Stages of IT/IS Evolution

Box 1.1  Stages of evolution of IS/IT in relation to expenditure

- Level of IS/IT expense
- Computer (DP) management
- Transition point
- Information (systems) management
- Stages of increasing sophistication and maturity:
  - Initiation
  - Contagion
  - Control
  - Integration
  - Data management
  - Maturity
Current View of IT

The Technology “Utility”

Customers of Technology Services

Providers of Technology Services

Technology Support
- Help Desk
- Network Installation
- Network Operations
- System Operations
- Software Support
- Hardware Maintenance
- WEB Development

Services
- Network Services
  - EMAIL
  - WEB Hosting
  - General Information
- Instructional Servers
- Business System
  - Class Material
  - Business Data

Internet

Lab/Classroom  Faculty Office  Network Printers  Business Offices

Ethernet
Current Approach IT Infrastructure

Enterprise Data

Network and Infrastructure Services
Academic Environment

Baseline Environment

- Individual Environment
- Area Environment
- Special Technologies
- Baseline Environment

Breadth of Technologies

- Completely Unique
- Completely Ubiquitous

Fields:
- Science
- Business
- Humanities
- Administrative

Technologies:
- Hardware platform
- Operating system
- Networking
- Office suite
- E-mail
- Web browser
Enterprise Architecture Model
Information Technology Framework Model

- Institutional Strategy
- IT Architecture
- IT Infrastructure
- Systems
- Processes
Technical Architecture Framework

- Technical Architecture Framework
  - Computing Infrastructure
    - Operating Systems
    - Middleware
    - AD Technologies
    - Database Technologies
  - Network Infrastructure
    - Enterprise Network
    - Infrastructure Services
    - Infrastructure Management
    - Security Technologies
  - Office Information Systems
    - Messaging
    - Workgroup Strategies
    - Web Server and Browser
    - Personal Productivity
    - Document Management
Enterprise Architecture Necessity
Re-Orienting IT

- Vision and Business Alignment
  - IT policy?
  - IT strategy?
  - Governance?
  - Shared services?
- Funding, Budgeting and Pricing
  - Reinvestment?
  - Application portfolio?
  - Continuous migration?
  - Outside suppliers?
- Staffing and Organisation
  - Roles and responsibilities?
  - Process?
  - Compensation?
  - Retention?

IT as a back-office utility overhead

IT as a business enabler
## Critical IT Projects

<table>
<thead>
<tr>
<th>Project Type</th>
<th>Timeline</th>
<th>Lead</th>
<th>Project Team</th>
<th>Funding Source</th>
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</thead>
<tbody>
<tr>
<td>R18</td>
<td>July - Sep</td>
<td>PM</td>
<td>IT- SG / KC HR/FIN/SS</td>
<td>B – Bond</td>
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<tr>
<td>Digital Scanning</td>
<td>Jul – Aug</td>
<td>Ellen Lane</td>
<td>IT – EL/GO</td>
<td>Bond/T3</td>
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<tr>
<td>WebCT</td>
<td>June – Jan</td>
<td>David Lo</td>
<td>IT – DL</td>
<td>OTF/Fund 21</td>
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<tr>
<td>Web Time Entry</td>
<td>Oct</td>
<td>Shirleen Ho/Lane</td>
<td>IT/HR</td>
<td>OTF</td>
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<tr>
<td>Online Purchase Requisition</td>
<td>Oct</td>
<td>Shirleen Ho/Lane</td>
<td>IT/fin</td>
<td>OTF</td>
</tr>
<tr>
<td>Centralized Service Desk</td>
<td>Oct</td>
<td>Jeff Villano</td>
<td>IT/FAC/Safety</td>
<td>OTF</td>
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<tr>
<td>Remote Support Tool</td>
<td>Oct</td>
<td>Jeff Villano</td>
<td>IT/FAC/Safety</td>
<td>OTF</td>
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<tr>
<td>Network Infrastructure</td>
<td>TBA</td>
<td>Network Engineer</td>
<td>IT</td>
<td>Bond</td>
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<tr>
<td>Server Consolidation</td>
<td>Aug</td>
<td></td>
<td>IT</td>
<td>Bond</td>
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<tr>
<td>Active Directory Implementation</td>
<td>Sep</td>
<td></td>
<td>IT</td>
<td>Bond</td>
</tr>
<tr>
<td>Email/Calendaring</td>
<td>Oct</td>
<td></td>
<td>IT</td>
<td>Bond</td>
</tr>
</tbody>
</table>
Questions