



# INFORMATION TECHNOLOGY

IT Planning at the University of  
Minnesota

Scott Studham, Vice President & CIO

UNIVERSITY OF MINNESOTA

**Driven to Discover<sup>SM</sup>**



2014

- Near Term Update



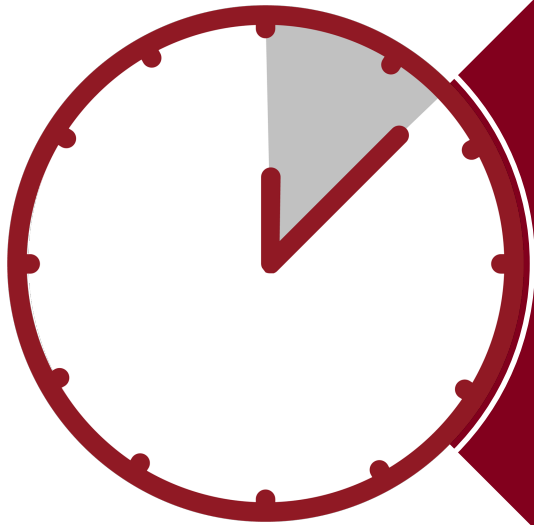
2015-2016

- Mid Term Innovation Management

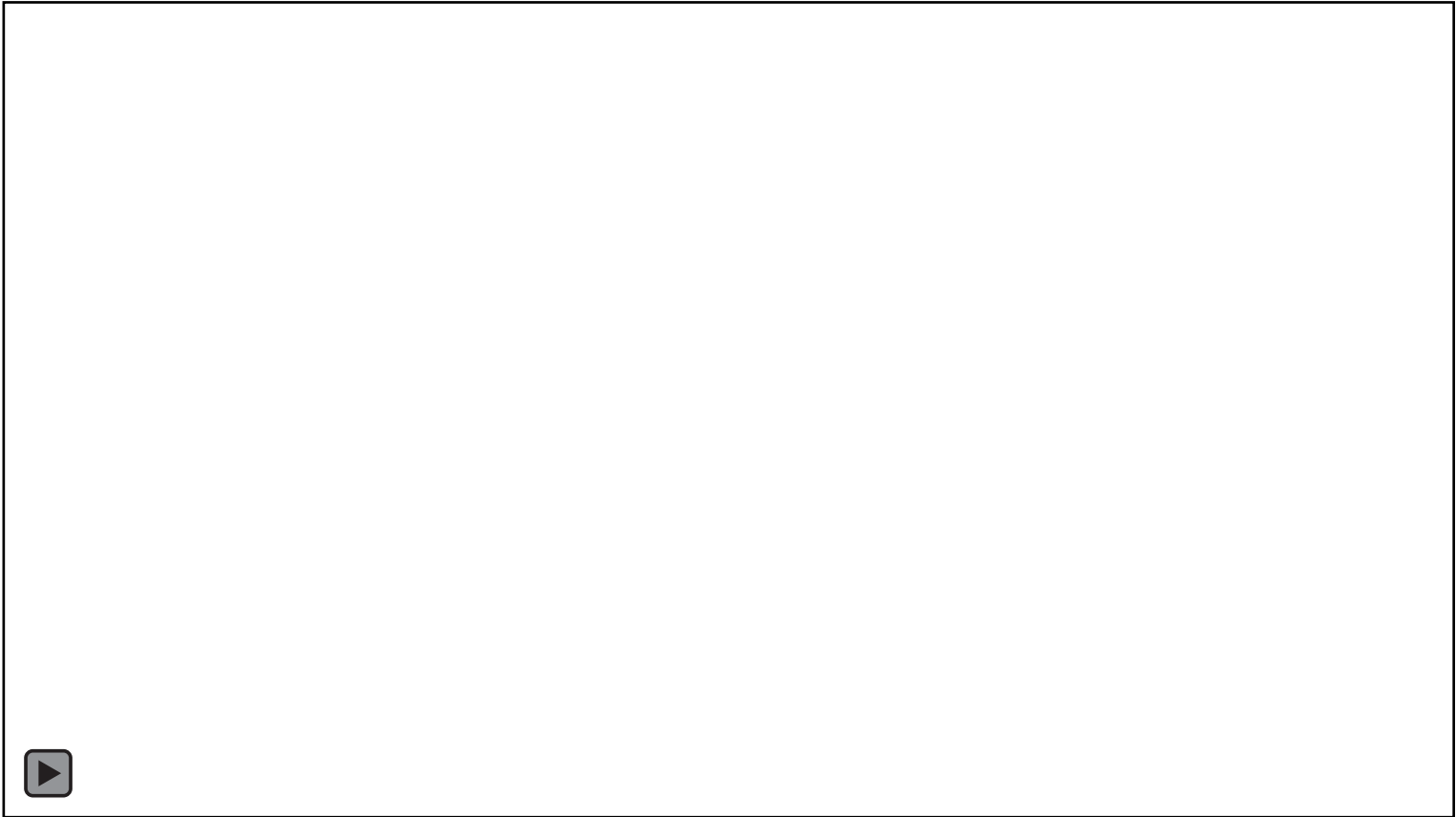


2015-2024

- Long Term Capital Planning



2014  
Near Term Update





