



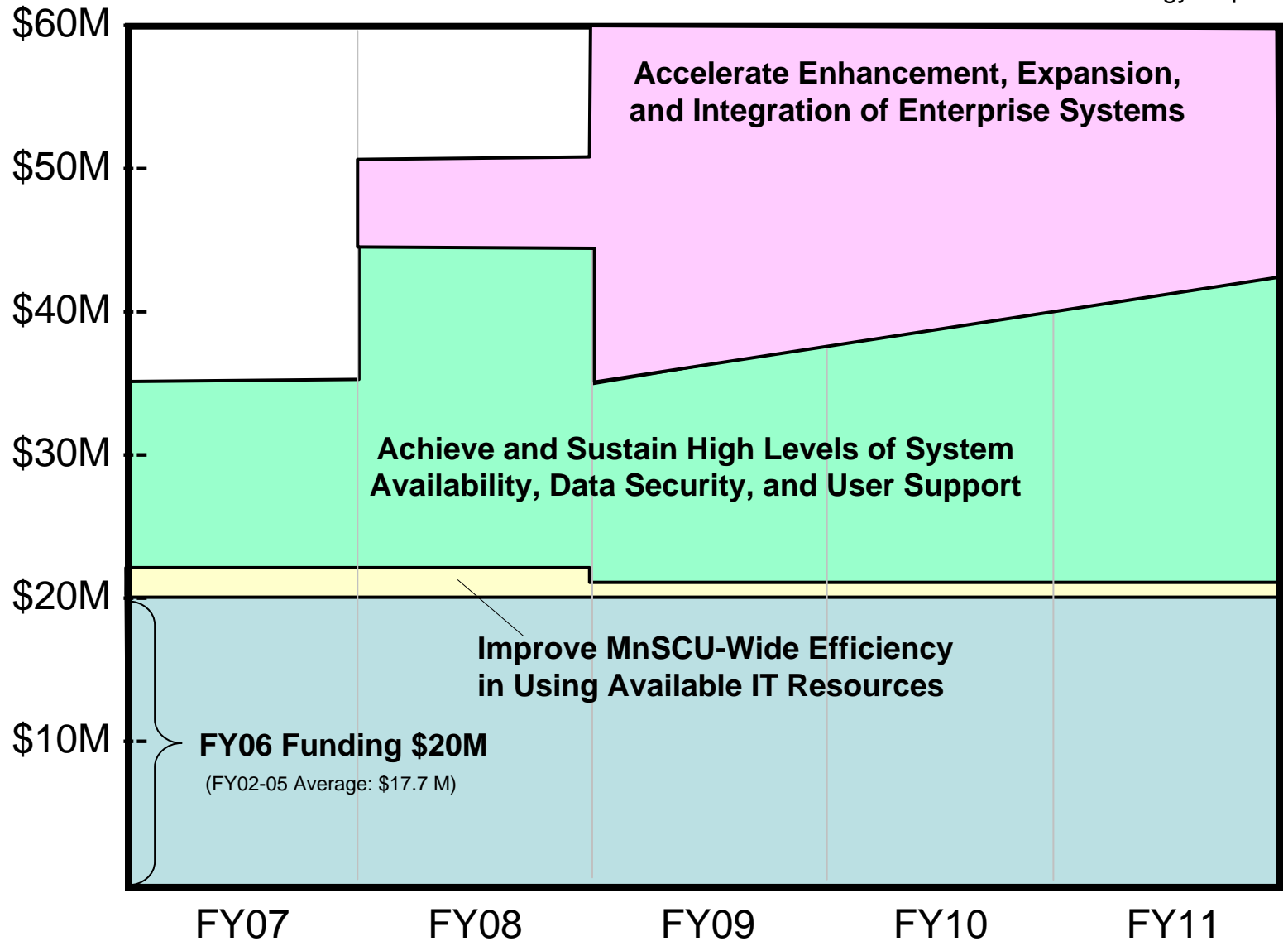
# **The Enterprise Investment Committee Update to the Leadership Council**

