

# Summary of Recommendations

## 1. IT Governance

### 1.1 Redefine the Role of IT across CU to Clarify Responsibilities ★

Articulates a clear scope of authority between system and campus IT executives (CIOs and CISO) to increase accountability, effectiveness, and coordination in delivering IT services and managing risk across CU.

### 1.2 Enhance System IT Governance to Improve Collaboration and Efficiency ★

Improves collaboration and efficiency by enabling the right people to make business, academic, and research decisions around shared IT needs and priorities.

## 2. IT Finance

### 2.1 Redesign IT Funding Models to Improve Services and Reduce Duplication ★

Develops funding models that allows for greater stewardship of IT funds and encourages more effective financial planning.

### 2.2 Establish Standards and Processes to Support More Effective and Efficient Procurement of IT ★

Creates a unified approach to IT procurement and vendor management and align policies and processes to support the strategic sourcing of IT goods and services.

## 3. IT Talent

### 3.1 Rationalize IT Organizational Structure and Job Titles

Establishes modern career paths for staff and increases collaboration across CU.

### 3.2 Establish Communities of Practice and a Culture of 'One IT' Across CU

Fosters training, knowledge sharing, and collaboration across campuses.

## 4. Technology Capabilities

### 4.1 Consolidate Data Center Infrastructure Across CU and Standardize Cloud Capabilities

Enables best-in-class cloud computing IT services and offerings that align with CU's strategy. Reduces school and department IT infrastructure administration efforts.

### 4.2 Enhance Networking Capabilities Across CU and Improve Wi-Fi Services

Reduces risk, increases accuracy in refresh cycles and capacity. Improved network and wi-fi performance, stability, and security across all campuses.

### 4.3 Enhance High Performance Computing Capabilities to Advance Research and Innovation

Reduces infrastructure management for disparate IT groups and provides on demand research computing for all of CU.

### 4.4 Implement an Enterprise Identity and Access Management Approach Across CU

Increases security, improves security governance, and enhances user experience, including support of future growth areas such as online learning.

### 4.5 Develop an Enterprise Approach to Security Operations ★

Raises baseline security capabilities and enables enterprise view of threats.

### 4.6 Deploy a Common Integration Layer to Enable Data Sharing Across CU ★

Establishes a standard platform for integrating common data between disparate systems and applications.

### 4.7 Develop a CU-Wide CRM Strategy for Most Common Use Cases ★

Reduces risk and cost, and enhances CRM functionality and IT effectiveness by implementing a common CRM platform.

### 4.8 Rationalize Common Applications to Reduce Redundancy ★

Reduces risk and cost, and enhances IT effectiveness through consolidation and volume purchasing.

## 5. Service Management

### 5.1 Implement Enterprise IT Asset Management Processes and Tools to Reduce Risk Profile ★

Reduces risk of failure, increases accuracy in planned renewal cycles and capacity, and enhances security monitoring and reporting capabilities.

### 5.2 Accelerate Adoption of Standardized ITSM Processes, Service Catalogs, and SLAs to Improve the Customer Experience

Standardizes best practices, reduces processing time, and improves customer satisfaction across the CU system.

## 6. Cross-Functional

### 6.1 Define a CU-wide Data Strategy to Improve Access to Data and Standardize Reporting ★


Improves data quality, management, access and reporting by establishing data governance and enhancing data warehousing capabilities.

### 6.2 Support Student Success at CU and Collaborate on Shared Needs and Best Practices ★

Share best practices and lessons learned in developing Student Success strategies, goals, and metrics with the goal of creating a better student experience across the System.






### 6.3 Launch a Multi-Disciplinary IT Innovation Hub Responsible for the Implementation of Next-Generation Technology at CU

Formalizes an organization to research and introduce next-generation technology at CU.


 Initiative may support/ have dependency with CU Online Learning

★ Projects approved by Senior Leadership to start in May 2020

# High Level Roadmap of Recommendations

Active Projects	2020	FY 2021				FY 2022				FY 2023			
	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
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<b>4. Technology</b>													
4.5_5.1 Develop an Enterprise Approach to Security Operations_ Implement Enterprise IT Asset Management Processes and Tools to Reduce Risk Profile													
4.6_6.1 Deploy a Common Integration Layer to Enable Data Sharing Across CU_ Define a CU-wide Data Strategy to Improve Access to Data and Standardize Reporting 													
4.7_6.2 Develop a CU-Wide CRM Strategy for Most Common Use Cases_ Support Student Success at CU and Collaborate on Shared Needs and Best Practices 													
4.8 Rationalize Common Applications to Reduce Redundancy													
<b>Inactive Projects</b>													
<b>3. Talent</b>													
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Online dependency with CU Online Learning

Legend: Q1= Jul, Aug, Sept; Q2=Oct, Nov, Dec;  
Q3= Jan, Feb, Mar; Q4= Apr, May, Jun