## NEAR TERM PRIORITIES

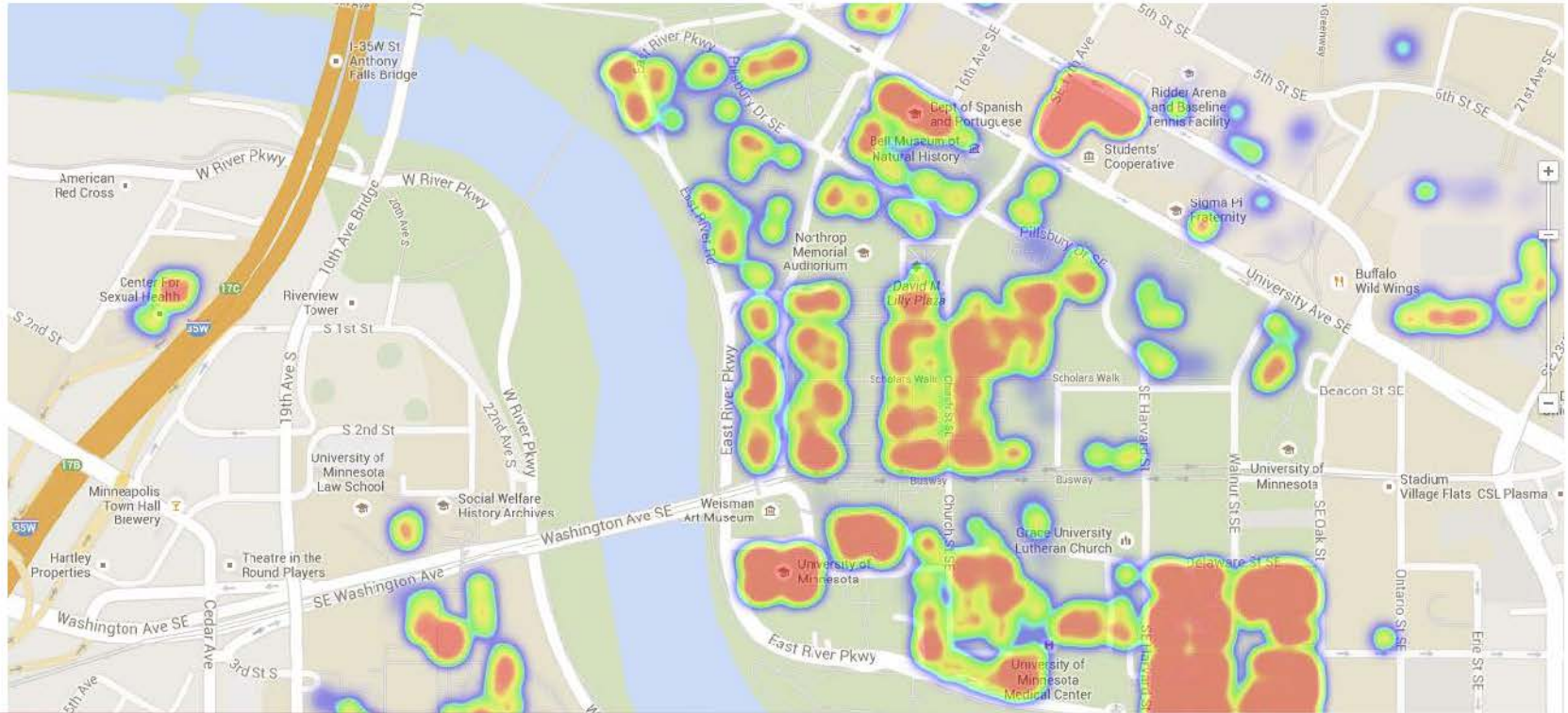


Continued IT  
service  
realignment

Continuing to  
advance the  
“culture of we”

Huron report  
implementatio  
n

Operational  
Excellence  
and strategic  
planning

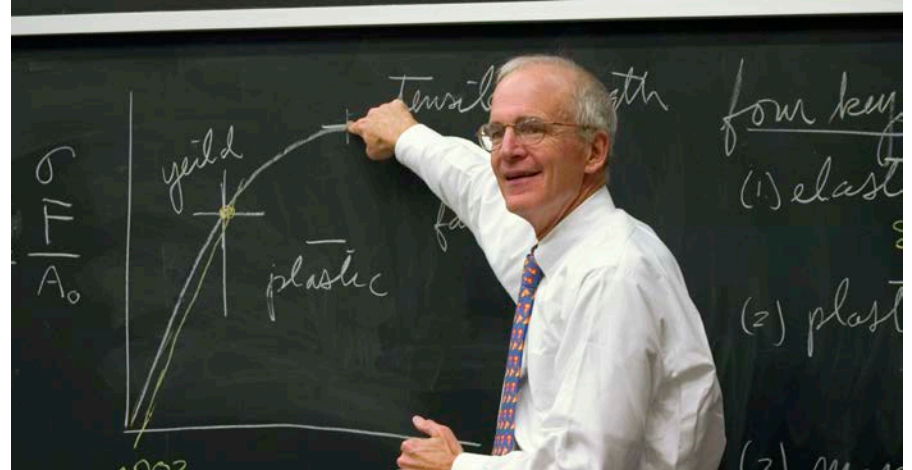


So far we have added 450 new wireless access points in last 6 months, and optimized 600 existing ones.

