

University of Alaska  
Board of Regents, September 18-19, 2014

# **Administrative IT Summit**



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# The Summit:

NACUBO and Educause convened a joint working group in Chicago, Ill (June 2014) to explore how to optimize the cost-effectiveness of administrative services and systems.

- Vice Chancellors from all three Universities, business & IT leadership, and CITO
- Shaping Alaska's Future (SAF) "Accountability to the People of Alaska," challenges UA leaders to improve efficiency, effectiveness, quality of service and an improved ability to access UA programs through our services, support, collaborative decision-making and cooperation
- Frustrated with the pace at which we implement, enhance and optimize technology at UA for improved administrative processing
- Low and slow project completion history for system-wide collaboration efforts

# The Problem:

- Fragmented decision-making often represent an impediment to business process improvement
- Governance structure which is overly complex
- Is missing key components and is dated
- Current structure and approach to administrative technology planning and management
- Inadequate support for the ability to make operational changes at the campuses
- Behind the curve in efficient business process management

# The 3 Universities agree to:

- Work with SW to put in place a robust and adaptable administrative/IT governance structure that meets our immediate need for improved operational efficiencies and in service delivery as well as the long-term institutional goals
- Work collaboratively to set clear priorities on administrative/IT projects with reasonable time lines for completion
- Dedicate resources, as appropriate, to support completing the agreed upon administrative/IT projects
- Work within an appropriate framework that supports increased resource capacity by allowing campus based implementation access associated with our enterprise systems



# **To enable the Universities' ability to deliver excellent service and support at every level, SW should embrace the following:**



Support and facilitate the business of the Universities with a focus of top-tier customer service

Increase the level of system access and build a culture that measures the value and speed of business relative to control – in many cases, allowing access in order to move things forward and get the job done, outweighs associated risks

Review, in partnership with the Universities, the current administrative/IT governance structure and processes, and adjust to assure that project implementations address the business service needs and move in a timely, efficient and effective manner

Collaborate with the Universities to gather business needs and requirements at the start of any project with systemwide impact that ensure timely reporting on the status of all projects with clear timelines for completion (inception-completion)

Decentralize the process through which the Universities can access enterprise systems (provisioning/administration of systems); this may include allowing campus experts the access/authority to make upgrades/changes in existing systems, to implement systems or tools based on specific campus needs or business processes, or bring in industry/vendor expertise to supplement internal resource limitations within an appropriate framework



# Moving Ahead

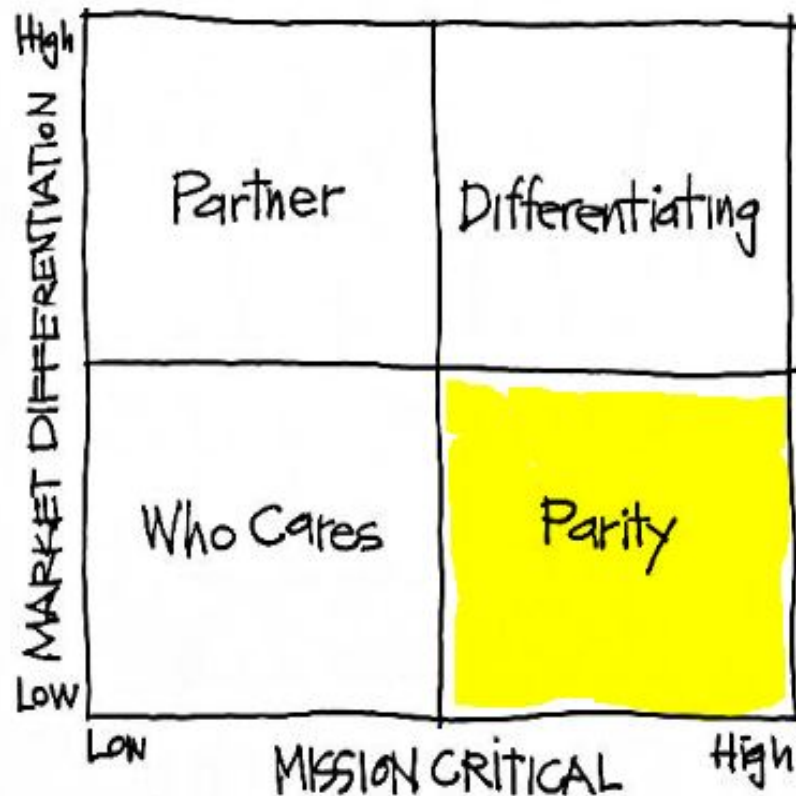


- **More productive administrative/IT partnership can be established**
- **Review the UA-wide administrative/IT governance approach**

- **Work together to explore new models that maximize and leverage existing UA expertise**
- **Balance risk and appropriate controls with forward-thinking and innovation**



# Building Bridges not walls...



Innovate, Create  
Strive to Be Better Than  
**Enable Strategy**

Simplify, Standardize  
Adopt Best Practices  
**Achieve Operational Excellence**

Market Differentiation/Mission Criticality Matrix<sup>1</sup>

# Project Plan:

- Move to electronic payment (e-payment) or automated clearing house (ACH)  
Target date: June 2015
- Move to a “one card” procurement and travel system (ProCard/travel card)  
Target date: June 2015
- Improve travel expense management Target date: September 2014
- Move to an online travel booking system Target date: December 2015
- Conduct an assessment of enterprise systems and governance to increase access, improve operations and choose the appropriate level of control Target Date: November 2014
- Create an administrative/IT group focused on finding parity within administrative systems (i.e. the ability to simplify and streamline to achieve efficient operational processes) Target Date: August 2014



# **Questions & Comments**