Campus IT SWOT analysis feedback

September 23, 2011

Session 1 – 9 a.m.

Participants
Robert Logan, Forestry/Davidson Honors College
Martin Horejsi, College of Education
Jonathan Crammett, College of Education
Tim Edwards, College of Health Professions & Biomedical Sciences
James Cramer, Law School
Karen Moore, Administration & Finance
Diane Norem, Administration and Finance
Peg Schalk, Facilities Services
Art Held, UM Foundation
Steven Van Grinsven, Information Technology – EIS
John Greer, Mansfield Library
Danielle O’Leary, Alumni Office
Antony Jo, Student Affairs IT
Jessica Roberson, Student Affairs IT

Strengths
• Dedicated staff
• Customer service
• Technical expertise
• Reliability
  o Virtualization
  o Uptime/downtime
  o Communication
• Library system across campuses
• Flexibility

Weaknesses
• Staff
• Technical expertise
• Reliability
  o Email
  o Authentication (Central Authentication Services)
  o Communication from central IT (source/coordination)
• Banner downtime
• Lack of Service Level Agreements (SLAs)
• Identification taxonomy
• Failover capability
• Poor documentation of recovery protocols (central and decentralized)
• Amount of distributed vs. centralized computing without adequate parameters and coordination (documentation)
• Depth of staffing
• Lack of strategic planning
• Lack of physical storage
• Video
• Network capability no comprehensive
• Bureaucracy
• Forms
• Paper processes
• Lack of life-cycle planning
• Funding model for IT on campus
• IT staff salaries not competitive
• Lack of transparent priority-setting mechanism

Opportunities
• Wireless technology
• Falling costs
• Cloud computing
• Virtualization
• Economies of scale
• Site licenses
• Affiliate campuses cooperation
  o Licenses
  o Leveraged support
  o Failover systems
  o Data
• Video capability

Threats
• Hostile security environment
• Economic meltdown
• Legal/governance environment
• Accelerated expectations
Session 2 – 10:30 a.m.

Participants

Jesse Neidigh, Student Affairs
Michael Braden, School of Pharmacy
Keith Kuhn, UM Foundation
Kent McGowan, Financial Aid/Enrollment Services
Larry Gianchetta, School of Business Administration
Stephen Kalm, College of Visual and Performing Arts
Judy Fredenberg, Office of the VP for Research and Development
Susan Harper-Whalen, College of Education
Loey Knapp, Information Technology
Robert Squires, School of Extended and Lifelong Learning/UMOnline

Strengths

• Student support
• Alumni / Foundation databases
• Enthusiastic desire to help/commitment
• Technical expertise in most institutional systems
• Flexibility / nimble response in distributed support
• Wired network speed/reliability
• Staff levels

Weaknesses

• Lack of staff / stability of funding
• Lack of consistency/coordination of student support
• Lack of Service Level Agreements (SLAs)
• Lack of timelines
• Lack of transparent mechanisms for setting priorities
• Deficiency in identifying/accessing assistance for specific systems
• Stability of workforce
• Funding model
• Security / governance / delegation
• Inconsistent support of new technologies
• Transparency / communication of policy
• Lack of structure for planning/decisions (“Doing things on purpose”)
• IT funding focus
• Lack of integration of IT with strategic directions of UM
• Highly customized enterprise system (Banner)
Opportunities

• Remote computing
• Collective purchasing power
• Collective computing power
• Cloud computing
• Presence of technology as a marketing/recruiting tool
• LMS / integration of systems
• Collaborative / contract external resources

Threats

• “Remote” support
• Cloud computing
• Technological capacity vs. rising expectations
• ID theft / security
• “Shiny” technologies