Understanding the IT Project Pipeline and Services

IT Professionals Conference
June 6 2019
Outline

• Overview
• IT Project Intake Process
• Upcoming Enhancements
Overview

• Why is understanding and being aware of the project pipeline and existing services important?
  • Align with strategic goals
    • What are our goals?
    • Do our activities support them?
  • Foster collaboration
    • Develop networks by collaborating
    • Share your strengths and benefit from others
  • Reduce redundancy
    • Awareness can prevent duplication
    • Providers develop deeper skill sets
• Anticipate changes
  • Training needs
  • Process changes
Overview

• What can help me be aware and understand what’s happening?
  • IT Project Intake Process
  • Project Tracking
  • IT Service Catalog
Overview

IT Project Intake Process

Ideation | Investigation | Planning | Execution | Go Live

Project Tracking

IT Service Catalog

Service Operations
Outline

• Overview
  • IT Project Intake Process
• Upcoming Enhancements
IT Project Intake Process
IT Project Intake Process
also known as
IPIP
IT Project Intake Process

Submit Proposal → Confirm Classification → Review and Recommend → Prioritize Funding Requests

Submitter
- Gather Proposal Information
- Get Sponsor Approval
- Submit Proposal

ICoE & TAG Chairs
- Initial Review
- Confirm Project Classification
- Identify “Flags”

TAGs
- Gather Supplemental Information
- Cross-TAG Review and Recommend

ITSC
- Review Funding Requests
- Approve and Prioritize

Low Impact analysis complete (if no “Flags”)
Med/High Impact require further analysis
Value to Campus

• Highlights similar services to prevent duplication
• Identifies infrastructure impact
• Early Cybersecurity evaluation
• Better visibility for campus-wide projects
• Enables collaboration
# Performance Metrics

**Volume**

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Project Count</td>
<td>76</td>
</tr>
<tr>
<td>High Impact Count</td>
<td>4</td>
</tr>
<tr>
<td>Medium Impact Count</td>
<td>18</td>
</tr>
<tr>
<td>Low Impact Count</td>
<td>54</td>
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</tbody>
</table>

**Pending Approval**

<table>
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<tr>
<th>Category</th>
<th>Count</th>
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<tbody>
<tr>
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<tr>
<td>High Impact Count</td>
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<tr>
<td>Medium Impact Count</td>
<td>1</td>
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<td>Low Impact Count</td>
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**Withdrawn**

<table>
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<th>Category</th>
<th>Count</th>
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<tbody>
<tr>
<td>Withdrawn Project Count</td>
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**Total Submitted**

<table>
<thead>
<tr>
<th>Category</th>
<th>Count</th>
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<tbody>
<tr>
<td>Submissions</td>
<td>82</td>
</tr>
</tbody>
</table>

*As of 5/30/2019*
Performance Metrics

- Average of 4 submissions/month
- Submission spikes coincide with central funding approval cycle (January, May, September)
## Performance Metrics

### Volume

<table>
<thead>
<tr>
<th>Reviewed</th>
<th></th>
</tr>
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<tbody>
<tr>
<td>Total Project Count:</td>
<td>76</td>
</tr>
<tr>
<td>High Impact Count:</td>
<td>4</td>
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</tr>
</tbody>
</table>

### Timing

<table>
<thead>
<tr>
<th>Reviewed</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Average Days to Respond:</td>
<td>21.9</td>
</tr>
<tr>
<td>Median Days to Respond:</td>
<td>10.0</td>
</tr>
<tr>
<td>High Impact Average:</td>
<td>47.0</td>
</tr>
<tr>
<td>High Impact Median:</td>
<td>41.0</td>
</tr>
<tr>
<td>Medium Impact Average:</td>
<td>49.2</td>
</tr>
<tr>
<td>Medium Impact Median:</td>
<td>36.0</td>
</tr>
<tr>
<td>Low Impact Average:</td>
<td>10.5</td>
</tr>
<tr>
<td>Low Impact Median:</td>
<td>6.0</td>
</tr>
</tbody>
</table>

- Low impact scores include submissions requiring flag investigation
- Withdrawn submissions not included

As of 5/30/2019
Performance Metrics

• 1-13 submissions per Campus Area
• 8 of 18 areas only have Low Impact submissions
• No area has more than 15% of total submissions

As of 5/30/2019
Outline

• Overview
• IT Project Intake Process
  • Upcoming Enhancements
Upcoming Enhancements

• Revised Submission Form
  • Supports exploration for new or existing solutions and RFI/RFP scenarios
  • Stakeholders are encouraged to submit early

• In-Progress Project Tracking
  • Capture basic project information
  • Include on ICOE projects site: go.wisc.edu/ipip

• Intake Review Outcome Status and Summary
  • Document recommendation summary
  • Assign outcome status for metrics
Thank you for your time and attention!

To provide feedback or for additional information:

IT Center of Excellence, Office of the CIO

→ icoe@cio.wisc.edu

→ (608) 263-7318

go.wisc.edu/ipip
Performance Metrics

Percent of Submissions with Strategic Framework

- Educational Experience: 51%
- Research and Scholarship: 21%
- The Wisconsin Idea: 34%
- Our People: 48%
- Resource Stewardship: 61%

As of 5/30/2019
Performance Metrics

Percent of Submissions with Project Goal

- Improved/New Capabilities: 93%
- Better User Experience: 83%
- Cost Savings: 43%
- Exploration/Innovation: 40%
- Generate/Increase Revenue: 18%
- Efficiency: 87%
- Risk Management/Mitigation: 50%
- Regulatory/Compliance: 41%
- Other: 9%

As of 5/30/2019
Performance Metrics

As of 5/30/2019

Percent of Submissions with End-User Role

- Students/credit or non-...
- Faculty/Instructors
- Department Staff: 82%
- Divisional Staff: 56%
- External Partners/Public: 44%
Performance Metrics

Percent of Submissions Per Scope

- Department/Divisional: 50%
- Two or more Divisions: 13%
- Campus-wide/UW System: 37%

As of 5/30/2019
Performance Metrics

Total Stakeholders Affected

- Less than 1,000: 43%
- 1,000 to 9,999: 15%
- 10,000 or more: 43%

As of 5/30/2019
Performance Metrics

As of 5/30/2019

Additional Project Characteristics

- Campus-Wide Service: 59%
- Data Security: 50%
- Fully Funded: 85%
- Infrastructure Impact: 10%
- Procurement: 66%
- Similar IT Service/Project: 50%