**ITS Operating Budget Review  
October 2, 2007**



# (Original) 2006 IT Investment Strategy

From the 2006 IT Investment Strategy Report





# FY07 Recap

- \$12 MM special investment
  - \$ 6 MM from colleges / universities
  - \$ 6 MM from Chancellor's office
- 6 goals
- 31 projects



# FY07 Goals

- Goal 1 - Mission Critical Applications
- Goal 2 - High-Performance Network
- Goal 3 - Enterprise Architecture
- Goal 4 - Core Platform Components
- Goal 5 - Enhanced Security
- Goal 6 - Customer Service



# Goal 1 - Mission Critical Applications

Project Name	Status Indicator by Color			
	Overall	Schedule	Scope	Cost/ Resources
<b>Hardware Upgrade for ISRS and Data Warehouse</b>				
<a href="#">- D2L Fall 2006 Readiness</a>	Done			
<a href="#">- Storage Area Network Upgrade</a>	Done			
<a href="#">- Enterprise Tape Library Upgrade</a>	Done			
<b>Failover Capability for ISRS, D2L and Data Warehouse</b>				
<a href="#">- ISRS Failover</a>	Green	Yellow	Green	Green
<a href="#">- D2L Failover</a>				
<a href="#">Disaster Recovery Site</a>	Yellow	Yellow	Green	Green
<b>Sufficient Licenses for ISRS, D2L and Data Warehouse</b>				
<a href="#">- Client-Server Inactivity Time Outs</a>	Done			
<a href="#">ISRS Load and Capacity Projections</a>	Done			
<b>3rd Shift Coverage / 24 x 7 Coverage Support</b>				
<a href="#">- Help Desk Assessment</a>	Done			

Budget \$4,200,000 Actual \$3,479,462

As of June 18, 2007



# Goal 2 - High-Performance Network

Project Name	Status Indicator by Color			
	Overall	Schedule	Scope	Cost/Resources
<a href="#">WAN Router Upgrade</a>	Green	Green	Green	Green
<a href="#">Enterprise Performance Monitoring Tools</a>	Green	Yellow	Green	Yellow
<a href="#">Bandwidth Increase</a>	Done			
<a href="#">Redundant Network Paths</a>	Green	Green	Green	Green

Budget \$3,050,000 Actual \$1,249,400

As of June 18, 2007



# Goal 3 - Enterprise Architecture

Project Name	Status Indicator by Color			
	Overall	Schedule	Scope	Cost/Resources
<b>Enterprise Architecture Guide</b>				
<a href="#">- ASA Application Assessment</a>	Done			
<a href="#">- D2L Documentation</a>	Done			
<b>Identity Management Program</b>				
<a href="#">- Identity Management</a>				
<a href="#">- Enterprise Authentication POC</a>	Green	Green	Green	Green
<a href="#">Seamless Core</a>	Green	Green	Green	Green
<a href="#">Duplicate Resolution</a>	Done			

Budget \$1,850,000 Actual \$732,121

As of June 18, 2007



# Goal 4 - Core Platform Components

Project Name	Status Indicator by Color			
	Overall	Schedule	Scope	Cost/Resources
<b>RDB to Oracle Migration</b>				
<a href="#">- Oracle Conversion ISRS</a>	Green	Green	Green	Green
<a href="#">- Oracle Conversion Replication DB</a>	Done			
<a href="#">- CAP Application Migration</a>	Green	Green	Green	Green
<a href="#">Uniface to J2EE Migration</a>	Green	Yellow	Green	Green

Budget \$1,350,000 Actual \$2,383,398

As of June 18, 2007



# Goal 5 - Enhanced Security

Project Name	Status Indicator by Color			
	Overall	Schedule	Scope	Cost/Resources
<a href="#">Security Event Monitoring</a>				
<a href="#">Information Security Awareness Program</a>	Green	Green	Green	Green
<a href="#">Security Assessment Instruments</a>	Green	Green	Green	Green
<a href="#">Campus CAP Servers</a>	Green	Red	Green	Green

