Program Status [1]

Near-term activities are shown below:

Organizational Change Managers are interviewing leaders across CU, including Chancellors, Provosts, CFOs and others, in order to understand current priorities across the institution and the campuses' view of how this program and CU Online fit within those priorities. Key themes and results of the stakeholder interviews will be reviewed with the IT Governance Committee in mid-July. The themes and will help to inform next steps.

<table>
<thead>
<tr>
<th>Project</th>
<th>Project Manager / Org. Change Manager</th>
<th>Update</th>
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</thead>
</table>

The 1.1 project has not started.

Regarding the 1.2 project, the committee reviewed the 2.2 IT Procurement project and workstream progress, giving approval to engage the campuses via a Campus Advisory Group (CAG). The committee also approved an alternate governance model for the 2.2 IT Procurement project leveraging the CAG for future state recommendations and the IT Governance Committee for approval of the recommendations with no intermediary project-level steering committee.

The TIP Steering Committee recently reviewed the CU-wide CRM budget ask and approved the funding for six roles needed to sustain the current scope of work – 3 are in UIS and 3 are program roles. The committee also approved moving forward with campus-level business process analysis work for recruiting & admissions and student success. This work will aid in understanding where value can best be generated.

Reminder of key decisions made previously:

- The Provosts will be added to the Executive IT Governance Board.
- The IT Governance process will include subject matter focused committees for the following areas:
  - Data Governance, Administrative Applications, Research IT & Services, Academic IT & Services, Enterprise Security & Compliance
- The committee approved the purpose statement:

  “CU IT Governance ensures IT supports the outcomes required by the University for the successful fulfillment of its mission. It ensures that appropriate decision-making activities are done in alignment with University strategic priorities and that we take advantage of the strengths of the four campuses and System Office in areas of shared benefit and shared risk.”
2.1 Redesign the IT Funding Model to Improve Services and Reduce Duplication TBD

This project is dependent on 1.1 and 1.2 and has not started yet.

The project team reviewed information about the 2.2 Campus Advisory Group (CAG) on May 6 with the TIP Steering committee, including the role definition and time commitment that will be needed. An alternate project governance model was also approved. The project team is working on establishing the CAG and planning for a kick-off meeting with the group.

2.2 Establish Standards & Processes to Support More Effective and Efficient Procurement of IT PM - Kristen Quintana
OCM - Lara Ackerman

The project team plans to leverage the Campus Advisory Group to help review and validate recommendations formulated by the PSC teams involved in the workstreams listed below. This group will also support OCM planning and advocacy for the changes resulting from this project.

As a reminder the workstreams and leads in this project are:

- IT PCard Use -- Sophia Lueth
- IT Category Management -- Duane Tucker
- IT MSA/Contracting -- Jenny Casanova
- IT Purchasing Process - Crystal DiCino
- IT Reporting -- Shonna Hughes
Develop an Enterprise Approach to Security Operations and Implement IT Asset Management Processes & Tools to Reduce Risk Profile

PM - Kristen Quintana

With CU's complex organizational structure, there are many groups that currently handle aspects of IT security and asset management across the institution.

- In regards to security operations across CU, the team gather information about the current state and tools in use with the focus on three areas: vulnerability management, compromised accounts, and Tier 1 security operations.
- Future state definition in terms of what security operations needs to be is slated next.
- The IT Asset Management (ITAM) workstream awaits input from the IT Governance committee for direction on the scope of ITAM to pursue.

The project workstreams and leads are defined as:

- IT Security Governance -- Thomas Conley (UCCS)
- Information Security Strategy and Planning -- Brad Judy (System)
- IT Asset Management to Reduce Risk Profile -- Sarah Braun (Boulder)
- IT Cyber Security Operational Controls -- Sean Clark (Denver)

Deploy a Common Integration Layer to Enable Data Sharing & Define a CU-Wide Data Strategy to Improve Access to Data and Standardize Reporting

PM - Harper Johnson

The request for proposals (RFP) closed and the submissions have been reviewed. Awarding the RFP is pending a review of the work to date by the campus and system CIOs including who has participated, the problem definition (ensure clarity around what problem we are solving), and how the tool and resulting business processes to properly perform data governance will be established.

Two workstreams have been identified for the project: data governance and data dictionary development.
The Technical Steering Committee and Recruiting & Admissions Steering Committees have paused while OCM completes stakeholder interviews regarding priorities across CU.

Work at UCCS for R&A continues to progress well – the go-live date has been established as September 20th for UCCS' Enrollment Management department to begin use of Salesforce and the Admissions Connect product. As the technical build continues, testing and training planning is well underway to ensure a quality product and proficient users. The stakeholder engagement and communications plan is also being executed. OCM continues to interview downstream departments to ensure a full understanding of any impacts resulting from the transition off of FireEngineRed to Salesforce.

Planning activities with the Office of Digital Education are expected to commence in July to support their recruiting and admissions processes for two new UCCS programs.

The project team has continued to work on the business case and expected benefits CU will reap from an enterprise approach to constituent relationship management.

CRM Technical Steering Committee:

<table>
<thead>
<tr>
<th>Group</th>
<th>Member</th>
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<tbody>
<tr>
<td>TIP CRM</td>
<td>Joanna Iturbe, Harper Johnson</td>
</tr>
<tr>
<td>UIS</td>
<td>Scott Munson, Milap Sharma, Al Wirtes, Jeff Benn</td>
</tr>
<tr>
<td>Anschutz</td>
<td>Gabriel Castano, Carrie John, David Lowry</td>
</tr>
<tr>
<td>Boulder</td>
<td>Clark Brigger, Kevin MacLennan, Jennifer Schufer, Cora Jones, Gretchen O'Connell, Scott Battle, Jill Ibeck</td>
</tr>
<tr>
<td>Colorado Springs</td>
<td>Chris Beiswanger, Mathew Cox</td>
</tr>
<tr>
<td>Denver</td>
<td>David Lowry, John Radcliffe, Katie Blot</td>
</tr>
</tbody>
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4.7_6.2 Develop a CU-wide CRM
The Cross Campus Collaboration forum (C3) [2] was leveraged for a Learning Collaboration Tool rationalization effort and Zoom was selected.

The technical shift to our new Zoom tenants completed. An update has been made in CU Marketplace - new purchases of Zoom add-on licenses will route to the PSC even if under the $10,000 threshold in order to ensure the appropriate contract and pricing can be leveraged.

**Groups audience:**
Transformation & Innovation Program

**Source URL:** https://www.cu.edu/tip/program-status

**Links**
[1] https://www.cu.edu/tip/program-status