OHIO UNIVERSITY

Student Information System
Phase 2:
Service Transformation and RFP Development

Technology Workshop
IT Leadership

February 23

MORAN TECHNOLOGY CONSULTING

What did we talk about with the staff?

We talked about the following topics with the IT staff yesterday:

- Who has the “D” for the OU SIS Project?
- The Success of the SIS Implementation Depends on IT
- Ohio University SIS Guiding Principles
- Common themes were found in the analysis of the interview data
- The level of IT support has not always met expectations
- The SIS Project Will Impact The ENTIRE IT Staff…

Things we heard

- IT Support Strategy (Roles and Responsibilities)
  Comments:
  - *Have centralized support model that is supplemented by departmental tech resources or organizational users*
    - *There is no managed list of departmental support staff – work from experience*
  - *Multiple ticket-creating systems – Remedy, Footprints, Frontline*
  - *Oracle Financials/HR - if it's one of the business people, they're going to call someone directly to get the problem fixed.*

- Standards Development Processes
  Comments:
  - *There are few global standards, a lot of localized standards*
  - *Policy development is done at a micro-silo level – it doesn't appear to be an open process*
  - *Enforcement issues – where we have standards policies they aren't enforced*

- Project Management (Project Governance, Processes and Tools, Coverage)
  Comments:
  - *Many different tools are used, including pencil and paper*
  - *No consistent methods of tracking projects*
  - *No consistent tracking of projects in most areas*

Things we heard (cont'd)

- Server Management (Operations, Backup/Recovery)
  Comments:
  - *Only high class server facility is in CSC*
  - *Hosting Services run from the full gamut, including simply housing the server*
  - *Backup services and off-site storage seem to be completed in most situations within central IT and some departmental servers*

- Network Management (Assessment, Requirements, Design, Testing, Monitoring, Bandwidth Management)
  Comments:
  - *Full time monitoring of all equipment*
  - *Full time assessment of cabling etc. happens on a regular basis*
  - *Constant monitoring to anticipate new needs*
  - *Uses a great deal of open source / homegrown tools to monitor*

- Configuration Management (Asset Tracking, Configuration Management/Tracking)
  Comments:
  - *CNS tracks everything*

Things we heard (cont'd)

- Performance Management (Monitoring processes and tools)

  Comments:

  - *We need to be looking at tools that help us monitor*
  - *Need testing tools – we get burned occasionally due to the lack of good tools*
  - *It's easy to buy tools – its difficult to implement / get trained*

- Help Desk and Problem Support processes (Level 1 / 2 / 3, Trouble ticket management trouble tickets, Root cause analysis Processes, Knowledgebase Creation / Management / Access, Cross-enterprise coordination of centralized/decentralize staff)

  Comments:

  - *Most areas do some form of root cause analysis on a regular basis*
  - *Don't really use knowledgebases to improve Level 1 quality or provide user self-service*
  - *Multiple help desks with multiple problem tracking systems*

- Software and Hardware Change Management

  Comments:

  - *Processes are in place but not well documented*
  - *Not clear if they are consistently managed*

Things we heard (cont'd)

- Applications Development/Implementation (User Requirements processes, Development Processes and Tools, Testing Processes and Tools)
  Comments:
  - *Don't really have global develop standards, more of a local / personal standards process*

- Training (technical and user)
  Comments:
  - *Training is a small line item budget – the level is unrealistic for size of staff*
  - *Ongoing training is always missed – ongoing support and maintenance is inadequately managed and budgeted*
  - *We can sometimes get training for major projects – we expect to have no problem getting training for the new SIS*

- User communications processes / tools
  Comments:
  - *User sign-off, if done, from a customer is typically an email from someone who says it doesn't work*
  - *When we do not have our requirements set up well in the beginning, then there is no way of being successful.*

Things we heard (cont'd)

- IT Strategic/Tactical Planning
  Comments:
  - *Our prioritization never coincides with the business/functional areas*
  - *We have no cross-department prioritization process – each user has their own and we don't merge them*
  - *We have multiple project lists – an externally facing list and internally facing list*
  - *Saying 'no' is not popular, even though we can't staff a lot of what they want*

- Other Issues
  Comments:
  - *DR/BC is a big issue but it never gets priority in the daily scheme of things*
  - *We can't standardize on a 3270 emulator – how are we going to standardize on an SIS architecture/standards?*
  - *Multiple log-ins – we're trying to rope people in through grass roots (Shibboleth); people don't consider our identity management – only for web based applications (client server applications don't work on it)*
  - *One view: Vendors will have to conform to our security tools (Shibboleth, KERBEROS, etc.)*
  - *If we have standardized on a tool that the vendor does not support – then our costs go through the roof*
  - *Fear is that information security will be overlooked during the SIS project*
  - *IT should not be in the business of data authorization or making policies*