Budget \$1,100,000 Actual \$862,703

As of June 18, 2007



# Goal 6 - Customer Service

Project Name	Status Indicator by Color			
	Overall	Schedule	Scope	Cost/Resources
<a href="#">Develop, Ratify SLAs</a>				
<a href="#">Develop Master Project List and Establish PMO</a>	Done			
<a href="#">Refine, Ratify Governance</a>				
<b>Division Web Content</b>				
<a href="#">- Update Design of ITS Website</a>	Done			

Budget \$450,000 Actual \$472,508

As of June 18, 2007



# FY07 Cost Summary

	Budget	Spend to date
Goal 1	\$ 4,200,000	\$ 3,479,462
Goal 2	\$ 3,050,000	\$ 1,249,400
Goal 3	\$ 1,850,000	\$ 732,121
Goal 4	\$ 1,350,000	\$ 2,383,398
Goal 5	\$ 1,100,000	\$ 862,703
Goal 6	\$ 450,000	\$ 472,508
FY06 Tails		<u>\$ 2,819,673</u>
<b>TOTAL</b>	<b>\$12,000,000</b>	<b>\$11,991,265</b>

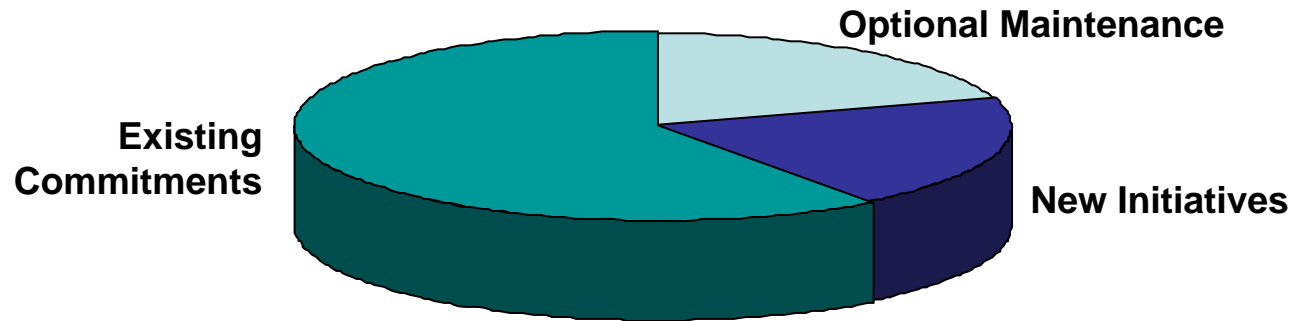


## FY08 Investment

- FY07 Baseline \$21.500 MM
- Additional funding \$24.855 MM
- Total FY 08 ITS Budget = \$46.355 MM



# ITS FY 08 Operating Budget



Total budget: \$46.355 MM

- Existing Commitments \$14.652 MM
- Personnel \$13.431 MM
  - 140 positions, including 20 current vacancies
  - A majority of this is for operational staff, although some amount will be allocated for projects
- Commitment to find additional \$1.000 MM in cost savings
- Amount allocated for optional maintenance and new initiatives during FY 2008: \$19.272 MM
  - Includes \$5.000 MM allocated back to campuses
  - Also includes an additional 55 positions over the next biennium



# Operating Base

<b>Description of Non-Personnel Services</b>	<b>2008 Budget</b>
Leadership Support	\$66,050
CSU - ITS Administration	\$381,200
Campus Leases and Expenses	\$285,500
MAPS / SEMA4	\$1,700,000
Enterprise Software Development	\$152,100
ERP Integration and Design	\$169,500
ERP Support	\$376,300
IMS Support	\$573,500
IMS Software	\$199,000
Academic IT Support	\$249,300
ITS Web Support	\$264,250
OOC CIO Contingency	\$1,000,000
SAN / Servers Lease and Purchases	\$2,388,000
SAN / Servers Maintenance	\$1,105,500
Software - Enterprise	\$900,000
Network Services	\$2,461,000
Reporting and Data Warehouse	\$318,500
Media Operations	\$690,567
OOC Desktop Support	\$465,600
Computer Services and Data Center	\$240,700
Campus Software Support	\$167,000
Security Operations	\$194,900
PMO Operations and Support	\$303,500
	\$14,651,967
<b>ITS Staffing</b>	\$13,430,630
<b>Sub-total</b>	\$28,082,597
<b>Anticipated additional ITS cost savings</b>	\$1,000,000
<b>Total ITS Operating Budget</b>	\$27,082,597



