Agenda

IT Operating Model

Announcements
IT Strategic Goals

Transform Teaching & Learning

Expanding Research

Streamlining Service Delivery

Enhancing Security & Privacy

Investing in the Workforce

Aligning through Governance & Transparency

Continuously Transforming the Technology Enterprise

Source: oit.gatech.edu/about/action-plan
IT Operating Model
Product Orientation

- **Alignment:** How does a Product Orientation align with the Service Catalog?
- **Organization:** What is the appropriate placement & structure of Product Teams?
- **Roles:** What are the roles and responsibilities of Product Managers?
- **Performance:** How can a Product Orientation drive performance and effectiveness?
Business Relationship Management (BRM)

- **Strategy:** Clarifying the business and academic unit goals with IT.
- **Opportunity:** Identifies opportunities for existing services and demand for new services.
- **Role:** Aligned with business and academic units.
- **Culture:** Promotes collaboration and shared ownership with functional areas.
- **Measurement:** Ensuring and communicating realized value.
Bringing It All Together

- **Trigger & Planning**
- **Design & Scoping**
- **Piloting**
- **Scaling**
- **Optimizing**

**January 2018 – September 2018**

**October 2018 – December 2019**
Bringing It All Together

Institute Business Model

Technology Strategy (Digital Plan)

Enterprise Culture

Technology Governance

Ways Of Working

ITSM

IT Talent

Financials

Portfolio

Performance

Product Orientation

Technology Infrastructure

Technology Support

Technology Applications

Org Structure

Business Relationship Management

Service Catalog

Product Orientation

Performance

Enterprise Culture

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Technology Infrastructure

Technology Governance
Announcements

Unified Communications

Comprehensive Administrative Review

Data Center Clean-Up
IT Digital Chat

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