

IT Digital Chat

February 2, 2018

Agenda

IT Operating Model

Announcements

IT Strategic Goals

Transform Teaching & Learning

Expanding Research

Streamlining Service Delivery

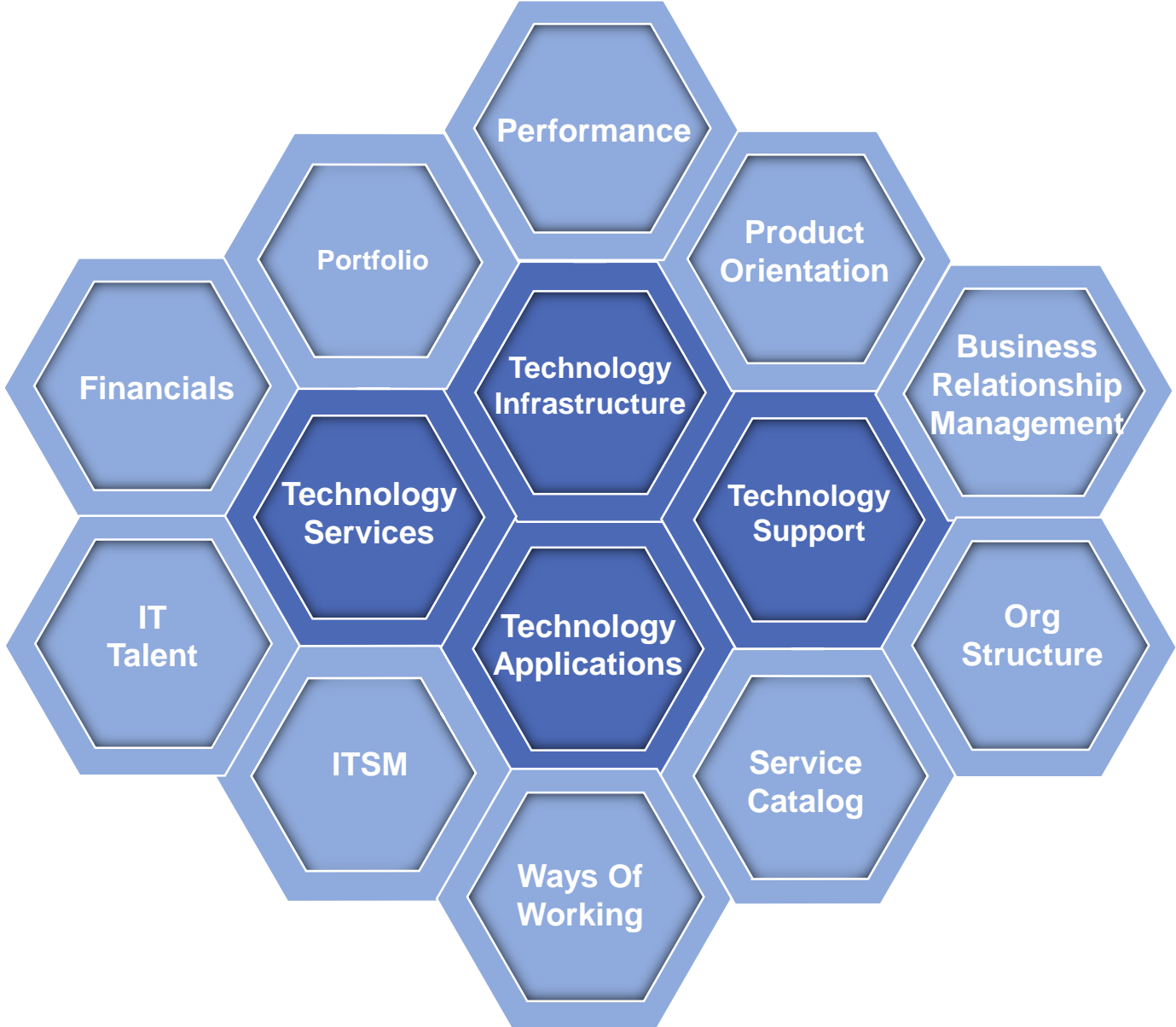
Enhancing Security & Privacy

Investing in the Workforce

Aligning through Governance & Transparency

Continuously Transforming the Technology Enterprise

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.

