IT SERVICE INVESTMENT BOARD

November 14, 2022

AGENDA
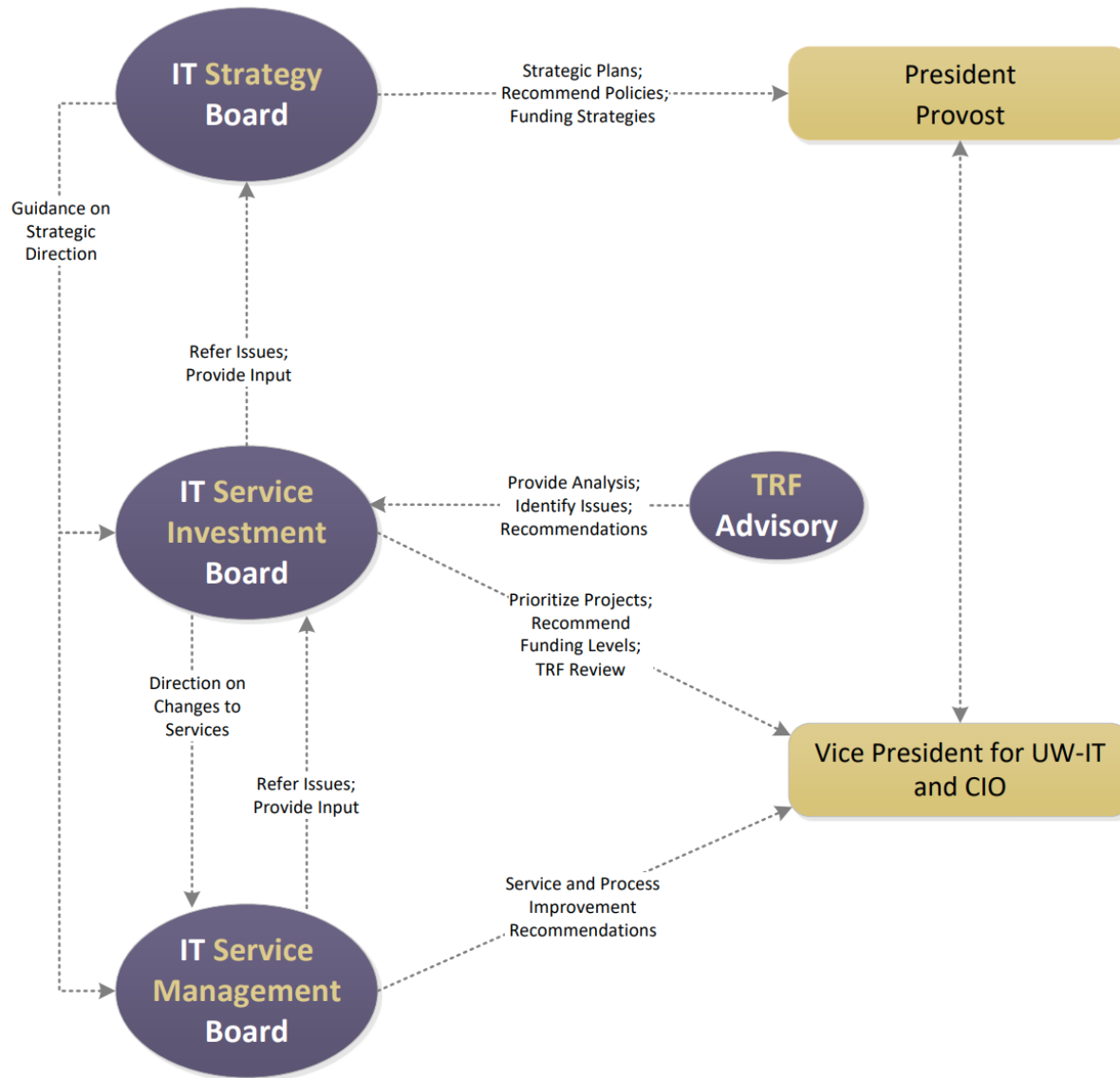
> Call to Order / Introductions

> Future of IT Governance

— Introduction

— IT Strategy Board input

— Workshop Topic 1 – WHAT: Scope and Priorities

> Breakout rooms

> Report out

— Workshop Topic 2 – HOW: Approach and Process

> Group discussion

> Recommendations

> Takeaways, next steps

> Wrap up

The Future of IT Governance - Introduction

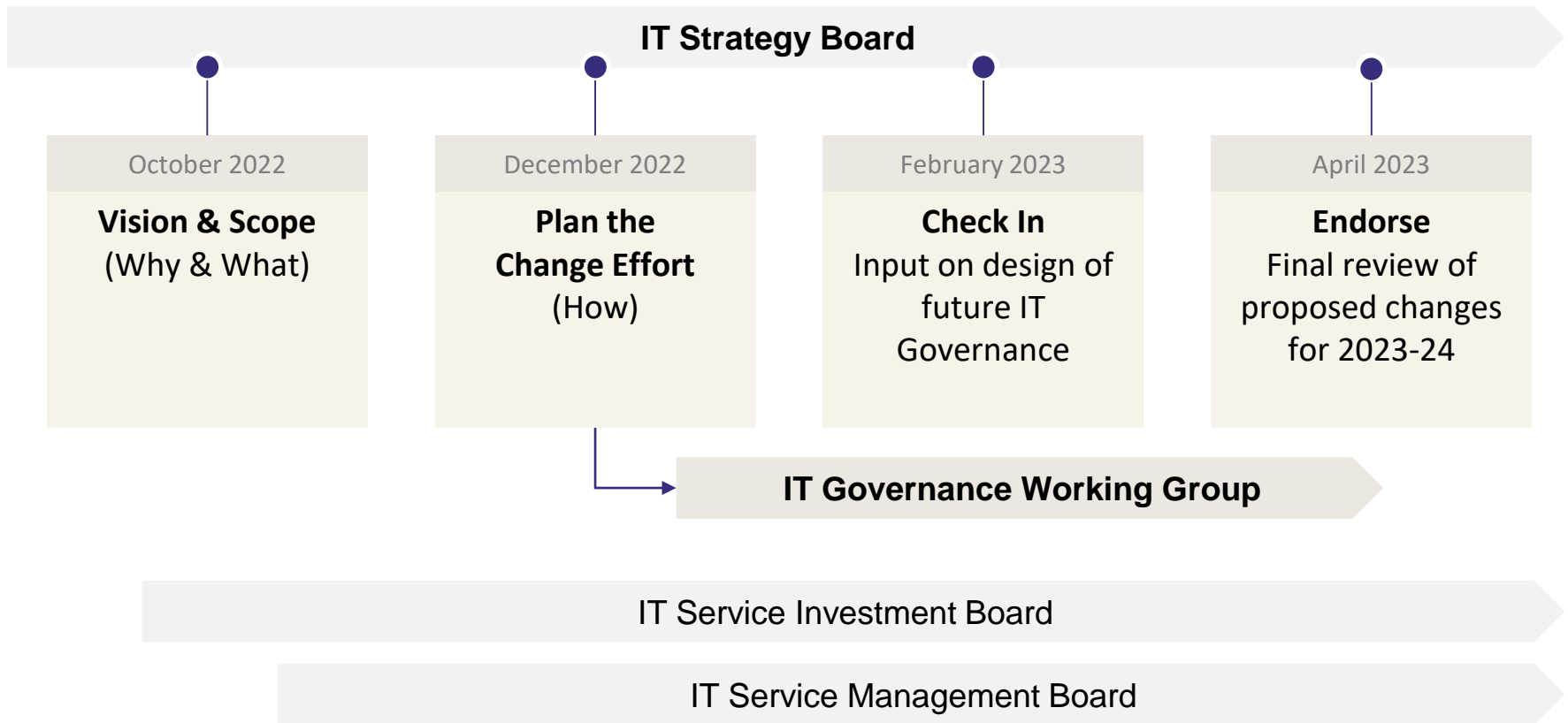Andreas Bohman
Vice President for UW-IT and CIO

IT Governance Boards

Reimagining IT **Governance** in the 2022-23 Cycle

IT Strategy Board

October 2022	December 2022	February 2023	April 2023
Vision & Scope (Why & What)	**Plan the Change Effort** (How)	**Check In** Input on design of future IT Governance	**Endorse** Final review of proposed changes for 2023-24

IT Governance Working Group

IT Service Investment Board

IT Service Management Board

Reimagining IT Governance

*Draft materials
for discussion*

Vision

Information Technology enables the UW mission and accelerates innovation and discovery. Technology itself is not the outcome.

Why reimagine IT governance?
The needs of the UW should drive information technology decision-making across the institution; IT Governance should be the vehicle for the UW to drive these decisions.

