

ITS' 2011 Action Plan in Response to External Review Recommendations

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With Input from the ITS leadership Team

An external review of ITS was completed in July 2010. An action plan to address the review's findings and recommendations that ITS considered as providing the most benefit to the university and that could be addressed in the short-term was outlined in ITS' management response (fall 2010). The external reviewers' report and ITS' management response are available on the Integrated Planning website (http://www.usask.ca/ip/assessment/reviews/unit_reviews.php).

The table below lists the specific initiatives that ITS will undertake this calendar year to further that action plan.

ITS' Action Plan Per Management Response	Specific Initiatives That Will Be Undertaken in 2011	Target Completion Date
Review, in consultation with colleges and administrative units, how IT services are currently being delivered with the goal of improving service quality and/or reducing cost (for example, reducing or eliminating the "problematic" IT expenditures and duplicate IT services noted by the review).	The College of Arts and Science will discontinue providing file services to its students effective May 31, 2011. ITS provides file services for students and staff in all colleges and administrative units.	May 31, 2011
	eMAP and ITS will develop a single contact point for instructors to call when they encounter technology problems in classrooms.	June 1, 2011
	Arts and Science and Edwards School of Business will stop operating their email servers (and use ITS' email servers).	Transition dates still under discussion with these colleges.
	Work with the Service and Process Enhancement Project (SPEP) team to address the opportunities identified for phase II of this project.	Schedule and initiatives to be determined in consultation with the SPEP project.
Define, in consultation with stakeholders, core IT services that should be funded centrally and provided to students, instructors, researchers and staff without direct user fees. ITS will start implementing the new core IT services identified, as resources permit. (Recommendation 11)	Develop draft of core IT services model.	June 30, 2011
	Core IT services model completed.	January 1, 2012 (or earlier depending on approvals that may be required)
Develop and present a proposal, for CIO and university executive approval, to implement a campus-wide e-calendaring service that is integrated with email and that has no user fees. (Recommendation 21)	Develop proposal.	April 30, 2011
	Implement a campus-wide e-calendaring service.	Fall 2011
Continue improving the metrics and benchmarks ITS uses and adopt the TechQual+ instrument for assessing the quality of technology services from the perspective of students, faculty and staff. (Recommendations 25, 26)	Conduct TechQual+ Survey.	February 14 – March 7, 2011
	Publish TechQual+ Survey Results.	April 12, 2011
	Develop initial set of metrics, for review at Planning Parameters meeting.	March 16, 2011
	Final set of metrics for ITS unit plan developed.	October 1, 2011

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ITS' Action Plan Per Management Response (cont'd)	Specific Initiatives That Will Be Undertaken in 2011	Target Completion Date
Develop and implement a communications plan to ensure that stakeholders and ITS employees are aware of ITS' plans, the linkage between those plans and university priorities, the challenges facing the university relating to the application of IT, as well as ITS' services, metrics, and contributions towards the university's success. (Recommendation 27)	Hire communications officer.	September 1, 2011
	Develop ITS communications plan for next 6-12 months.	October 31, 2011
Continue to implement aspects of the ITIL IT service management (ITSM) framework within ITS (as resources permit) focusing on the best practices that will return the greatest benefit to the university. ITS will also continue to pursue opportunities to partner with other units in their use of an ITSM. (Recommendation 17)	Extend current implementation of the incident and problem management system to Library and Engineering.	Library: February 28, 2011 Engineering: Schedule to be determined by College
	Undertake an external consultant review of ITS' implementation of an incident and problem management system to ensure that ITS is using it effectively and getting the best value from the system.	June 30, 2011
	Implement external consultant's recommendations regarding how ITS can use the problem and incident management system more effectively.	Fall 2011 / Early 2012
Pilot the customer relationship manager role with a stakeholder group and gradually add this role to other stakeholder groups. (Recommendations 18, 19)	Define customer relationship manager role.	December 1, 2011
	Pilot the customer relationship role with HRD and the College of Medicine.	Starting January 1, 2012

The following elements of the action plan outlined in ITS' management response will be addressed as opportunities arise and as time permits.

- Expand ITS' and the university's use of the shared services model for the delivery of IT services, as appropriate.
(Recommendation 4)
- Publish and communicate the current IT standards and procurement contracts. ITS will also consult with campus IT support staff and other stakeholders on a regular basis to evolve both based on changing university needs and as well as changes in technology. (Recommendation 20)
- Bring to the executive's attention opportunities for more software site licenses along with the business case to do so. The business case for a campus-wide site license for Microsoft desktop productivity software will be presented in late 2010 or early 2011. (Recommendation 22)
ITS will also communicate the software licenses that are in place today and continue investigating software license agreements that will meet changing university needs.
- Continue adoption of cloud computing including Software as a Service where it is cost-effective to do so. ITS will also continue to expand use of server virtualization when the application software will operate in such an environment.
(Recommendation 16)

For More Information on the ITS Action Plan
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Updated April 5, 2011