

IT Council Scorecard

The Information Technology Council (ITC) is a standing body within the University of Alaska created to establish IT policy and administrative and operational standards, to analyze and set priorities for investment in information technology initiatives, and to ensure excellence and best practice in implementation in a way that directly supports UA mission attainment. The ITC is responsible for defining level 2 and level 3 governance committees, establishing the procedures and standards by which they operate, and will be accountable for the work of those groups in accordance with policies, practices, and standards.

The ITC is distinguished as a collaborative, student-focused group with transparency and consultation across all its members; planning for matters such as relevant Cabinet, Summit or Board agendas; identification of responsible individuals to undertake tasks agreed to by the Council; and other work products of the Council.

IT Governance Website: <http://www.alaska.edu/oit/governance>

Values: The ITC embodies the values of being: student and mission focused, data-driven, transparent, inclusive, collaborative, timely, responsive, service oriented and respectful.

Green	On Schedule, On Budget, Clearly defined Scope; Results are on or over the established target
Yellow	<20% off schedule, <20% off budget, scope in progress or needs revision; Results are under the established target, but within a tolerance interval. They need to be analyzed and monitored
Red	>20% off schedule, >20% off budget, scope unclear or scope creep; Results are under the established target and require urgent attention

Objective	Measure	Baseline	Quantity	Target	Target Date	Status	Reduce cost of operations	Establish Policy & standards	Increase recruitment	Improve customer satisfaction	Innovations & Modernizations	Notes
IT Council: Scorecard												
Strategic Pathways												
Strategic Pathways	Reduce Operating Cost	dollars	\$65,000,000	-\$13,075,000	20%	3/1/2018	Green	X				20% as of 7/1/2017. Mike Ciri leading documentation effort of how this is counted for validity (GG)
	Reduce Distributed Technicians	number of positions	165	48	20%	3/1/2018	Green	X				UAS, no distributed tech staff. UAA completed review plan, in process of implementing. UAF Recommendations made. Administration reviewing, awaiting input from external review
	Embedded IT Staff Analysis and recommendations	dollars	\$10,710,000		20%	3/1/2018	Green	X				baseline calculated on ~\$90K/employee x 119 employees, target 20% reduction
Stewardship of Resources												
Stewardship of Resources	Telecommunications Initiatives	annual savings			\$200,000	5/1/2028	Green	X				Items being worked by cross-campus telecom teams
	Contract Reviews	Reviews/year			5	3/1/2018	Green	X	X			
	Contract Savings from Reviews	dollars			\$200,000	4/1/2018	Green	X				
	Evaluate Open Source Software solutions	# of open source adoptions					Yellow	X				Need to identify current software solutions that may have open source counterpart need to evaluate services appropriate for outsource, have not begun
	Outsource appropriate services	# of services					Yellow	X				need to establish baseline and identify and quantify systems which may be applicable for cloud transition
	Transition to Cloud	# of services					Yellow	X		X	X	RFI for videoconferencing services to be developed to evaluate service, IT Council reviewing RFI and business case examples, request for systemwide survey may delay implementation. Current equipment end-of-support Sept 2018
	Video conferencing review and platform decision(s)					3/1/2018	Yellow	X		X	X	X
Computing platform (Mac vs PC)	dollars			\$400,000		Red	X		X			
Customers												
Customer Satisfaction	Improve Customer Satisfaction	satisfaction score			80%		Green			X		Need to establish base line through survey and helpdesk metrics
	Business service continuity and availability	up time			99%		Green			X	X	Need to establish base line and target metrics
Monitoring Projects												
Monitoring Projects	Banner 9 Upgrade	Modules in Production				10/1/2018	Yellow	X		X	X	Banner 8 will no longer be supported by Ellucian beyond December 2018. All effort and development is going into Banner 9. UA needs to fully on Banner 9 by the end of December 2018. Target October 2018. This is a major systems upgrade and complex transition. Resource constraints may impact target date. Monitoring closely.
Internal Business Processes												
Effectiveness	Establish project intake process						Green		X			Requested draft proposal from Project Mgt Office 11/1
	Establish Level 2 Committees						Yellow		X			IT Council has not identified or chartered any level 2 standing committees
	Prioritize projects						Yellow	X		X	X	CIO Management Team identifying and categorizing list of IT issues
	Define Metrics						Yellow		X	X		establish baseline based on Educause data and Gartner Higher Ed metrics
	Routinely evaluate IT against institutional peers						Green		X			establish baseline based on Educause data and Gartner Higher Ed metrics
Policies and Standards												
Standards & Policies	Web Accessibility Policy and Guidelines	Document in place				3/1/2018	Green		X			Establishing task force with charter to develop draft recommended policy to ITC
	Breach Notification and Reporting Guidelines	Document in place				3/30/2018	Green		X			Draft modifications submitted to ITC for feedback. Will review at November meeting
	Establish Administrative Email Guidelines	Document in place				1/30/2018	Green		X			Governance review and feedback received. CIO Mgt team incorporating feedback
	IT Risk Management Plan	Document in place				08/30/2017	Green		X			Completed and approved August 2017
	GDPR Compliance	Compliance mitigations in place				05/30/2018	Yellow		X			Establishing a cross system task force to evaluate processes for compliance with EU Data Privacy Standards
Based on the Scorecard framework, created by Robert Kaplan and David P. Norton. For more information, see www.thepalladiumgroup.com												

Stewardship of Resources				
FY13-FY14 OIT Personnel Reductions	dollars	-\$821,000	9	positions
Central IT Position Reduction FY15-FY17	Dollars	-\$4,900,000	49	positions
Distributed IT Position Reduction FY15-FY17	Dollars	-\$4,800,000	48	positions
FY17 Network Contract Reduction	Dollars	-\$1,000,000		
FY 18 Central It Position Reduction Statewide OIT	dollars	-\$497,000	4	positions
FY18 Central IT Position Reduction UAF (OIT)	dollars	-\$457,000	4	positions
FY18 Network Contract Reduction	dollars	-\$500,000		
FY18 Oracle Contract Reduction	dollars	-\$100,000		
FY18 Audioconference Rate reduction (systemwide, distributed savings)	dollars	-\$37,000	15%	