Current State: IT-related governance at the UW

Washington State OCIO
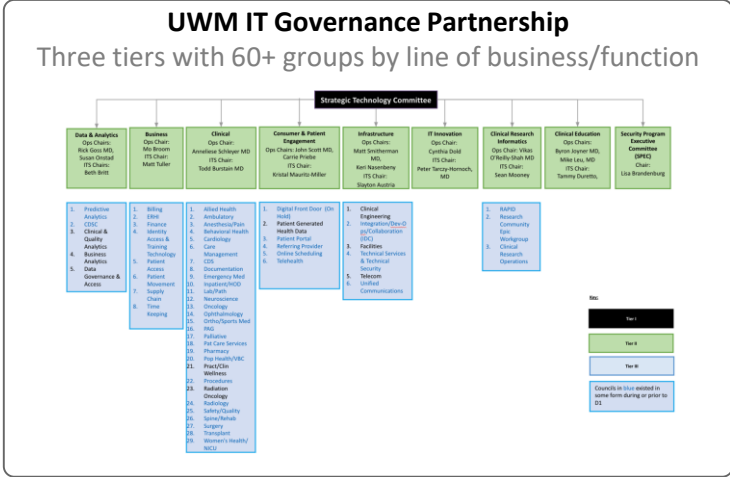Oversight of UW Enterprise IT Projects, tracked on behalf of the UW by UW-IT's governance structure

UW-IT
Three tiers with 4 boards plus groups specific to divisions or services (e.g., ITAC)
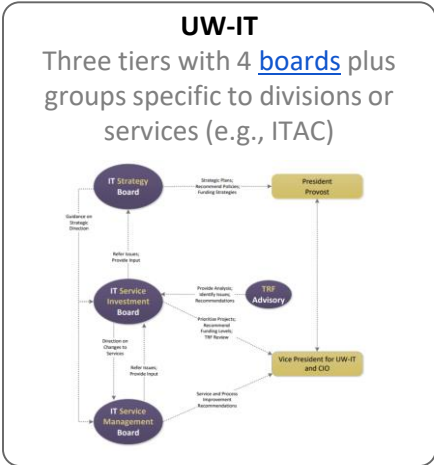
Bothell & Tacoma
Bothell Technology Advisory Committee
Tacoma Campus Technology Committee

Computing Directors
Forum for communication on strategic IT issues

UWA IT Providers
30+ IT providers in campuses, schools, colleges, and other units, each with IT governance structures
*Example:*
• Workday Governance (ISC)

UWM IT Governance Partnership
Three tiers with 60+ groups by line of business/function

UW Finance Transformation
Several program-specific governance groups

Workday Guardrails
Reference architecture process

Security, Privacy & Risk
CISO's Security Advisory Board
Enterprise Risk Management
Privacy Office

UW Data Governance
Three tiers of data domain councils plus task forces
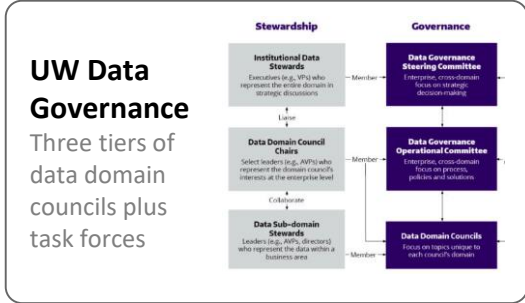
Additional Groups
UW councils and committees related to IT, and external groups.

Scoping IT governance

> What areas should IT governance connect up?

> How might we drive decisions and action between these areas?

| Administration | ↔ | Education | ↔ | Research | ↔ | Clinical |

| Bothell | ↔ | Seattle | ↔ | Tacoma | | UW Academy | ↔ | UW Medicine |

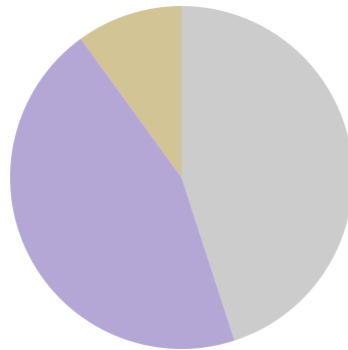| Data | ↔ | Technology | ↔ | Security | ↔ | Privacy |