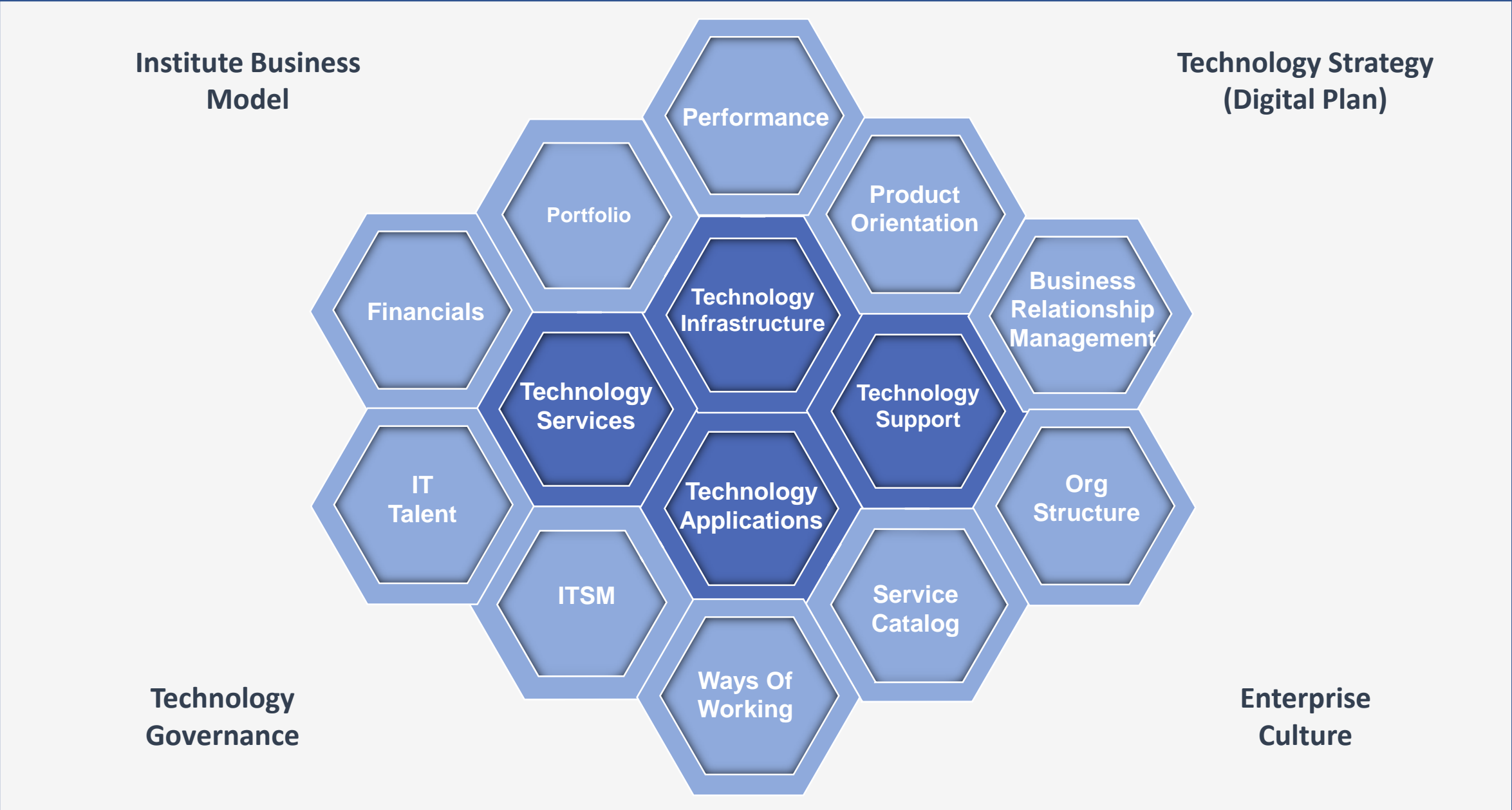
Bringing It All Together



January 2018 – September 2018

October 2018– December 2019

Bringing It All Together



Announcements

Unified Communications

Comprehensive Administrative Review

Data Center Clean-Up

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