We asked students and faculty how we can improve Moodle to drive student success

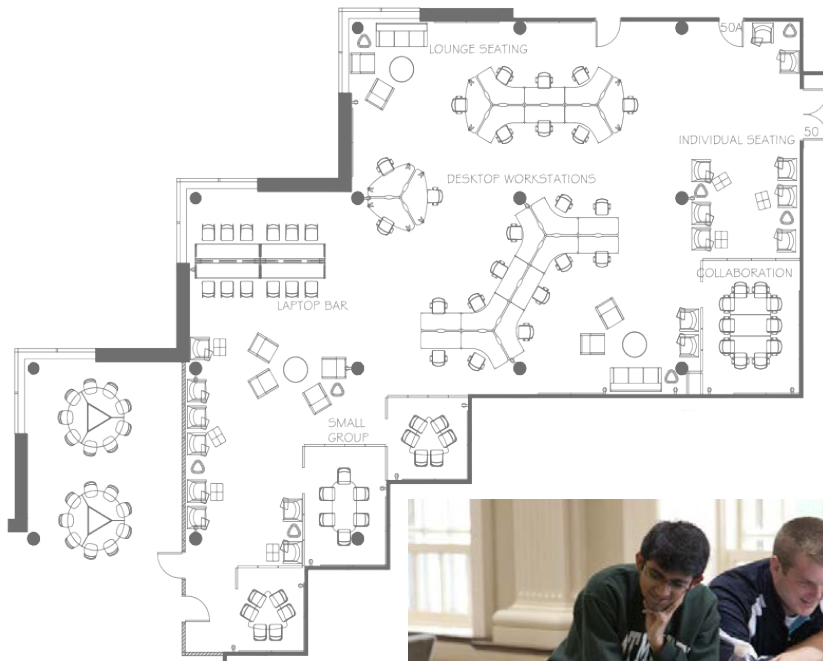


Students asked for more real time feedback on their academic progress and performance



Faculty asked for us to make that easier for them to do.

- Made enhancements that make it easier for faculty to use the grade book
- Calendar integration allows students to more easily see when assignments are due
- Overview feature allows students to see all their grades in one place

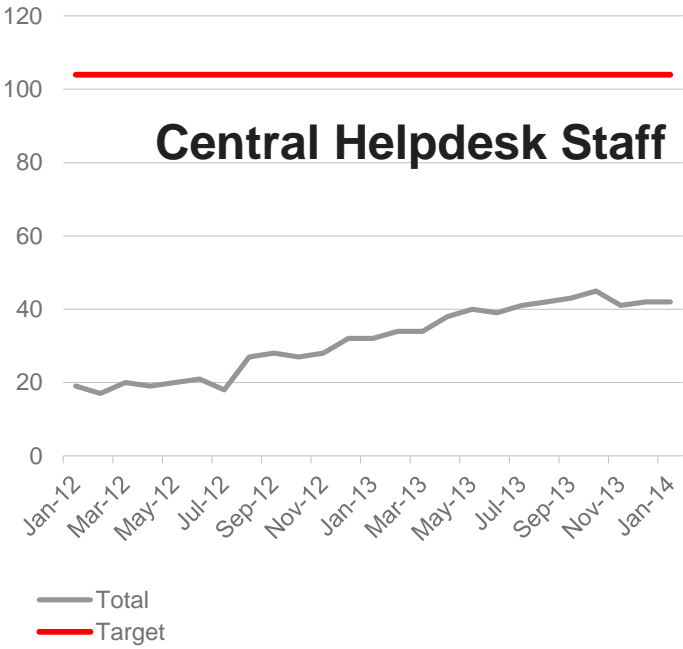




UMN needs 104 staff in Central University IT End User Support to be able to provide a single help desk that supports ALL UMN users.



