services
benchmarking

Engaging our stakeholders:

42 communications
published

316 unique engagement
events

>1000 User Stories
defined

113 Cross-
Functional
Design Sessions

24 PDW Workshops
8000+ Zoom Hrs
3000+ attendees

System Dispositioning:

968 systems*
disposed
(7 outstanding)

397 Retain / **398** Retire

Assessing the change:

Captured **343**
change impacts!

25 FDM design
sessions w/125
attendees

**968 systems were identified in the data gathering efforts in total, though more than 100 of those were systems that are not directly related or integrated with the finance or supply chain system, and approximately 70 were duplicates.*

Current Key Program Risks

- > Major elements of the core program have remained on scope, schedule and under budget
- > Some components are behind schedule and are in “red.” These include an integrated plan, technical infrastructure and reporting
- > The overall program is currently yellow, both from an internal reporting status as well as with our external partners

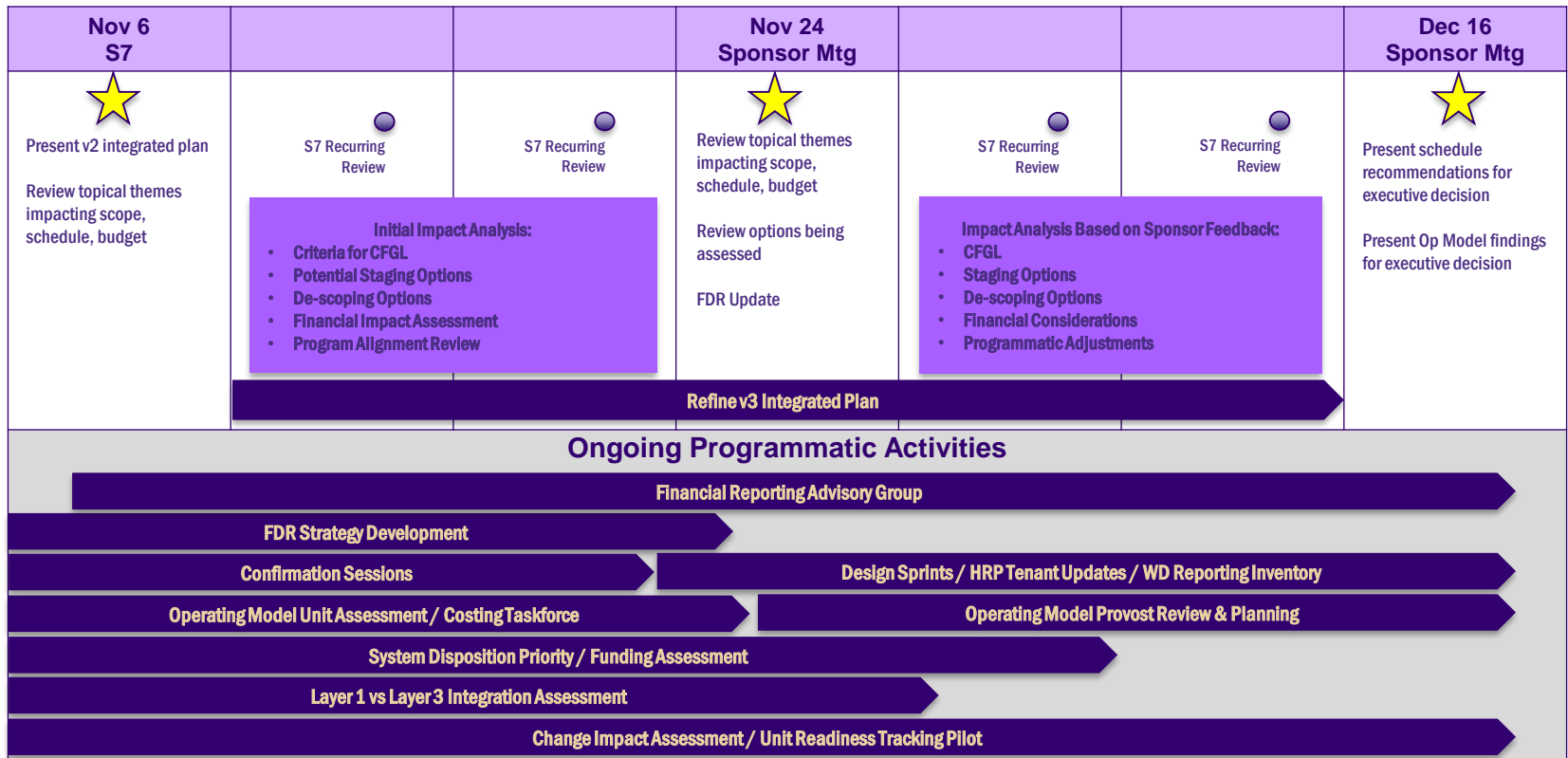
Formal Transition to Configure & Prototype Moved to November

