

IT Strategic Planning Committee: Business Services and Enterprise Systems
January 20, 2005

Present: Rosa Rivera, Jim Drumheller, David Gwalthney, Judy Lige, Ann Martin, Michael Mundrane, Tim Stein, Dorothy Williams

Absent: Pat Brancato, Carolyn Knight-Cole, Sanjana Rimal, Brian Rose, and Donald Woodward

Meeting Update: Rosa reported on the December 16 meeting held with Sandy Russell, Steve Director and Steve DiPaolo. This meeting was to learn more about the initial implementation of the Oracle Financial modules. Rosa stated that in addition to the procurement module, other modules are installed and running in support of procurement. The highest cost of the initial implementation was for consulting services.

Strategic Planning Leadership Meeting: Rosa attended the first meeting of all the strategic planning committee team leaders. The first draft of the plan is due in late March. During this process the committee should:

- Review state of administrative systems
- Define vision
- Identify critical success factors and strategies
- Make recommendations from a high-level strategic point of view

Documents: An e-mail with several documents relating to strategic planning or ERPs at other universities was sent earlier this week. Rosa distributed a copy of a document from the University of Washington on strategic choices in administrative computing. In addition, Rosa distributed a document prepared in ESS that contains a list of administrative applications, their estimated age and the type of application (web, mainframe).

Break-out Sessions: Given the reduced number of attendees committee members broke out into two groups. The third group, IT-related security issues will be addressed at a future meeting.

Group 1: IT for student, faculty, and staff administrative/business services
Rosa Rivera, Ann Martin, Michael Mundrane and Tim Stein

In order to identify strategic requirements, there is a need to evaluate our current systems and do a 'gap analysis' and identify strategic issues such as:

- Where are there duplication of efforts and how can we remedy that?
- What data does the University community want easy access to? How can we provide this data – easily and timely?
- Where do the manual processes exist and how can we automate them?
- How can we reduce paper?

The vision is to:

- Eliminate duplication of efforts.
- Eliminate/reduce paper.
- Integration of systems.
- Structured/efficient method for getting access to data.

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Additional questions to ask:

- What does it cost to maintain existing system(s)?
- What are the benefits of changing the system?
- What are the risks of changing the system?
- What are other peer universities doing in these areas?

Group 2: IT directions for conducting university business (email, mailing lists, networking, etc.)

This group recommends:

- A unified email and calendaring system. This should be a cost savings to smaller departments who maintain their own system. In this scenario a service level agreement would be recommended.
- A consistent voice solution across the University campuses.
- Networking: Equal access to all network resources – any time, anywhere, that is complete wiring project started with RUNet.
- Provide an environment that allows for a more mobile workforce (telecommuting and wireless).
- Increase availability of video services. Currently this only exists in a number of buildings and/or conference areas. It is also recommended that it is more reliable and easy to use.
- Standardized desktop hardware and software across the University.
- Mailing lists – ability to create own.
- Printing – printing on demand with access control to data.

Next Steps:

- Ann Martin will coordinate efforts to contact University business managers to identify their business needs. To facilitate this process, Rosa Rivera and Ann Martin requested the group to provide questions via the list serve. At the end of the meeting, Tim Stein and Rosa Rivera met with Ann Martin to discuss timelines and questions. Tim Stein agreed to contact administrators in New Brunswick. Rosa Rivera will contact Camden and Newark (with assistance from Newark – Sanjana Rimal and Aida Torres) business managers and key administrators.
- Michael will provide Rosa with some information on what other peer universities are doing with administrative systems (legacy, ERP, etc.)

After this information is reviewed, the group will need to gather data on the recommendations – such as benefits, risks and costs.

The next meeting is scheduled for Thursday, January 27 at 1:30 in Davidson Hall, Busch Campus. Please contact Colleen Gordon (Gordon@acs.rutgers.edu) if you plan on teleconferencing.