# ITS FY 08 Operating Budget

- 4 largest budget items:
  - Server purchases, leases and maintenance \$3,493,500
    - Alleviates critical capacity, response time and down time issues
  - Network services \$2,461,000
    - Wide Area Network between campuses
    - Includes maintenance on routers and firewalls
  - MAPS / SEMA4 payment \$1,700,000
    - Statewide financial and HR system
  - Enterprise software \$900,000
    - Operating system and backup software
    - Databases (Oracle and RDB)
- These 4 items represent 58% of the operating budget!



# ITS FY 08 Operating Budget

- 120 current staff spend a majority of time on maintenance and support of existing infrastructure and applications
  - Due primarily to age of infrastructure and number of applications supported
- As the infrastructure is upgraded and / or replaced, it is anticipated that less time will be required for support in the future – freeing more resources for new initiatives
- 20 current vacancies
  - Current plans call for some of these staff to be dedicated for new initiatives



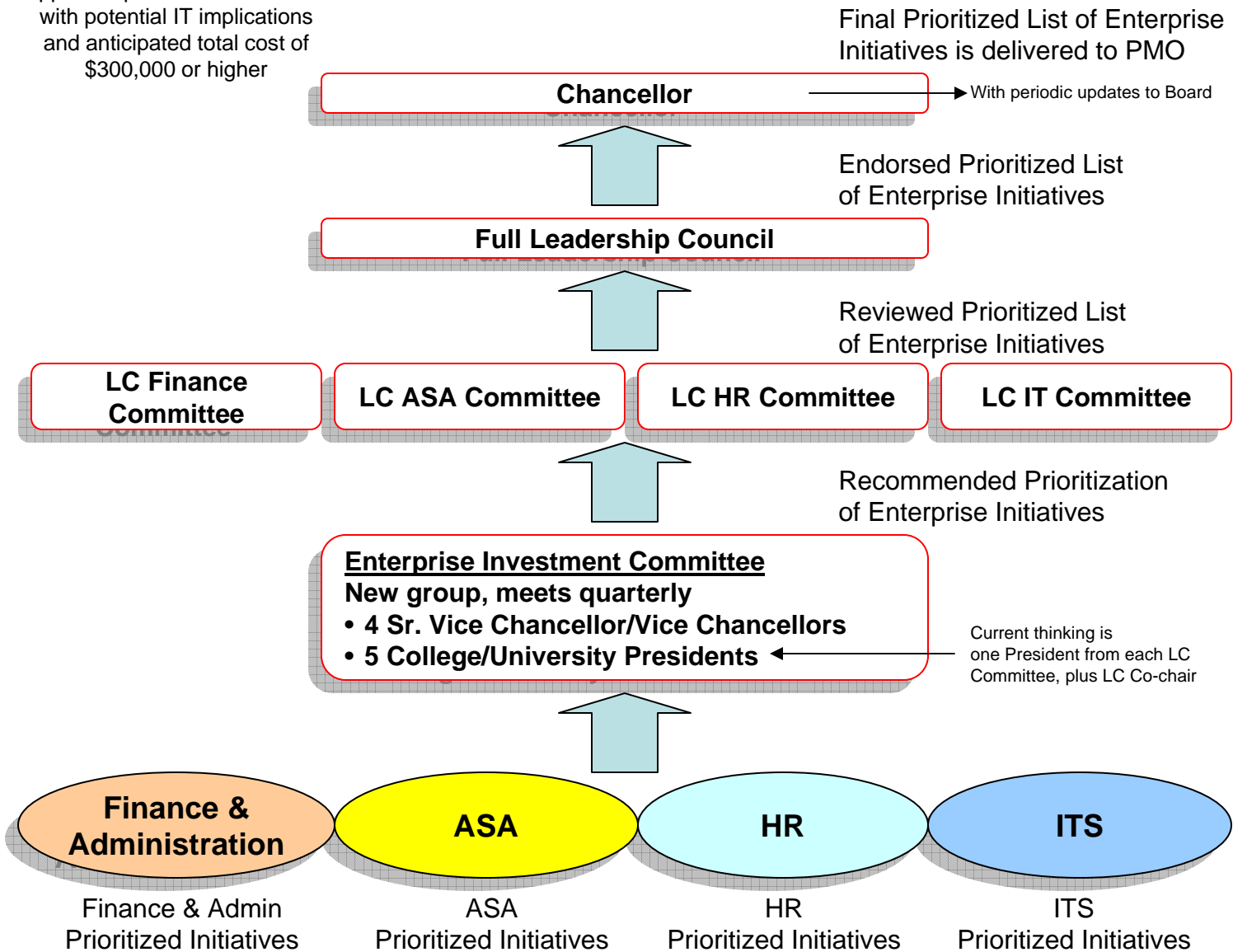
# Enterprise Investment Committee

- Committee comprised of:
  - 5 College / University Presidents
  - Sr. Vice Chancellor and 3 Vice Chancellors
- Chaired by Dr. Linda Baer, SR. VC, ASA
- Progress to date
  - Reaffirmed 9 FY07 ongoing projects
  - Affirmed 4 FY08 required maintenance projects
  - Approved initiation of 13 additional new projects
- Total cost of these 26 initiatives is \$19 MM
  - Includes \$5 MM directly to colleges / universities



# The Enterprise Investment Management Process

Approved process for initiatives with potential IT implications and anticipated total cost of \$300,000 or higher





