

IT collaborations within State Systems

EDUCAUSE - Constituent Group meeting notes

October 20, 2004

Prior to the meeting, we had solicited on the Listserv, the major issues facing the participants. These major issues were listed and a vote was taken. Top issues (in order of interest) were:

- Organizational structure
- Shared/consolidated services
- Integration of existing applications
- Politics
- Identity Management

During the introductions, participants were asked to identify the major projects that they had worked on this past year. These projects as reported by attendees were (and the number of times a project was mentioned):

ERP - statewide (3); migration (2)

Organizational change - implementing Project Management Office

Statewide instructional technology conference

Active Directory/Identity Management (3)

Portal

Group purchasing/consortia buying (2)

Web registration

Learning management/course management system (6)

Internet2 access (4)

Statewide webmaster's group - standards and professional development

VPN

Statewide networking (2)

Security (2)

Group licensing/contracting (3)

Shared services (4) spam filtering (1) virus control (1)

Academic efficiencies - increase quality, lower cost

Sustainable funding

IT asset management

Shared standards for Service-Oriented Architecture

Purchased a fiber ring

Reducing shared services

Business continuity/system recovery (3)

Implementation of library system - Ex Libris (3)

Lowering barriers to high-speed network in rural areas

After the introductions, we decided to combine Organizational structure and Shared/consolidated services into one discussion. Also, we discussed Integration. The areas within these two broad issues that were discussed are:

Shared services/org structure

- * Control issues - placing local services appropriately - giving local control when that's the right thing to do, placing control centrally (or hosted) when appropriate and effective
- * Funding
- * Multiple hosts

- * Identifying targets of opportunity - data center
- * Re-defining jobs (use of the ITIL model)
- * Training
- * Partnerships (K12)

Integration

- * Challenge: how to integrate systems sitting on top of multiple

ERP's and different versions

- * Politics
- * Active Directory/Identity Management issues of defining roles
- * "run it like a business" - but the business users need to define

rules/roles, not IT

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