| UW-IT | ↔ | Distributed IT |
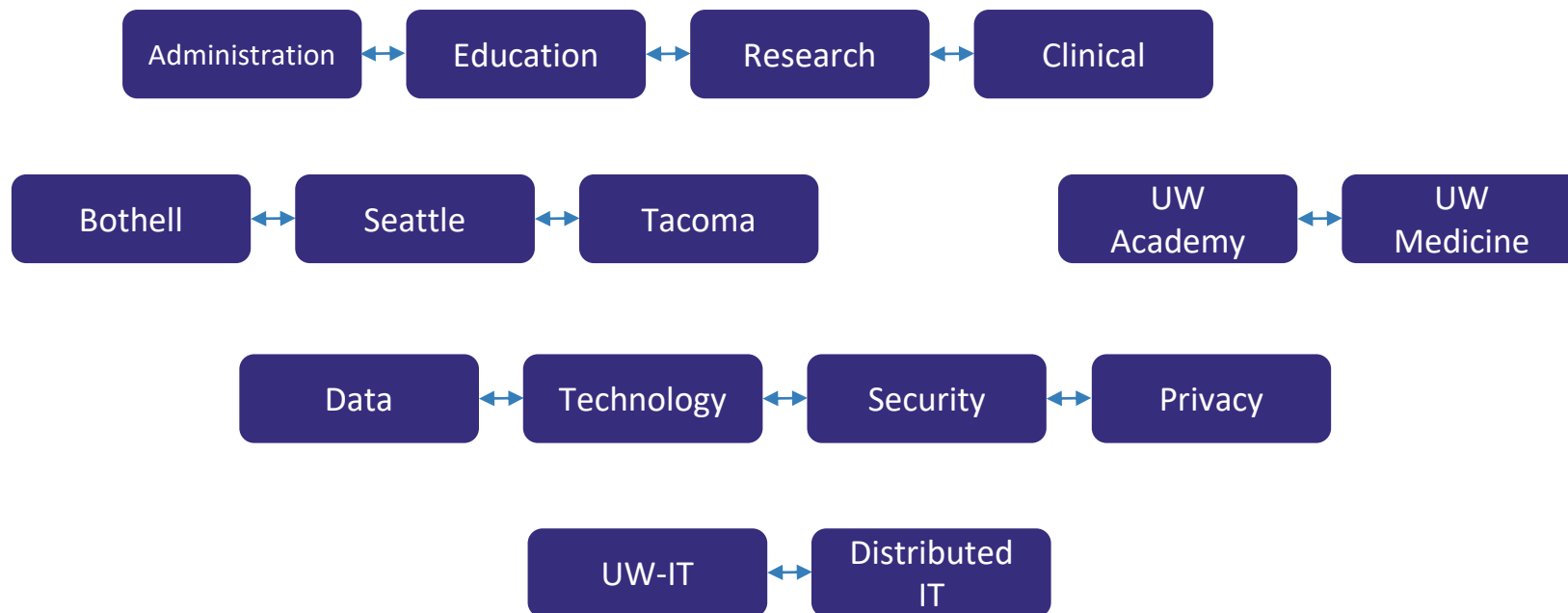
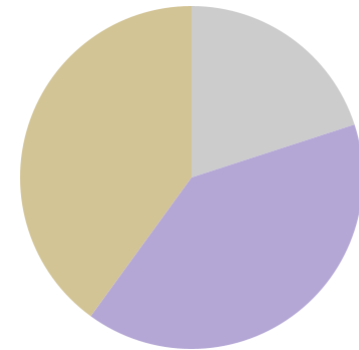# Adjusting the focus and maturity of IT governance

