INFORMATION TECHNOLOGY PLANNING TEAM REPORT

CHARGE

The committee will review all applications and staffing models to determine any overlap or duplication of services. The review of applications will focus on administrative software, such as CRM or Anti-Virus. In many cases, since the IT Governance Structure implemented in 2013, the process ensured most strategic administrative applications are standardized. An audit will determined if there is any duplication and redundant costs subject to consolidation. For the administrative consolidation, a review of 24-hour strategic services aligned with staffing models at each campus was completed. Those overlapping costs are the focus for cost reductions and further review by the Steering Committee and University Presidents. For the consolidation of the community colleges into a single institution, the committee is charged with determining an appropriate governance and IT structure.

COMMITTEE MEMBERSHIP:

*Joseph Tolisano, CSCU Chief Information Officer
*Dr. Rob Rennie, SCSU Chief Information Officer
*Dr. George Claffey, WCSU Chief Information Officer
*Lynn Bonesio-Peterson, CCSU Chief Information Officer
*Dr. Garry Bozylinsky, ECSU Chief Information Officer
*Jarrod Borek, QVCC Director of Information Technology
*Larry Salay, GCC Director of Information Technology
*Larry Davenport, TRCC Director of Information Technology
*Barry Grant, MCC Director of Information Technology

Roger Ferraro, CCC Director of Information Technology
Lois Aime, NCC Director of Educational Technology
Dr. William Lugo ECSU, Associate Professor, Chair Sociology, Anthropology & Social Work
Jon Derman, CSCU Senior Database Administrator
Jeremy Espeseth (4Cs Staff from QVCC) - Information Technology
Diane Clokey, Registrar, ACC, AFT Representative
Annie Scott, MXCC Director of Information Technology
Joe Danajovits, NWCC, Director of Information Technology

* Denotes CSCU IT Governance Member

MEETING DATES:

May 5, 2017
May 17, 2017

FINDINGS:

The committee reviewed a spreadsheet of software applications and associated staffing levels. Additionally, the committee worked from a list of standardized applications to determine deviations or duplication from the system's approved approach. The committee developed a spreadsheet of duplicate and non-standard applications subject to cost reduction or elimination by the system. The committee reviewed a draft governance structure for a single community college and provided feedback. Additional ideas are under consideration by the committee and will be incorporated into the analysis. These included:

- standardization of academic media services,
- increasing the system's buying power and generating cost savings through standardization,
- a course catalog system,
- a website vendor in the cloud,
- standardized IP security camera and application under a single vendor,
- a review of emergency notification systems and blue phone(s) to generate a consistent policy, vendor and standard,
- require all campuses to use Core-CT portal for time and attendance, eliminate paper and manual processes.

The committee looked at which institutions were using the automated HR timesheet process available in CORE-CT. A quick analysis found that Southern, Western and Central CT State Universities are using the system, but only high level areas within the community colleges are using the online timesheet functionality. This is an area where automation will produce savings and efficiencies.

DUPLICATE APPLICATIONS AND CELLUALR COSTS RECOMMENDATIONS:

The committee recommends the duplicate non-academic applications be sent to the IT Steering Committee for further study with the ultimate objective to eliminate all non-standard or duplicate applications. Because many of these applications have security and strategic implications on a campus and within the system, they require further analysis by a technical team to determine a systematic approach to consolidation, elimination or reduction. If a campus needs to maintain a non-standard application, they would appear before the IT Steering Committee to explain the additional cost. The Steering Committee would make a recommendation to the CSCU President who can agree, request the campus pay for the unique application or require the campus to move to the standardized approach.

The committee recommends the extensive use of cellular phones and other mobile devices within the system undergo a full audit to determine the operational requirements by functional area. Certainly, any on-call and security staff may require cell phones, but the proliferation of phones has become an entitlement and not based on an operational need. The committee estimates that the audit will produce a reduction of 20-30 percent, generating a savings of $90,000. Overall, this recommendation can generate an anticipated savings of 50-70 percent or $200,000 annually. This recommendation needs to be coordinated with HR, Legal and Finance.

GOVERNANCE STRUCTURE RECOMMENDATION:

The current IT governance structure relies heavily on the CSCU staff to provide direct action to move projects, products and services to the individual campuses, especially on the community college side and indirectly to the universities. Add to this problem the challenge that the community college technical enterprise structure and all strategic applications and hardware resides at the system office, but the technical staff at the community colleges work and are managed by their respective campuses. This authority structure makes for extremely ineffective and inefficient service delivery.

The new governance structure shifts to adherence based on standardization and less on ad-hoc controls by CSCU IT staff. IT is moving to standardize all strategic applications and hardware, fully documented based on industry standards. For example, there is a 200 page network standard, used by the system to manage and operate the 17 networks on campuses. The standards document is used by vendors who service and help maintain the network infrastructure; essentially, it is the foundational document for the design, operation and maintenance of the 17 networks. Additionally, the document forms the basis for any future RFP for vendors to operate and maintain the network.

Deviation from these standards triggers the governance structure, moving the onus for approving or denying the exception from the CSCU IT staff to the governance structure. Exceptions are documented by the campus, and run through the governance structure, which is flexible enough with interchangeable technical disciplines to validate requests. The technical disciplines come from the various 17 campuses. More complex issues will be reviewed by the IT Steering Committee which has more advanced technical skills coming from the University campuses. This process will streamline operations and management going forward. This will become the basis for IT governance within a single college model and will be adapted immediately.

SUMMARY OF RECOMMENDATIONS:

- The committee recommends that duplicate non-academic applications be sent to the IT Steering Committee for further study with the ultimate objective to eliminate all non-standard or duplicate applications. If a campus needs to maintain a non-standard application, they would appear before the IT Steering Committee to explain the additional cost. The Steering Committee would make a recommendation to the CSCU President who can agree, request the campus pay for the unique application or require the campus to move to the standardized approach.

- The committee recommends the extensive use of cellular phones and other mobile devices within the system undergo a full audit to determine the operational requirements by functional area.

- The committee recommends new governance structure shifts to adherence based on standardization and less on ad-hoc controls by CSCU IT staff.

RECOMMENDED SAVINGS:

The committee found duplicate applications costing approximately $1 million across the administrative systems. Included in the $1.1 million is a cost of $320,000 annually for cell phones. Planning to capture these savings can be implemented immediately and realized within one year.