



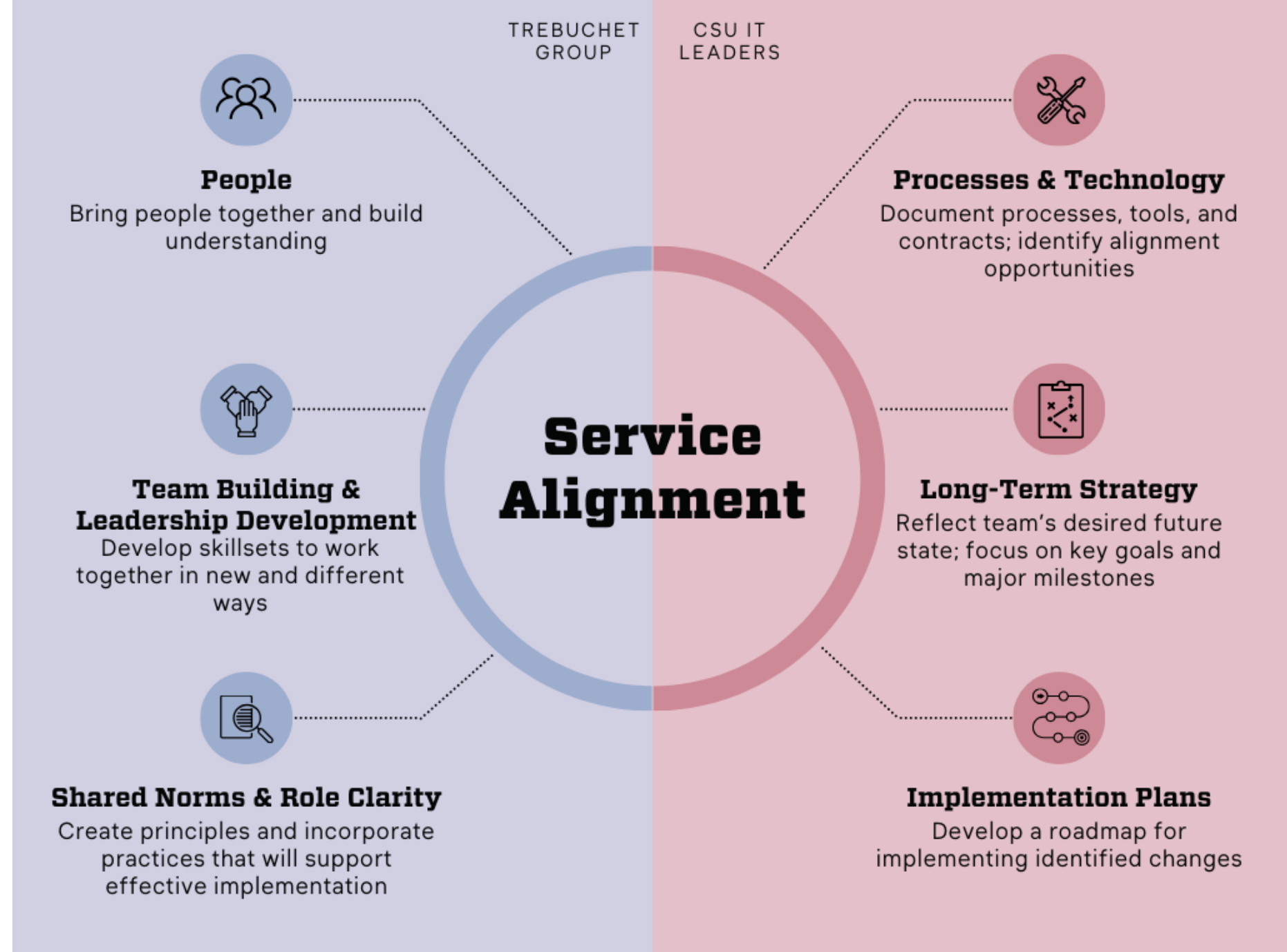
Service Alignment Overview



2 Tracks

- Trebuchet Group
 - Trebuchet Group, an outside consulting firm, will lead a number of workshops for DoIT staff to facilitate team building and development of interpersonal skills. These principles and practices will support the alignment strategy development and implementation.
- Division of IT Leadership
 - Directors & DoIT Leadership, in close partnership with their AVP, are responsible for leading their teams through a review of their processes, tools, and technologies to identify opportunities for alignment. The goal of this project is to deliver a long-term alignment strategy and roadmap.

2 Tracks: Visualized



3 Phases

Phase 1

Aug – Dec 2023

COMPLETE

Phase 2

Feb – Jun 2024

Team Info Sharing &
Service Alignment

Mar – Jun 2024

Trebuchet
Workshops

Phase 3

Feb – Jun 2024

Team Info Sharing &
Service Alignment

Apr – Jun 2024

Trebuchet
Workshops

Phase 2

- Application & Development Services
- Classroom Support
- Client Services
- Desktop Support
- Identity & Access Management
- Incident Response
- Learning Management Systems
- Media Services
- SCCM & Endpoint Management
- Security Governance, Risk, Compliance
- Software Licensing
- Technical Support Services
- RAMTech
- User Awareness & Training

Senior Leadership:

- Steve Lovaas
- Gary Senseman
- Adam Pocius

Phase 3

- Databases
- Infrastructure & Systems
- Network & Security Operations
- Network & System Services
- Spur/System Teams
- Strategic Planning & IT Governance
- Technology Architecture
- Telecom Services
- Telecom Field Operations
- Web Services

Senior Leadership:

- Josh Clark
- Peggy McCready

Service Alignment Overview

	Phase 1	Phase 2	Phase 3
Timeline	Aug – Dec 2023	Feb – Jun 2024	
Groups	Campus Communications & Engagement Data Warehouse Enterprise Integration Services Finance Business Office HR Business Office Human Resource Management Systems Information Support Services Kual Financial Services Project Services Student Information Systems COMPLETE	Application & Development Services Classroom Support Client Services Desktop Support Learning Management Systems Media Services Identity & Access Management Incident Response RAMTech SCCM & Endpoint Management Security Governance, Risk, Compliance Software Licensing Technical Support Services User Awareness & Training	Databases Infrastructure & Systems Network & Security Operations Network & System Services Spur/System Teams Strategic Planning & IT Governance Technology Architecture Telecom Field Operations Telecom Services Web Services