- > Transition is contingent upon the finalization of a detailed integrated plan
- > The core program team is dedicated to supporting this plan development while also identifying ways to advance in the most important areas and focus on work that identifies as critical path and critical for go-live (CFGL) items

Timeline – Program Schedule Validation

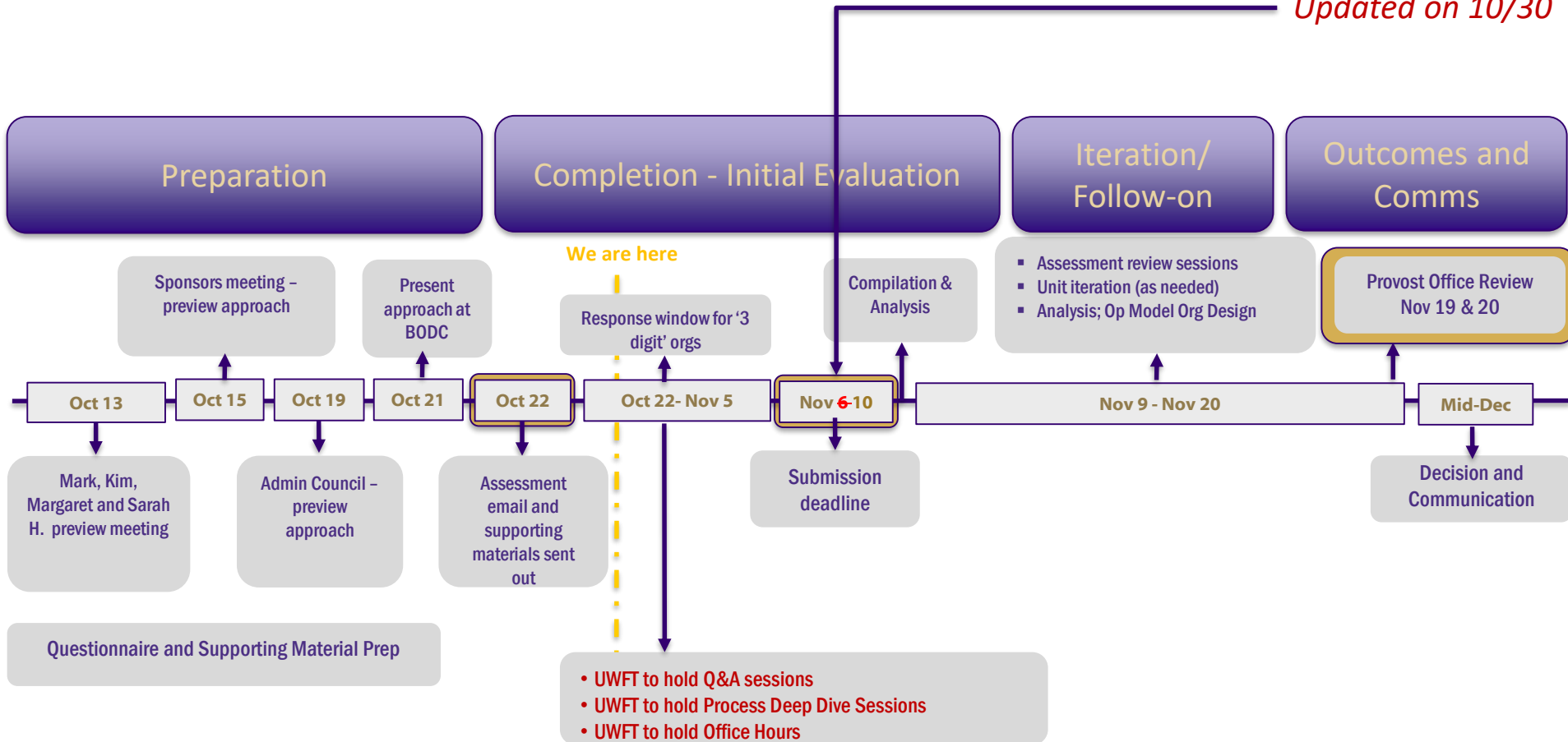
DRAFT

- > Present v2 of integrated plan on 11/6 to S7
- > Complete Impact Assessment and develop refined v3 of plan
- > Present preliminary findings at 11/24 Sponsor meeting
- > Sponsor decision(s) on next steps at 12/16 Sponsor meeting



Op Model Criteria Approach - Schedule

Updated on 10/30



QUESTIONS

Top 1 – 2 IT Issues Discussion

Jacob Morris

Solutions Architect, Strategic Initiatives and Projects, UW-IT



Wrap Up



QUESTIONS AND DISCUSSION

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