Toward a New IT Environment at UBC

Developing a New IT Funding Model

IT Steering Committee
December 18, 2008
Background: IT External Review

• Why a review, why now?
  – UBC’s IT environment for 21st century
  – Last review in 1996
• Key themes of the report
  – Strategic positioning of IT
  – Role of CIO, governance
  – Funding and delivery model
  – IT Security standards
  – Stakeholder relationships
  – Organization effectiveness
• Read the report [www.it.ubc](http://www.it.ubc), click on Initiatives
Our Initial Goal

• “Immediately restructure and/or completely replace the current funding model for UBC IT and other central information technology infrastructure and services. “
  – Define and oversee the implementation of a new model for delivering and funding the necessary IT infrastructure and services at UBC.
  – Executive expectation is that the new model will be fully implemented in 18-24 months, beginning fiscal 2009/2010
Governance and Process Setup

- Consultation and Analysis
- Formulate Recommendations
- Decision making

- Financial Working Group
- IT Steering Committee
- Executive
- IT Managers Working Group
- Deans
<table>
<thead>
<tr>
<th>Month</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>August</td>
<td>External Review, final report</td>
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<tr>
<td>September</td>
<td>Deans/Exec endorse process to develop new IT funding model (Terms of Reference, distributed)</td>
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<tr>
<td>October</td>
<td>Financial Working Group formed</td>
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<td>MADHU/PAC update</td>
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<tr>
<td>December</td>
<td>IT Managers Working Group</td>
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<td>IT Steering Committee</td>
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<tr>
<td>January/09</td>
<td>Interim report to ITSC, Deans, Exec</td>
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<tr>
<td>April/09 to Mar/10</td>
<td>Refine model</td>
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<td></td>
<td>Interim funding?</td>
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# Financial Working Group – Outcomes to date

<table>
<thead>
<tr>
<th>Topic</th>
<th>Status</th>
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<tbody>
<tr>
<td>Guiding Principles</td>
<td>Draft, for review</td>
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<tr>
<td>IT Service Catalogue</td>
<td>Draft, for review</td>
</tr>
<tr>
<td>MS Licensing Business Case</td>
<td>Complete</td>
</tr>
<tr>
<td>Cost Summary, UBC IT</td>
<td>Comprehensive draft</td>
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<tr>
<td>Cost breakdown, data network</td>
<td>Complete</td>
</tr>
<tr>
<td>Benchmarking data network</td>
<td>Draft</td>
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<td>Areas of potential savings</td>
<td>TBC Jan/09</td>
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Coordinate and Leverage

Identity Management Program

• Verify identity, authenticate, authorize access
  – vital component for secure access to digital resources
• CWL provides authentication to over 100 systems
  – lacks authorization by “role” (e.g. workflow)
• Coordinating unit-level initiatives as single program
  – common vision, goals, timelines, resources, KSF
  – pooled resources
  – building the team: internal secondment, retain skills
  – a template for future IT initiatives
Coordinate and Leverage

IT Community of Practice

• “Focus on People”
• Enhance skill sets
  – Professional development
  – Career development
• Increase opportunities
  – Secondments
  – Staff exchanges
• Reduce reliance on contractors
  – Lower cost
  – Sustain resources
  – Improve flexibility

Number of FTE IT Job Family

- OFFICE OF THE PRESIDENT
- VP ACADEMIC & PROVOST
- UBC-IT
- VP ADMINISTRATION & FINANCE
- VP DEVELOPMENT & ALUMNI ENGAGEMENT
- VP RESEARCH
- VP STUDENTS