STATE OF IT REPORT

Goal

- Review progress/challenges over previous year
- Highlight significant achievements of US:IT staff
- Raise visibility/awareness of efforts of US:IT in supporting and serving campus constituencies
- Provide meaningful information to stakeholders
STATE OF IT REPORT

- **Features**
  - NEW Design
  - Key Performance Indicators
  - Team Highlights
  - Future Directions

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**Help Desk Calls**

- **Total # Calls in 2017**: 51,160
- **% Answered by Students**: 59.9%
- **% Calls Resolved on First Contact**: 90%

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**Shared Governance**

- In support of the University’s Shared Governance Model, the University Services: Information Technology (US:IT) seeks to promote a culture of shared responsibility and accountability for the delivery of services and resources.

**Future Directions**

- The mission of the University Services: Information Technology (US:IT) is to provide technology services and resources that support the mission of the University. This includes providing services that enable students, faculty, and staff to achieve their goals.

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**Team Highlights**

- The University Services: Information Technology (US:IT) team is dedicated to providing high-quality services that support the mission of the University. The team is composed of experienced professionals who are committed to delivering exceptional service to the University community.

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**Future Directions**

- The University Services: Information Technology (US:IT) team is committed to continuously improving their services and resources. This includes developing new services and resources, improving existing services, and responding to the needs of the University community.

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**University Services: Information Technology**

- The University Services: Information Technology (US:IT) team is dedicated to providing high-quality services that support the mission of the University. The team is composed of experienced professionals who are committed to delivering exceptional service to the University community.

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**University Services: Information Technology**

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2017 Highlights

Project Management Office

14 Completed Projects
10 New Projects
Increase in Demand

Completed Projects
• MaineStreet HRMS upgrade
• Blue (course evaluation system for UM, UMM, USM, and UMPI)
• EAB Campus/Grade (UMA, UMPI, and UMM)
• Taskstream (assessment, accreditation, and e-portfolio system for UM and UMA)
• UMF website upgrade

New Projects
• MaineStreet Financials upgrade
• Transfer Equivalency Guides
• UMA Website upgrade
• EAB SSC-Foundation
• learn.maine.edu website upgrade
• AiM upgrade
• Access Control
STATE OF IT REPORT

2017 Highlights

Classrooms For The Future

- 149 Rooms Renovated
- Consistent Improvement in Assessment Scores
  - Pre-Upgrade Average = 2.4
  - Goal >= 3.0
  - Actual = 3.1
- Positive Faculty & Student feedback

Faculty Feedback

"Made me more focused on teaching instead of trying to get technology to work."

"I can teach while looking at the students not having to turn my back or to the side."

"Very versatile for group work."

"Much more pleasant environment."

"Make all classrooms like these rooms."

"I like that the projector and sound system can be controlled with one button. The projector provides a good quality picture."

"I like that this room has reliable equipment."

"Better teaching experience for myself and students."

Student Feedback

"It makes it feel more realistic and like you are sitting in the same room as everyone."

"more of a comfortable experience"

"I like how there are outlets on the table, it makes it easy to bring a laptop for work and not worry about where we are going to plug it in."

"This has made me realize how many opportunities are available to us students now compared to just a short time ago."

"Instant access to my Professors when I have questions."

"Easy to use remote and comfortable chairs."
2017 Highlights

Wireless Infrastructure

- Bring deployed APs to current standards

- By end of 2018: Investments will expand wireless deployment with majority of APs at current standard; elimination of most APs beyond serviceable life

![APs Deployed by Year and Service Status](image-url)
STATE OF IT REPORT

2017 Highlights

- Advanced Computing Group
  - Provides research computing infrastructure & support
  - Near 50% increase in Core-hour utilization over prior year
- 20 New Nodes
  - +560 cores
  - +29% processing power
  - +512GB high speed RAM
  - +672TB Storage
STATE OF IT REPORT

Future Directions

Shared Governance Framework

Vision

Facilitate COMMUNICATION to further STAKEHOLDER ENGAGEMENT leading to greater COLLABORATION and CONSENSUS for PRIORITIZATION

Outcomes

Greater Transparency: Information and understanding for stakeholders

Greater Accountability: IT assumes responsibility for Decisions endorsed/derived through governance

Greater Stewardship: IT ensures efficient and responsible use of technology resources supporting the University of Maine system and member campuses
Future Directions

Shared Governance Framework

Goals

- Balance NEEDS of campuses with cost-effective technology SOLUTIONS
- Provide robust COMMUNICATION to clarify system-wide IT vision
- Enhance COLLABORATION to improve efficiency/impact of technology solutions and services
- Establish policies and practices to ensure EFFECTIVE Information Technologies and Services are afforded to all members of the University of Maine system and community
- Define consistent, reliable EVALUATION criteria for new services/solutions
- Encourage and support INNOVATION
- Provide robust ANALYSIS for total cost of service delivery
- Develop annual project request cycle COORDINATED with annual UMS budget cycle
STATE OF IT REPORT

Future Directions

Shared Governance Framework
STATE OF IT REPORT

Future Directions

Strategic Planning

Purpose

- Develop 3-5 year roadmap
- Clarify priorities
- Support for budget and resource planning
- Define discrete annual deliverables
STATE OF IT REPORT

Future Directions

Strategic Planning

Current Efforts

Task Forces:

Mission, Vision, Values

To define the shared mission and vision for US:IT and the core values to which we aspire

Core US:IT Services

Review all supported services, identify core, essential services upon which all campuses are dependent

Initiate development of model to recalibrate service chargeback system; enable campus flexibility for investment/innovation
STATE OF IT REPORT

Future Directions

Strategic Planning

Current Efforts

Strategic Planning Mini-Retreats
- Scheduled from March 9-April 17
- Purpose: Produce Prioritized Goal Statements

US:IT Summit
- Late May 2018
- Purpose: Develop SMART objectives aligned with Prioritized Goals from mini-retreat sessions

Draft Strategic Plan available July 2018
Questions?