IT Transformation Program
Phase III
Planning Meeting
Projects “IN” ITTP

Support Center Consolidation
Centralized Application Solutions
Service Catalog
Server and Storage Consolidation
Information Worker Rate Model
Change Management Board
Instructional Technology Review (ITR)
Staff Transition
Why Are We Here Today?

Create a high-level program plan

Understand and implement new roles

Understand interdependencies between projects

Further define project plans
This Morning’s Agenda

Role of the DL - Bill Hyder
Role of PMG and Project Management - Mark Cianca
Break
Project Breakout Session
Lunch
Questions for DL

- What can you DLs do as a group to ensure the success of the next phase of the IT Transformation program?
- What specific role are each of you willing to play on one or more projects for the next year? What time commitment are you willing to make? What role and responsibility are you willing to assume?
- What do you, the DLs, expect from the rest of us in return? How do we establish and maintain adequate communication? How do we ensure we’ve heard your input, your needs, your concerns?
IT Transformation Program
Phase III
Project Planning
Breakout Session
Vision

[Diagram showing a flowchart with various nodes and connections, including Local Support Teams, IT Service Catalog, and customer interfaces such as phone, email, and web.]
Goals & Objectives

Goal: Implement the Consolidated ITS Support Center

- Objective 1: Implement the WebHelpDesk Interim Ticketing System by February 14, 2006.
- Objective 2: Launch the Consolidated ITS Support Center using the new software and the newly designed support center processes by February 14, 2006.
Approach
Deliverables/WBS
Major Milestone dates

- June 28, 2005 Requirements Analysis Completed
- August 15, 2005 SW Package Selected
- September 12, Begin SW Configuration
- February 10, 2006, Go Live, Release 1.0
Dependencies with other teams & Projects

- IDM Project – needed for long-term authentication mechanism.
- Asset Management – Integration of Desktop asset information with WebHelpDesk.
Planning Assumptions

- The solution can be created using a commercial software package with no code changes or custom development.
- For budget purposes no travel expenses are required.
# DL and SMT Assignment

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This Afternoon’s Agenda

Presentations
  CRM
  Storage and Server
  Service Catalog
  Application Solutions
  Information Worker Rate Model
Break
DL Panel
SMT Panel
Next Steps and Session Wrap-up
ITS Support Center Project
Goal

Implement a Consolidated Support Center that will Provide IT Support to the Campus
Phase 1 Objectives

Create Support Center Organization Design
Create Process & Client Interaction Model
Define Ticketing System Functional Requirements
Select Interim Ticketing System
IT Request
Phase 2 Objectives

Implement IT Request

Launch Consolidated Support Center
  Train Staff
  Implement Newly Developed Support Center Processes
  Create Multi-Channel Customer Interface (web, email, phone, in person)
  Service Level Agreements & Operational Level Agreements In Place to Manage Service Quality
Next Steps

ITTP Program Team

Quarterly Planning

Portfolio/Program Methodology
What Did We Do Today?

Further defined project plans

Gained an understanding of interdependencies between projects

Gained an understanding of new roles and how to utilize them

Have common data to create a high-level program plan with milestones