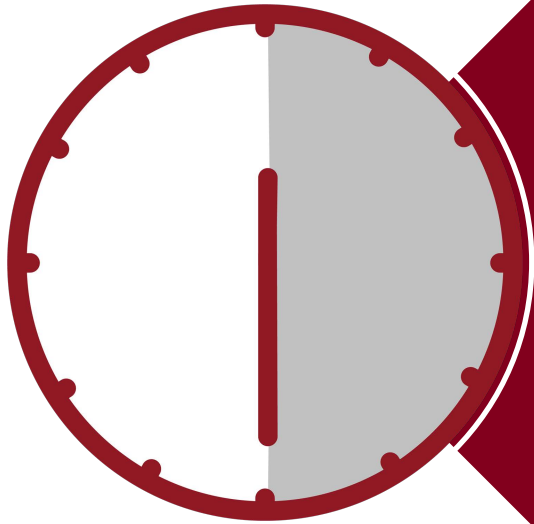
### Central Helpdesk Staff



### Service Improvement

This fall/winter, a broad community worked to improve consistency of service in end user support





2015-2016

Mid Term  
Innovation  
Management

**VUCA: volatility uncertainty complexity and ambiguity**



Local  
Innovation

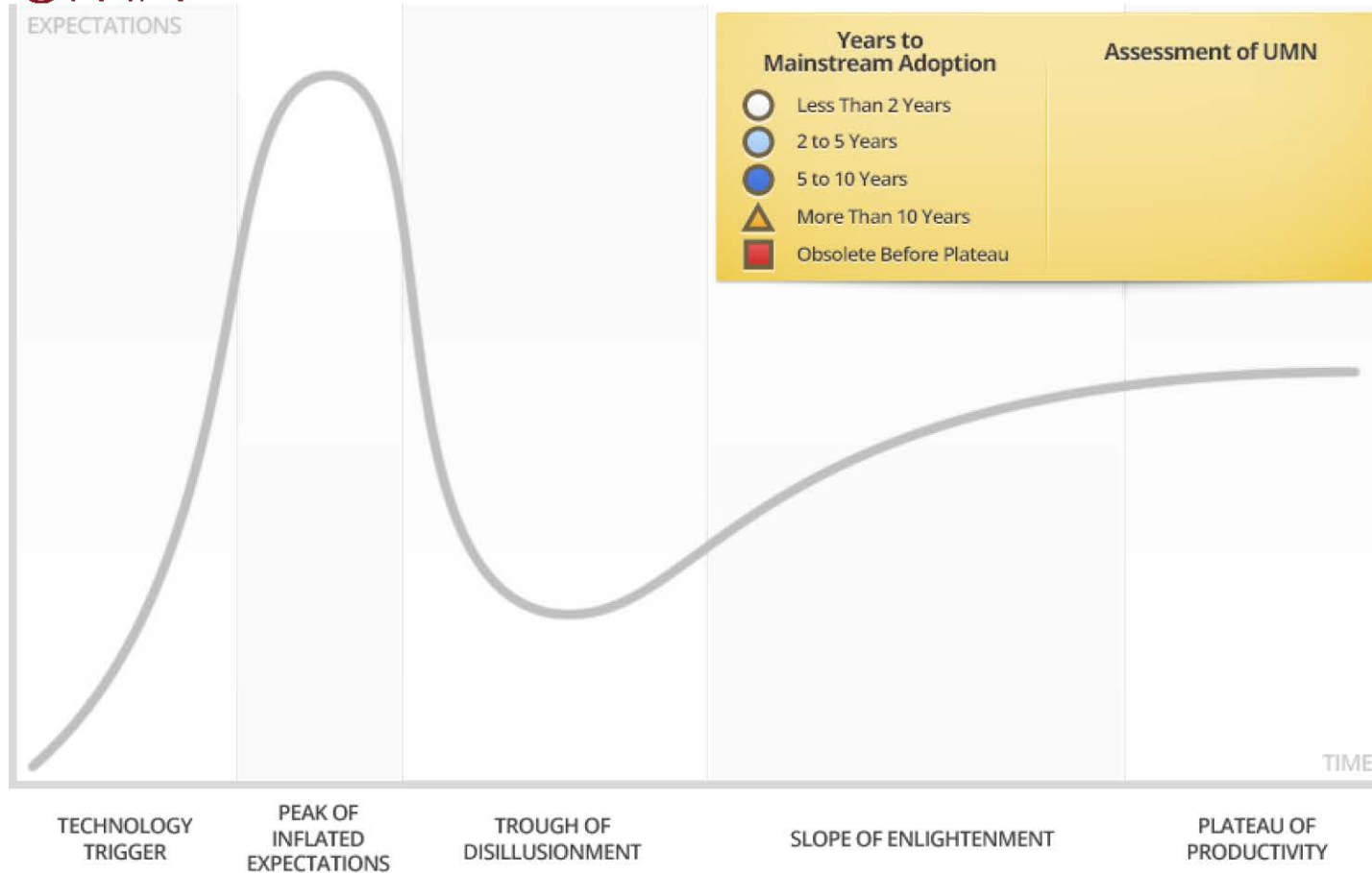


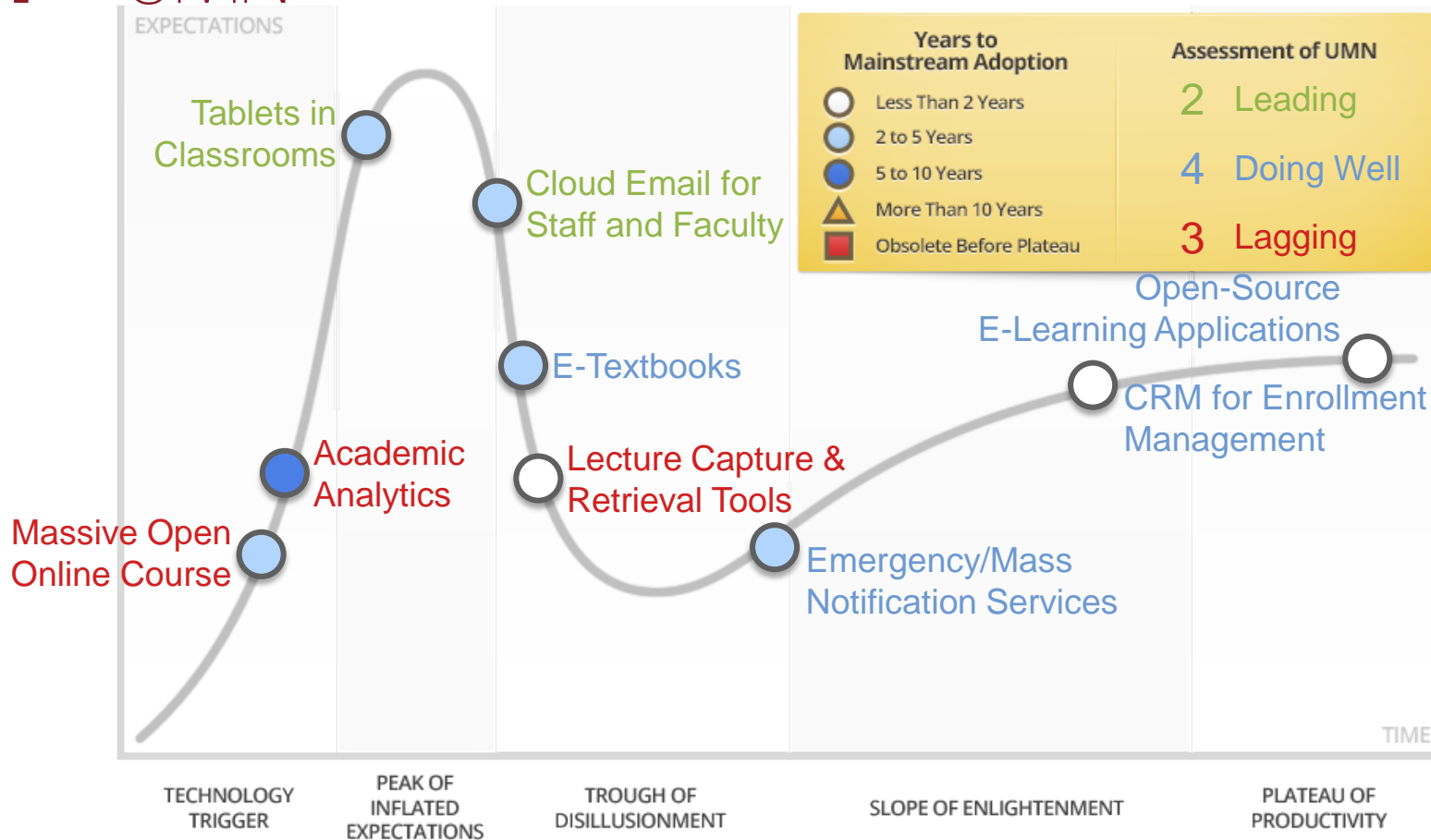
Enterprise  
Service

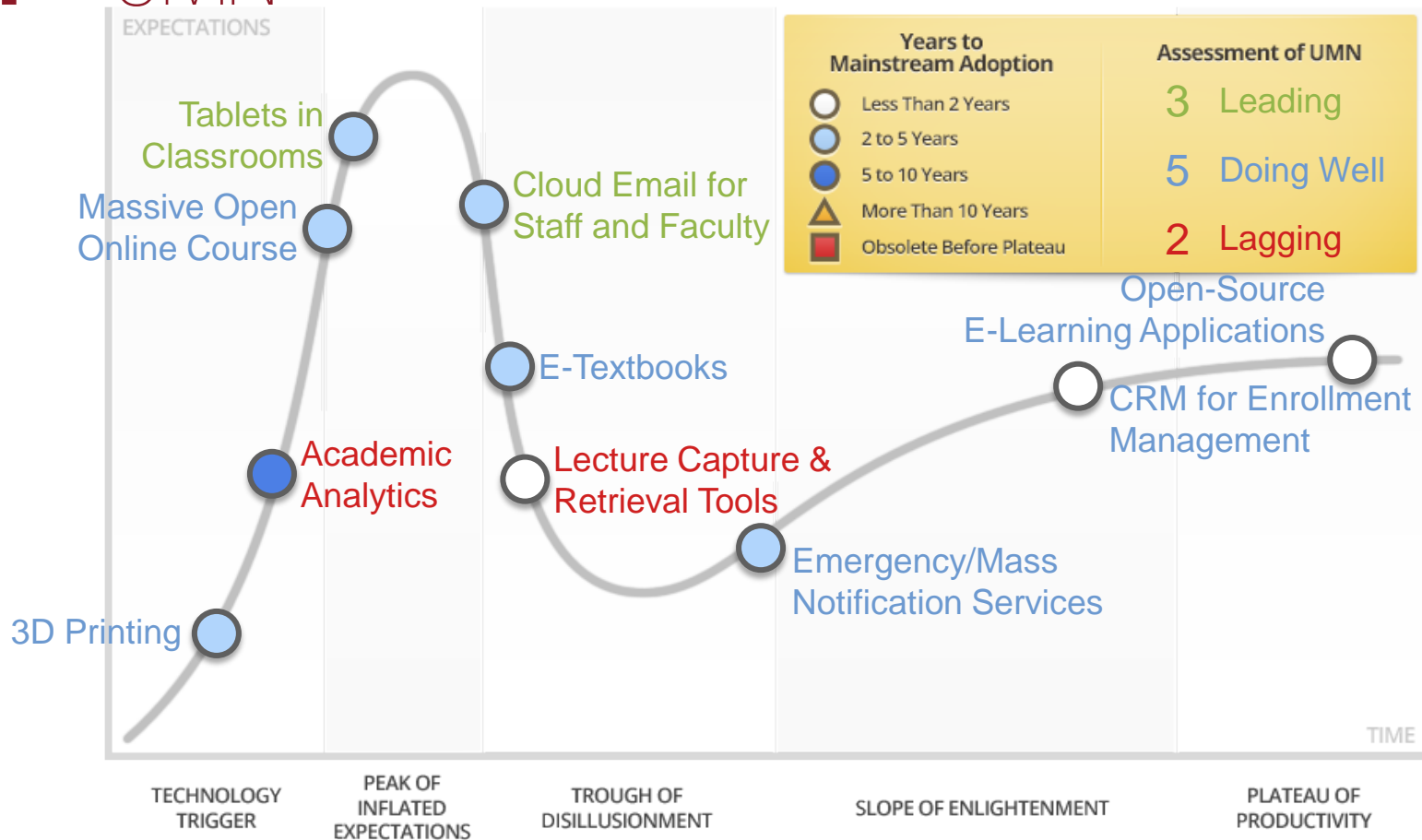


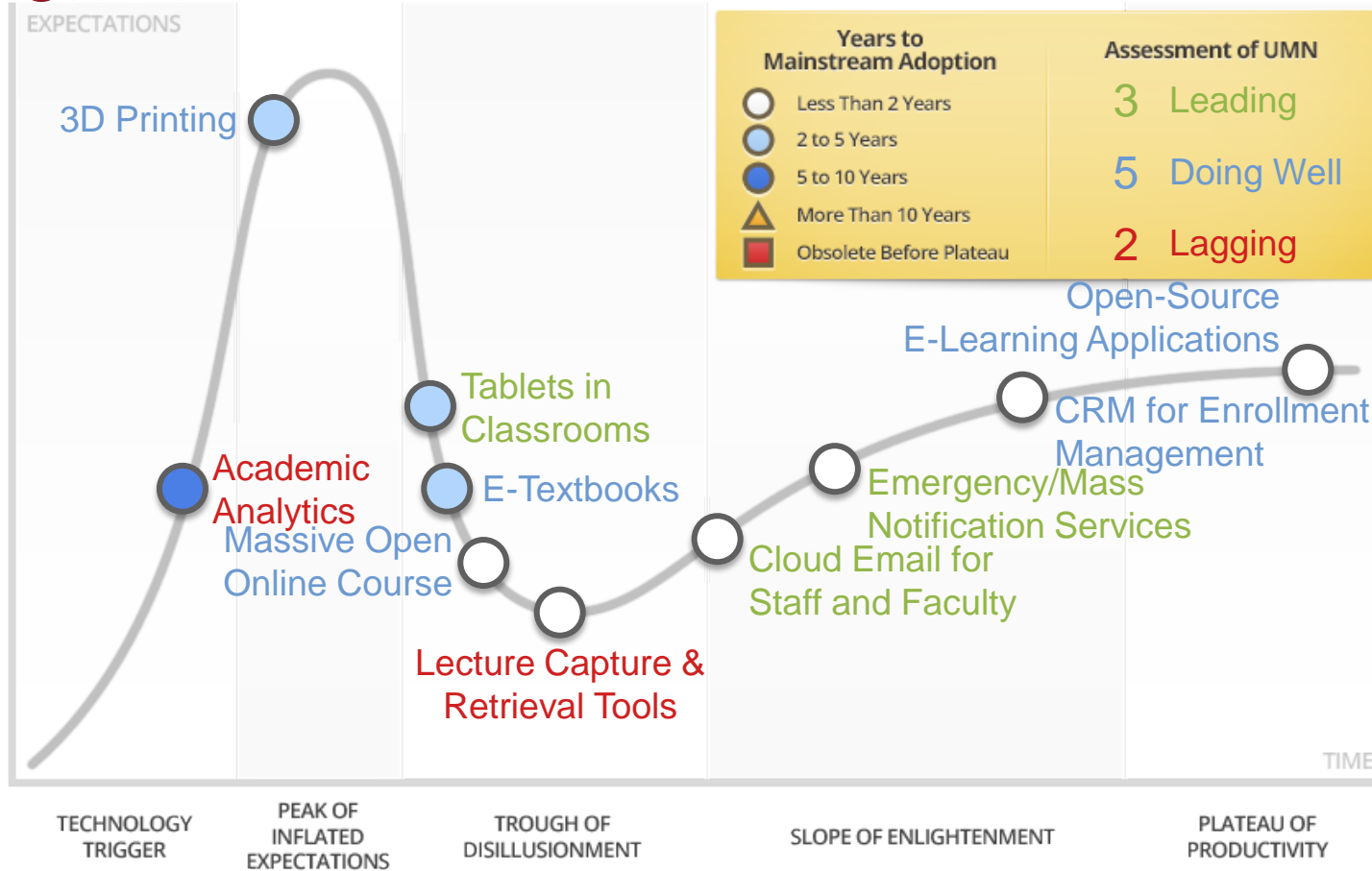
Consumer  
Commodity

