

CIO Business Vision

Overview of Survey Results

Board of Regents
April 3, 2014

Karl Kowalski, Chief Information Technology Officer

Summary

- Survey of 250 key business stakeholders
- Manager level and above
- Overall metrics
 - Support
 - Understanding of business need
 - 13 Key Service areas
 - Value
- Will follow with end-user satisfaction survey

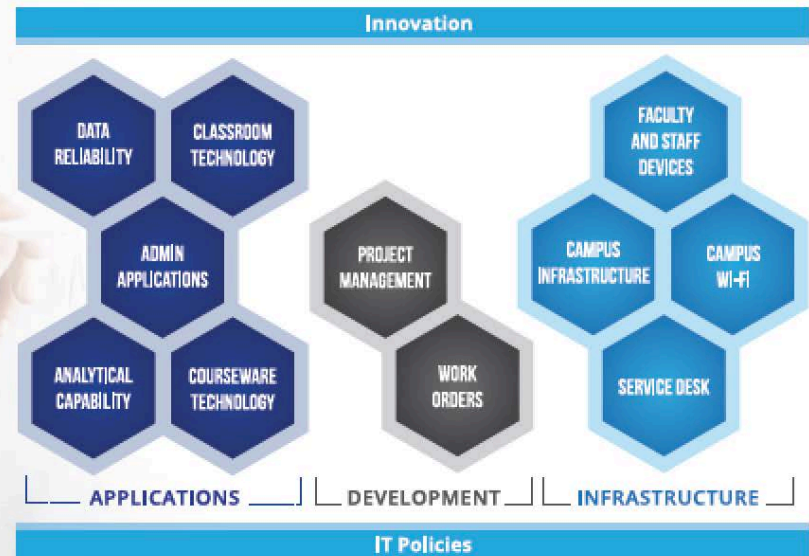
Top Issues and concerns

- Data and Reporting
 - Data warehousing
 - Analytics
 - Reporting tools
- Banner Modifications
- Commonality of systems
- Communications
- Other concerns
 - Web site tools
 - More classroom instructional technology
 - videoconferencing



Successful IT Model

Info-Tech has identified the following core services. Understanding and balancing the importance and satisfaction of the following core services is important to meeting the needs of the business.



IT Satisfaction Scorecard

PREPARED FOR **University Of Alaska**

This report was prepared by Info-Tech Research Group for University Of Alaska on 2014-03-12.

Data is comprised of 175 responses, including responses by: Ardith Lynch, Larry Zervos, Matthew Cooper, Paula Danson, Myron Dosch, Megan Riebe, Katherine Duke, Gwendolyn Gruenig, Salchi Oba, Frederick Villa, Brian Rogers, Tom Case, John Pugh, Bruce Rowe, D Garland, Linda Zanazzo, Adam Krynicki, Shelby Mathis, Julie Queen, Ian Olson, Mari Montgomery, Frances Isgrigg, Rosemary Madnick, John Hebard, Betty Aldrich, Keith Swarner, Roxie Dinstel, Todd Sherman, Paul Loyer, Bella Gerlich, Allan Morotti, Michael Castellini, Mark Herrmann, Mary Pete, Greg Newby and 140 more

82 respondents did not complete the survey, including: Michael O'Brien, Michelle Rizk, James Lynch, Raye Ann Robinson, Joe Hayes, Carolyn Hall, Gerald Evans, Kathryn Berry Bertram, Nickole Conley, Scott Arko, Charles Ward, Rolf Grading, Donald Foley, Charles Mayer, Arleigh Reynolds, Douglas Goering, John Etcheberger, Michele Stalder, Brian Barnes, Deborah McLean, Bert Boyer, Cheryl Frye, Aldona Jonaldis, Billy Connor, Emily Drygas, Robert McCoy, Gary Gray, Michelle Bartlett, Karl Burrell, Gregory Walker, Charles Christensen III, Rory O'Neill, Ruth Post, Deanna Dieringer, Olivia Eddy and 47 more

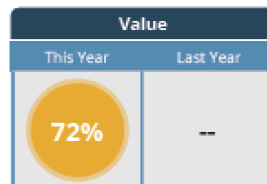
Completion Rate

68%

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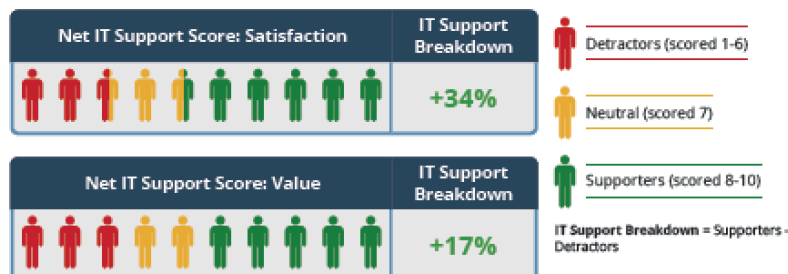
Overall Metrics

Overall Satisfaction and Value are key indicators of the overall impression of the IT department. These metrics let the IT leader determine at a glance if they are meeting the needs of the business.