## Strategic Directions and Goals Summary 2006-2010

1: Increase Access & Opportunity

2: Promote and measure high-quality learning programs and services

3: Provide programs and services integral to state and regional economic needs

4: Innovate to meet current and future educational needs efficiently

### Enterprise Information Technology - FY2008 Major Goals

**Network & Data Center Modernization**

**Student Services & Online Learning**

**Enable Career, Business and Entrepreneurship**

**New Technology Architecture**

**Security Management**

**Faculty Research and Development**

**Identity Management**

**Retooled Administrative Systems**



## Enterprise Information Technology - FY2008 Major Goals

Goals	Projects In Progress*
<b>Network and Data Center Modernization</b>	<ul style="list-style-type: none"> <li>• Redundant Network Paths</li> <li>• Enterprise Performance Monitoring Tools</li> <li>• Secondary Data Center and Failover Capability for ISRS and D2L</li> </ul>
<b>Security Management</b>	<ul style="list-style-type: none"> <li>• Security Event Monitoring</li> <li>• Security Assessment Instruments</li> </ul>
<b>Identity Management</b>	<ul style="list-style-type: none"> <li>• Identity and Access Management</li> </ul>
<b>Retooled Administrative Systems</b>	<ul style="list-style-type: none"> <li>• Oracle Conversion ISRS</li> <li>• Uniface to J2EE Migration</li> <li>• CAP Application Migration</li> </ul>
<b>New Technology Architecture</b>	
<b>Student Services &amp; Online Learning</b>	
<b>Faculty Research &amp; Development</b>	
<b>Enable Career, Business, Entrepreneurship</b>	