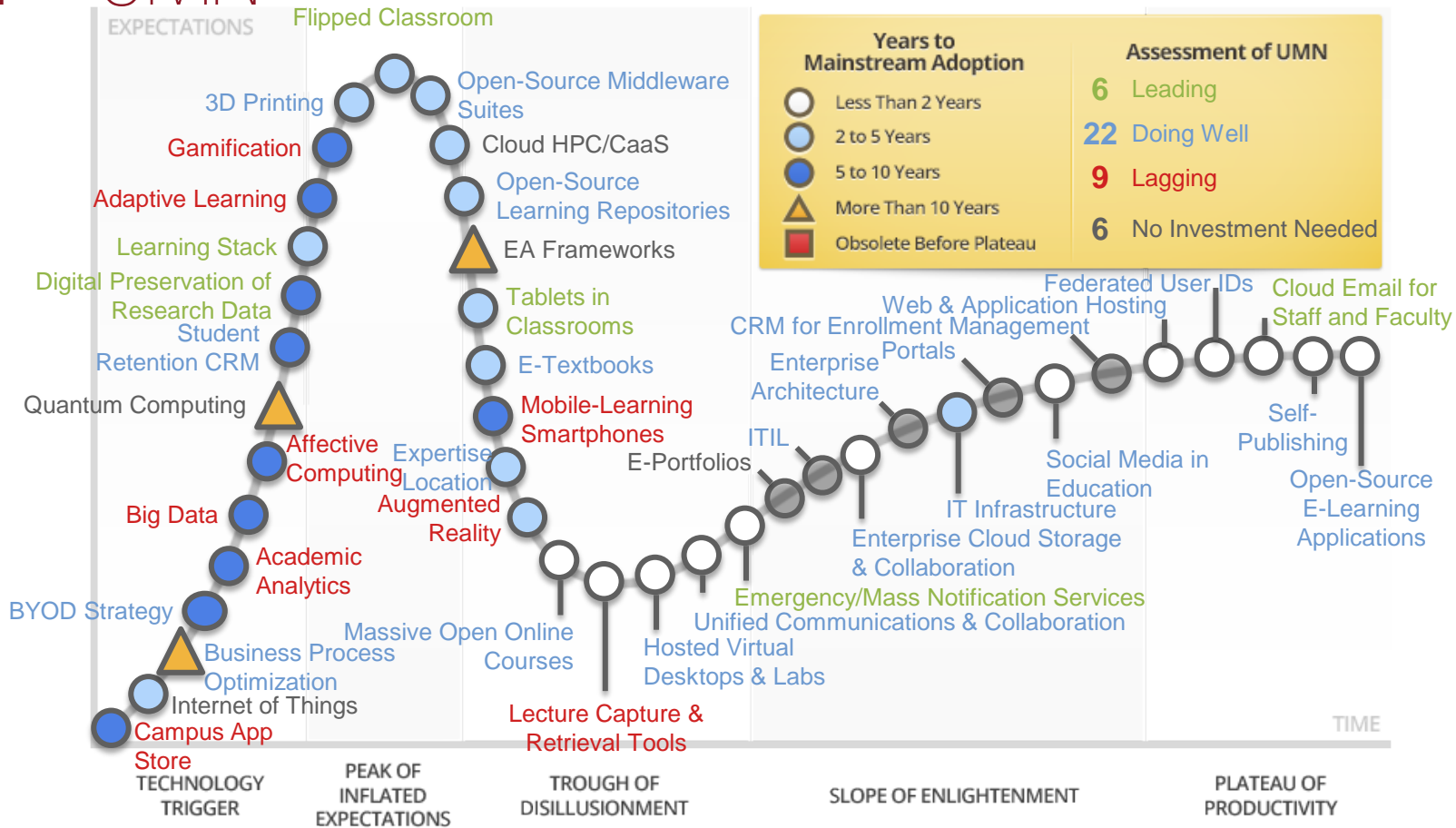
## OUR METHOD FOR MANAGING VUCA



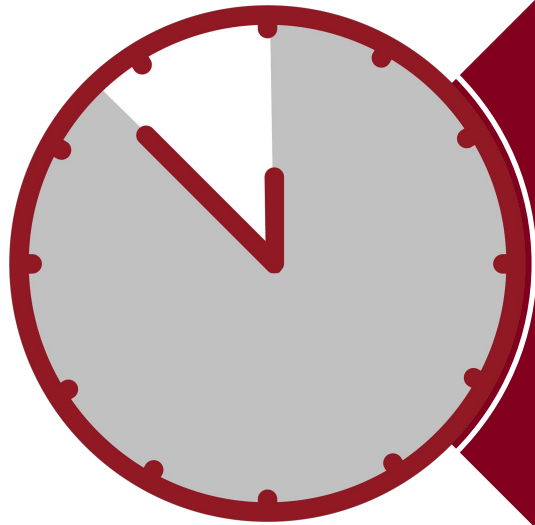






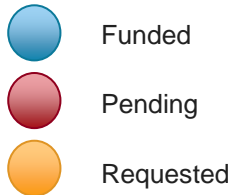
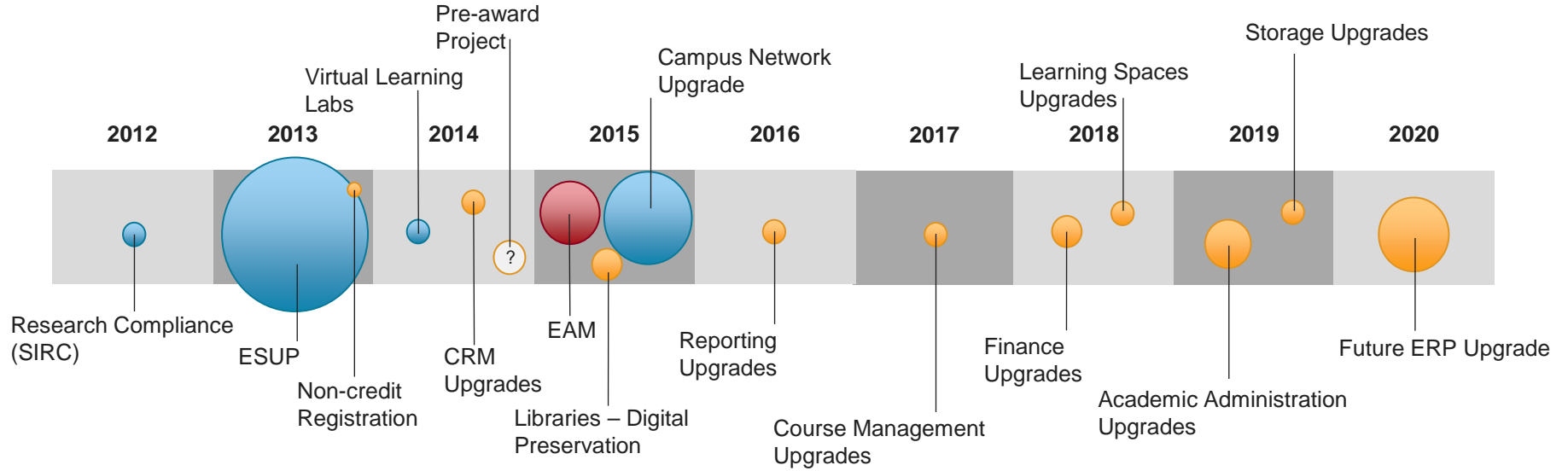






2015-2024

Long Term Capital  
Planning



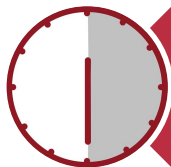
Illustrative

**Summary:** Mid-term and long-term IT planning involves ambiguity and complexity

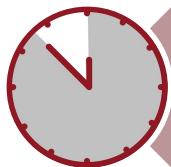
We are building a framework for long-term IT capital plans.



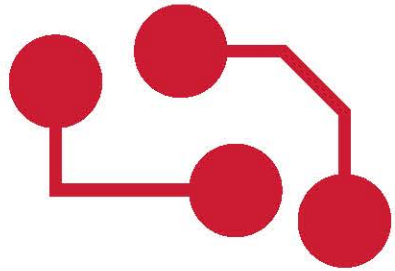
2014  
**Near Term**  
On target



2015-2016  
**Mid Term Innovation Management**  
Encouraging and manning innovation



2015-2024  
**Long Term Capital Planning:**  
Knowing that technology changes quickly



THANK YOU.

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