IT Support Breakdown

The IT Support Breakdown charts are indicators of the percent of stakeholders that fall into three important categories. Promoters are loyal enthusiasts of IT. Neutral stakeholders are satisfied but unenthusiastic about IT. Detractors are unhappy stakeholders who can damage your reputation.



IT Relationship Satisfaction

Relationships are a key driver in stakeholder management. It is important that the business feels IT understands their needs and is getting enough communication.

Relationship	Satisfaction	Last Year
Needs Satisfaction with IT's understanding of your needs.	67%	--
Execution Satisfaction with the way IT executes your requests and meets your needs.	68%	--
Communication Satisfaction with IT communication.	68%	--

Business Satisfaction and Importance for Core Services

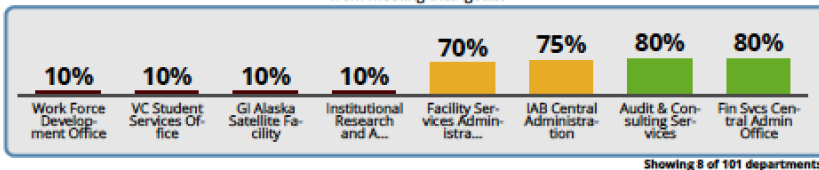
The core services of IT are important when determining what IT should focus on. The most important services with the lowest satisfaction offer the largest area of improvement for IT to drive business value.

Core Service	Satisfaction	Importance Ranking	Last Year
Service Desk Satisfaction with supporting end user issues & problems	82%	2 nd	--
Campus Wi-Fi Satisfaction with access, reliability, and speed of Wi-Fi	80%	3 rd	--
Campus Infrastructure Satisfaction with reliable networks, communication, and web portals, excluding Wi-Fi	79%	1 st	--
Faculty and Staff Devices Satisfaction with provided desktop, laptop, tablet & mobile devices	77%	11 th	--
Work Orders Satisfaction with small requests & improvements to existing technology	75%	9 th	--
IT Policies Satisfaction with policy design and enforcement around security, governance, etc...	72%	8 th	--
Classroom Technology Satisfaction with podiums, smart boards, audio, video, etc...	72%	6 th	--
Data Quality Satisfaction with providing reliable and accurate data	71%	5 th	--
Administration Applications Satisfaction with applications used by faculty and staff for running the institution	70%	4 th	--
Courseware and Learning Management Technology Satisfaction with virtual library, lecture capture, etc...	68%	7 th	--
Project Management Satisfaction with large department or institution wide initiatives	66%	10 th	--
IT Innovation Leadership Satisfaction with providing opportunities for innovation and innovation leadership to improve the institution	63%	12 th	--
Analytical Capability and Reports Satisfaction with effective standard reports, custom reports capability, and the ability to generate business insights	61%	13 th	--

Capacity Metrics

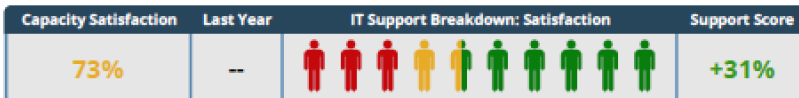
Overall Capacity Constraint by Department

Different departments have different demands from IT and often tend to be constrained by IT from meeting their goals.



Work Orders Capacity Satisfaction

Satisfaction with the ability to get IT capacity to complete Work Orders



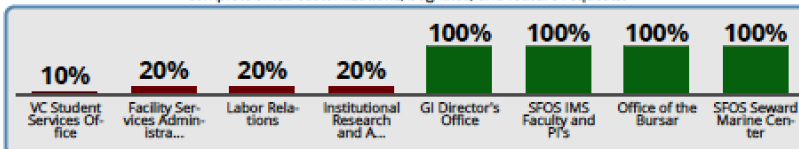
Ability to Deliver Effective Work Orders

Satisfaction with completed IT Work Orders ability to meet your business needs



Work Orders Capacity Satisfaction By Department

Below are the most satisfied and least satisfied departments in regards to the capacity they receive from IT to complete small customizations, bug fixes, and feature requests.



Capacity Needs

"To what extent is your group constrained and prevented from reaching your strategic goals by IT capacity?"



Overall Dependency

"To what extent does your ability to deliver results depend on effective IT services?"



Overall Shadow IT

"To what extent do you look externally and purchase IT services & applications without corporate IT involvement, due to a lack of internal IT capacity?"



Project Management Capacity Satisfaction

Satisfaction with the ability to get IT capacity to complete Project Management



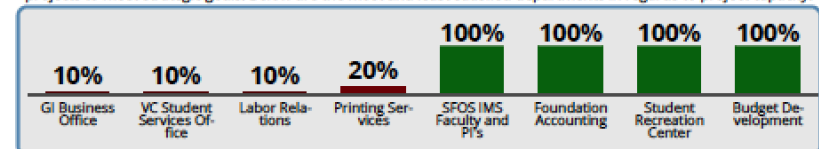
Ability to Deliver Effective Project Management

Satisfaction with completed IT Project Management ability to meet your business needs



Project Management Capacity Satisfaction By Department

Project capacity satisfaction indicates if departments are provided enough capacity to complete signification IT projects to meet strategic goals. Below are the most and least satisfied departments in regards to project capacity.