## Enterprise Information Technology - FY2008 Major Goals

Goals	Proposed Required Initiatives*
<b>Network and Data Center Modernization</b>	<ul style="list-style-type: none"> <li>• Firewall Replacement</li> </ul>
<b>Security Management</b>	<ul style="list-style-type: none"> <li>• Vulnerability Management</li> </ul>
<b>Identity Management</b>	
<b>Retooled Administrative Systems</b>	<ul style="list-style-type: none"> <li>• Quality Assurance Improvements</li> <li>• Diploma Transfer for High Schools</li> </ul>
<b>New Technology Architecture</b>	
<b>Student Services &amp; Online Learning</b>	
<b>Faculty Research &amp; Development</b>	
<b>Enable Career, Business, Entrepreneurship</b>	



## Enterprise Information Technology - FY2008 Major Goals

Goals	EIC New Initiatives
<b>Network and Data Center Modernization</b>	
<b>Security Management</b>	<ul style="list-style-type: none"> <li>• Incident Response</li> </ul>
<b>Identity Management</b>	
<b>Retooled Administrative Systems</b>	<ul style="list-style-type: none"> <li>• APPS</li> <li>• Unifier</li> <li>• Classification and Compensation</li> <li>• Campus Reporting Enhancements</li> <li>• Prinsys</li> <li>• Budget module</li> </ul>
<b>New Technology Architecture</b>	
<b>Student Services &amp; Online Learning</b>	<ul style="list-style-type: none"> <li>• Regis</li> <li>• ISRS Communications Module</li> <li>• Graduation planner</li> </ul>
<b>Faculty Research &amp; Development</b>	<ul style="list-style-type: none"> <li>• Gaming and simulation development</li> <li>• Continued learning objects development</li> </ul>
<b>Enable Career, Business, Entrepreneurship</b>	<ul style="list-style-type: none"> <li>• iSeek</li> </ul>



## ITS FY 08 Plan

- As communicated to the Legislature, there are some critical technical shortcomings and risks that needed to be addressed this year
- At the same time, there is an expectation to not only address these issues, but also provide additional capabilities and benefits to the campuses
- Our challenge was to develop a plan to address both points



## ITS FY 08 Plan

- The proposed ongoing FY 07 initiatives and new FY 08 required maintenance initiatives require a majority of the available project funding – as was originally planned
  - Will develop detailed cost estimates during the next quarter
  - Schedules may also be extended if required
- FY 08 focus – “Shore up infrastructure and build capacity”
- FY 09 focus – “Deliver on new capacity”



# Action Items

- Long term - add additional capacity
  - Efforts are already underway to fill both existing vacancies and new staff positions
  - This is a significant effort and will take time to ramp up to full capacity
  - Space considerations will also require time and resources
- Short term – augment staff
  - Continue use of contracting with campuses and Centers of Excellence having subject matter expertise
  - Continue using outside contractors until employees are hired



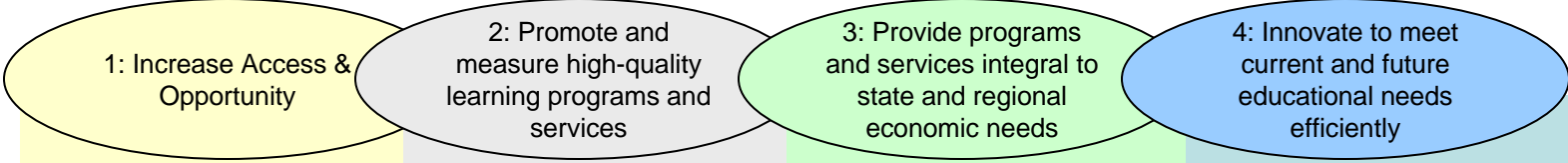
# High Level Budget

Description	2008 Budget
“Keep the lights on” and existing ITS commitments to maintain common services across all campuses that support students, faculty and staff	\$27,082,597
FY07 carryover projects to improve reliability and security for students and campuses	\$8,485,000
FY08 required maintenance projects to increase capacity for delivery to students and campuses	\$1,008,000
Allocated to campuses for local initiatives that provide direct benefits to students and campuses	\$5,000,000
Allocated to initiatives < \$100k that provide “quick wins” for students and campuses	\$500,000
Available for allocation to new projects – emphasis on projects that benefit students, faculty and staff	\$4,279,403
<b>Total ITS Operating Budget</b>	<b>\$46,355,000</b>

