



September 7, 2016

Colleagues,

As summer winds down, I wanted to update you on the work that has occurred over the past several weeks on the Business Affairs IT Assessment.

On August 10, BerryDunn was on campus to review initial recommendations for the future state of IT services in Business Affairs with the Advisory Committee. Among the topics discussed was the importance of a mature service delivery model and what the organization of the division's IT services may look like going forward to achieve this goal.

The importance of addressing increasing IT service needs is greater than ever. As I have said many times before, we cannot buy our way out of the demands that come along with a growing University. Instead, we must be strategic with our current resources.

Additionally, BerryDunn is designing an educational program on service delivery management. This program will help document the design of current services and establish a framework for the future. It also will help us, as a division, understand mature service delivery and how to develop a common language for the services Business Affairs provides to the University.

The ITA Working Group reviewed the content for this program on August 11, and the pilot will be conducted on campus September 27. Additional sessions will follow later this fall.

BerryDunn also is developing a service design workshop, which will help identify needed changes and gaps in current services. Like the educational program, the workshop will be piloted before a broader rollout.

We are making good progress on this project, and I thank all of you for your contributions.

Gratefully,

Beth

Elizabeth A. Hardin  
Vice Chancellor for Business Affairs