INFORMATION TECHNOLOGY
APASP RECOMMENDATIONS
Presented by Renae Scott

Category I: Priority for Growth and Development

The APASP Task Force proposes to not make any recommendations in this category until Phase II. However, the Task Force did give the following, general guidelines:

- Units should be sustained at current levels of funding from the general fund;
- Open and existing faculty/staff lines should be prioritized for general fund support with the expectation that open positions are filled strategically with a justifiable expectation of growth; and
- Additional general fund dollars should not go disproportionately to what are already strong programs (often with other substantial sources of revenue) until all other funding sources are exhausted.

IT had one program, 026 Network Services, in category one. IT will follow the guidelines above and have these short-term plans for Network Services ahead of phase II APASP Task Force recommendations:

- Maintain and prioritize (when possible) IT funds for core networking equipment, telecommunications technology replacement/upgrade, building network upgrades and especially enhanced wireless coverage/performance.
- Increase outreach on campus around the capabilities of the network for online delivery of coursework and other uses of the network with academics.
- Collect and share additional metrics around the use of our UM network to better guide investments in the network going forward.

Category II: Consider for Development or Modification

The Task Force did not make individual recommendations due to time constraints for units in the "Consider for Development and/or Modification" category. The Task Force did recommend exploring creation of an improvement plan, consolidation, restructuring, or reinvention within these units if modification is deemed necessary by the cabinet.

IT had four programs; 023 IT Administration, 024 Enterprise Information Systems, 025 Helpdesk/Client Support Services and 027 Central Computing Services in category two. IT will be working on plans to improve, consolidate, restructure and reinvent

these programs as recommended by the Task Force, and have identified the following short-term plans while further plans are being developed:

1. 023 IT Administration

- IT administration will be examining our purpose, goals and values to clarify and ensure alignment with institutional goals & values at the IT organizational and IT administration levels.
- We will be adjusting to find creative ways, possibly from 'as a service' or other non-personnel choices, to add sustainable backup to our information security and identity management areas.
- We are working on a sustainable funding model for IT and will continue in that direction. This will not require additional funding for IT, but focus on a percentage of overall funds that makes sense for Montana versus peers, and should come to IT ensuring a robust set of services for UM.

2. 024 Enterprise Information Systems

- Continue support of our production Banner ERP Financial and Student Information Systems, CyberBear, Reporting Tools and Mobile Application, as well as continued deployment of the Banner 9 (next version of Banner) functionality and self-service modules.
- Continued migration to a completely vanilla, baseline Banner ERP software application over the next 3-5 years.
- Further development of a Project Management Office (PMO) focusing on the delivery of Information Technology on campus. Also recommended by the OneIT process, this group will consist of Business Analysts and Project Managers collaborating across campus to ensure we are minimizing both redundant software purchases and custom software development, and finding efficiencies through thoughtful Business Process Re-engineering (BPR) of our existing business processes and software.

3. 025 Helpdesk/Client Support Services

- IT will be examining our purpose, goals and values to clarify and ensure the IT HelpDesk/Client Support Services unit is in alignment with institutional goals & values.
- We are in the process of implementing a modern IT service platform that unifies IT Helpdesk and other support services across units, and with built-in assessment mechanisms and metrics tracking features that will address our lack of assessment and information/metrics about out services.
- We are addressing efficiency concerns through adoption of the recommendations of the OneIT for better coordination of IT support activities across UM, along with continuing efforts of pulling together software licensing

and maintenance support contracts at an enterprise, or even across the UM affiliation level to maximize cost efficiencies.

4. 027 Central Computing Services

- We will continue to grow our collaborations with the Office of Research to help administer and support research computing.
- We will prioritize projects and work as they align with institutional goals and support student success.
- We will strive to collect more metrics that reflect the quality and quantity of our work.

Category III: Consider for Substantial Modification

IT had no programs in this category.

Category IV: Insufficient Evidence

IT had no programs in this category.

Other IT Considerations

The OneIT process http://umt.edu/oneit provides recommendations for better coordination of IT services, consolidated IT purchasing, and additional ways in which IT across campus can work together more efficiently. We recommend adoption of these recommendations, which will require joint efforts of IT groups across campus (beyond Central IT) and support of the President, sector heads and Deans.

*These plans join the reports of the IT programs, the IT sector response and IT programs' author responses as a total plan for IT around the APASP process.