*Bottom Line - virtually ALL of the money is being spent in a shared services environment for direct support of campuses!*



# Strategic Directions and Goals Summary 2006-2010



## Enterprise Information Technology - FY2008 Major Goals

<p><b>Network &amp; Data Center Modernization</b></p> <ul style="list-style-type: none"> <li>• Redundant network paths</li> <li>• Enterprise performance monitoring tools</li> <li>• Secondary data center</li> <li>• Firewall replacement</li> </ul>	<p><b>Student Services &amp; Online Learning</b></p> <ul style="list-style-type: none"> <li>• Diploma transfer for H.S.</li> <li>• Regis</li> <li>• ISRS communications module</li> <li>• Graduation planner</li> </ul>	<p><b>Enable Career, Business and Entrepreneurship</b></p> <ul style="list-style-type: none"> <li>• iSeek</li> </ul>	<p><b>New Technology Architecture</b></p> <ul style="list-style-type: none"> <li>• Oracle conversion ISRS</li> <li>• Uniface to J2EE migration</li> </ul>
<p><b>Security Management</b></p> <ul style="list-style-type: none"> <li>• Security event monitoring</li> <li>• Security assessment instruments</li> <li>• Vulnerability management</li> <li>• Incident response</li> </ul>	<p><b>Faculty Research and Development</b></p> <ul style="list-style-type: none"> <li>• Gaming and simulation development</li> <li>• Continued learning objects development.</li> </ul>		
<p><b>Identity Management</b></p> <ul style="list-style-type: none"> <li>• Identity and access management</li> </ul>	<p><b>Retooled Administrative Systems</b></p> <ul style="list-style-type: none"> <li>• CAP application migration</li> <li>• Quality assurance improvements</li> <li>• APPS</li> <li>• Unifier</li> <li>• Classification &amp; compensation</li> <li>• Campus reporting enhancements</li> <li>• Prinsys</li> <li>• Budget module</li> </ul>		