- **Track** major IT projects to mitigate risk and assure success
- **Rationalize** existing/proposed IT services to reduce costs and increase benefits
- **Roadmap** and execute future IT services based on business needs
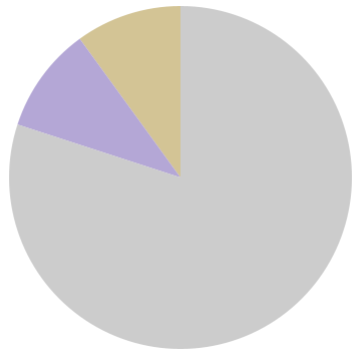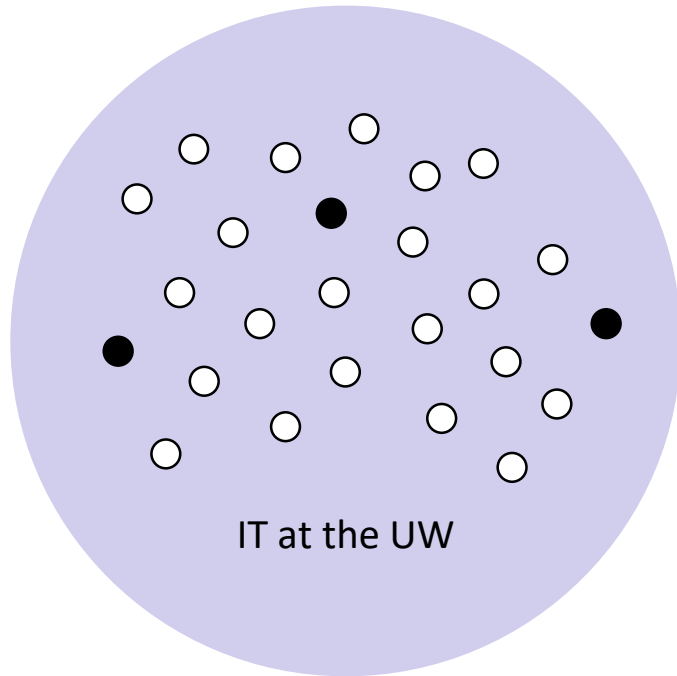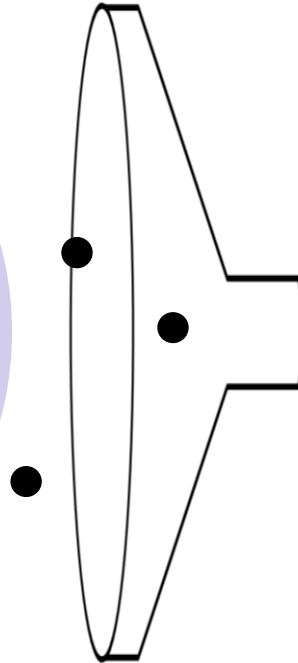
Today   Mid Term   Long Term

Broad authority and focused action
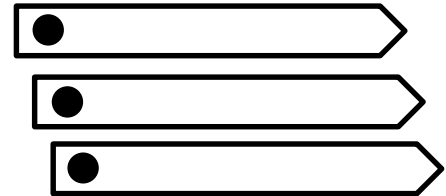
Countless IT decisions

IT at the UW

Alignment on shared goals and values

Key strategic initiatives

With insight into the overall portfolio

Governance has broad authority

Governance takes focused action

What should IT governance look like in 5-10 years?

Investment

§ IT investments are driven by institutional outcomes

§ IT roadmaps for these outcomes are shared, prioritized, and resourced

Desired Outcomes

Prioritized Roadmaps

Projects

■ IT projects are well planned for success, value, and risk mitigation

■ Paths for innovative projects as well as highly managed projects

Resources

Well-managed projects

Value

■ Technology enables student success, research, and the UW mission

■ The UW has the right IT services at the right time at the right cost with well-managed risk

IT Services

Enabling the UW mission

Future of IT Governance - Workshop

Jim Phelps
Director, Enterprise Architecture and Strategy, UW-IT

IT Strategy Board: *Why make changes now?*

> Govern Workday (and related core business systems) to maximize the UW's investment and meet needs across the UW.

> Mitigate increasing cybersecurity threats and risk from un-governed IT decisions and growing complexity.

> Take opportunities to standardize and create shared solutions, to reduce complexity and increase compliance.

> Increase transparency in how governance works now across all domains; clarify decision-making authority.

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IT Strategy Board: *What should a new governance model improve?*

> Create transparency of scope, roles and responsibilities across the various governance groups (IT, Data, etc.).

> Ground IT investment decisions in UW strategic outcomes and common challenges.

> Clarify IT investment decision-making scope and authority.

> Make governance groups easier to navigate and less cumbersome - provide a single point-of-contact.

> Governance should drive standardization in technology and practices.

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Topic 1 – WHAT: Scope and Priorities

Particularly in regard to funding IT and investing in new IT opportunities:

> What are key differences you envision between current and future IT funding/investment and governance?

> What aspects of IT funding/investment would you prioritize for improvement?

Format:

- Discuss in breakout rooms

- Share your thoughts with the full group

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Topic 2 – HOW: Approach and Process

> How do you think a group focused on investment in technology should be involved in the future state of IT governance?

> As we make changes to IT governance, what's important to you about how we do that together?

Format:

- Take three minutes to note your thoughts

- Discuss with the full group

- Identify any shared themes, ideas, or recommendations from the group

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Proposed Next Steps

> Next Strategy Board meeting (December 2022)
— Present a plan for designing and executing changes in IT governance
— Charge an IT Governance Working Group

> Next Service Investment Board meeting (January 2023)
— Status update

> If you are willing to spend more time:
— We will reach out to you and/or your delegates to learn more about your thoughts or ideas for IT governance

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Takeaways, next steps

Andreas Bohman
Vice President for UW-IT and CIO

QUESTIONS AND DISCUSSION