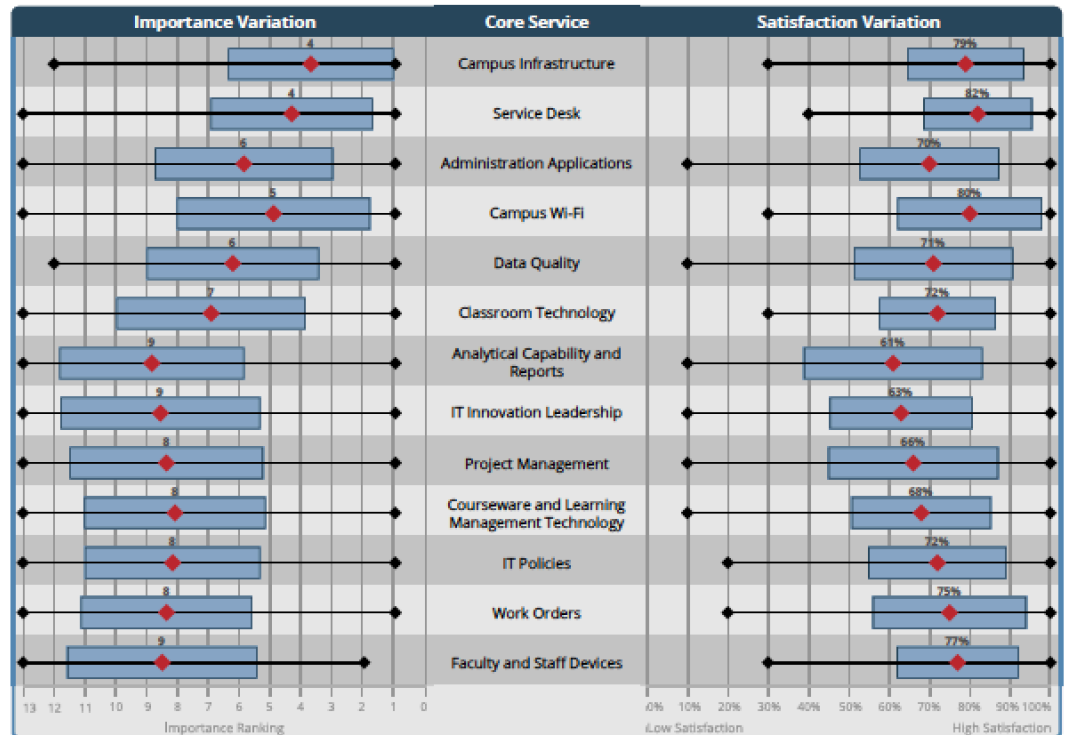
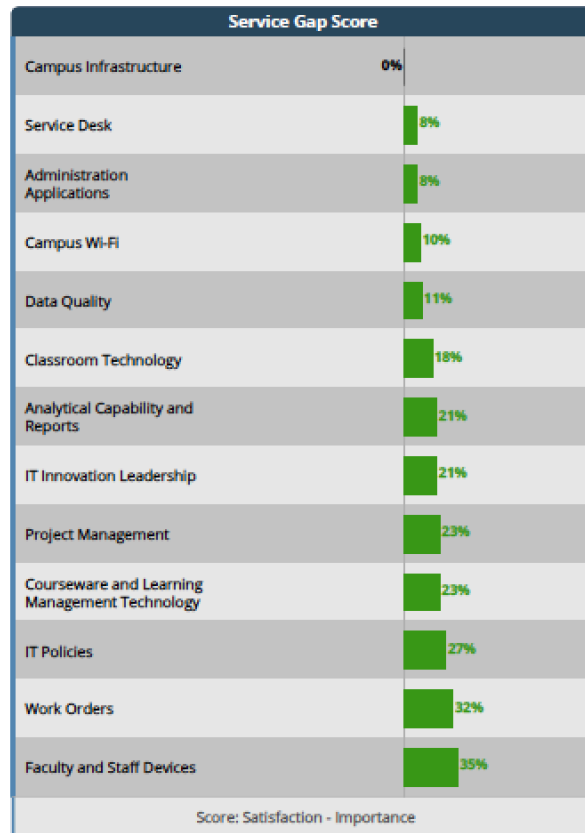
Core Service Overview

University Of Alaska

175 Responses

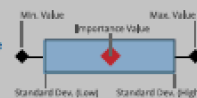
Service Gap Score

The chart below shows a comparison of satisfaction vs. Importance for all core services. Red bars with a negative score indicate an underserved core service. Green bars with a positive score highlight core services that are potentially over-provisioned.



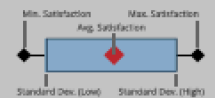
Importance Variation by Core Tool

Focusing on core services have a high degree of consensus around a high Importance score will have a broad impact across the organization.



Satisfaction Variation by Core Tool

Outlying satisfaction scores can artificially inflate or deflate the average satisfaction score. When this occurs, take a closer look at specific departments that are pulling the score down to isolate the pain point.



Questions and Comments