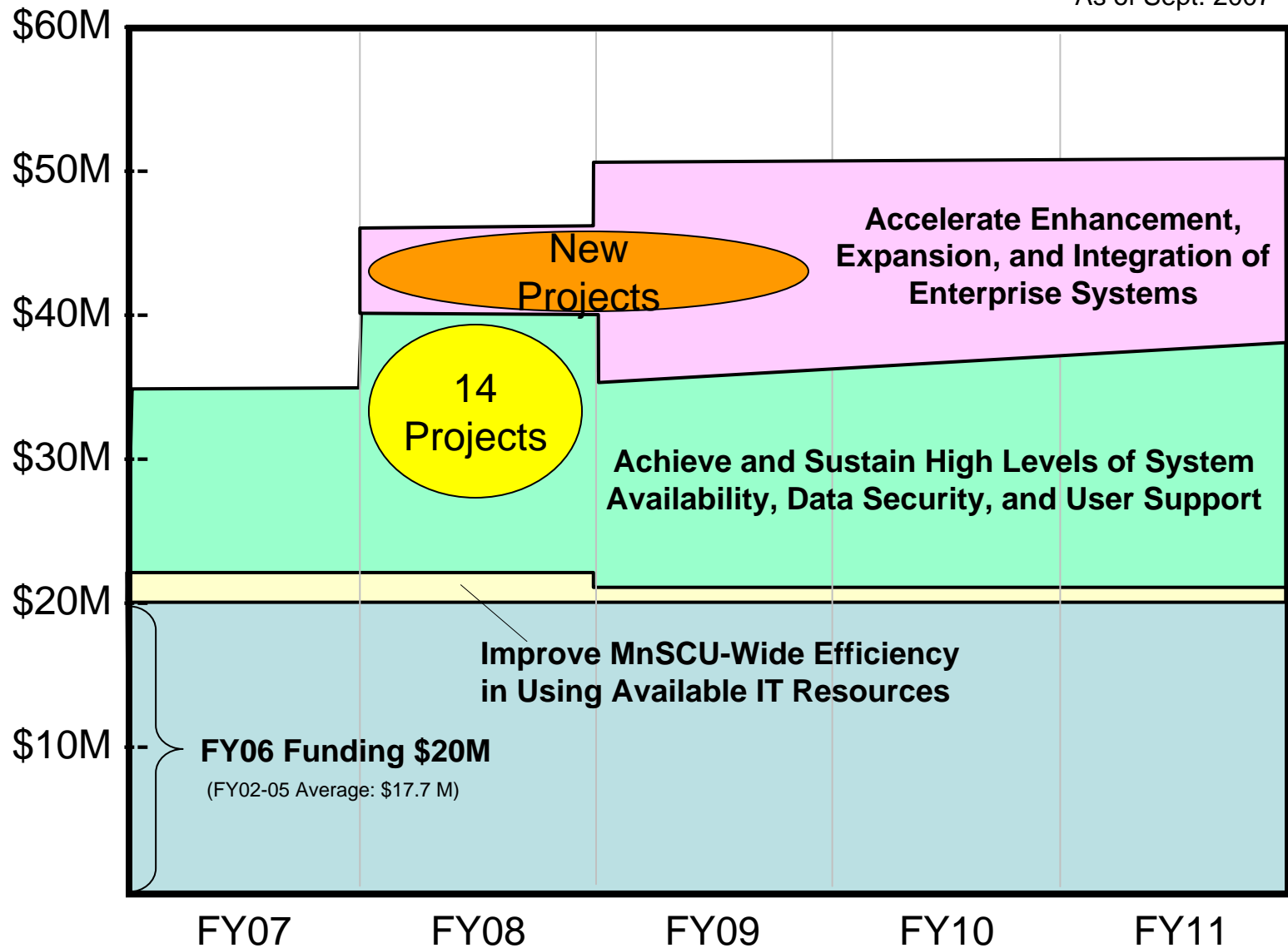
Key:  
 Blue = 13 Affirmed projects:  
 ITS carryover and  
 required maintenance projects

Red = 13 Proposed new initiatives



# Updated IT Investment Strategy

As of Sept. 2007





# Direct Benefits of these Projects

	Students	Faculty	Staff
Reliability & Capacity	<ul style="list-style-type: none"> <li>• Registration is accessible when desired</li> <li>• Online courses are reliably accessible</li> <li>• Incident recovery is swift and contained</li> <li>• Data is accurate, dependable and consistent</li> </ul>	<ul style="list-style-type: none"> <li>• Development, sharing and use of learning objects is leveraged</li> <li>• Gaming, simulation training and education options can be reliably provided</li> <li>• High-demand online courses and programs can be developed (e.g. nursing)</li> </ul>	<ul style="list-style-type: none"> <li>• System-wide capacity is built out</li> <li>• Increased productivity resulting from reduced system downtime and recovery</li> </ul>
Security	<ul style="list-style-type: none"> <li>• Personal data not stolen</li> <li>• Protection from viruses and hackers</li> </ul>		
Efficiency	<ul style="list-style-type: none"> <li>• Applying once across all institutions is easy</li> <li>• A complete graduation plan can be mapped in advance</li> <li>• Timely and relevant notifications are received when situations change (e.g. course on wait list becomes available, weather advisory)</li> <li>• Web-based advisory assistance and career information available</li> </ul>	<ul style="list-style-type: none"> <li>• Reduced attrition and increased enrollment in online courses</li> <li>• Pre-notification of roster and eligibility changes are received</li> <li>• Easy-to-use, customized training module available</li> </ul>	<ul style="list-style-type: none"> <li>• Account creation, access and lifecycle management are simplified</li> <li>• New markets developed and new students attracted</li> <li>• Business processes, budgeting and project tracking are standardized</li> <li>• Recruiting and hiring are more efficient</li> </ul>