



# IT Update and Strategic Vision

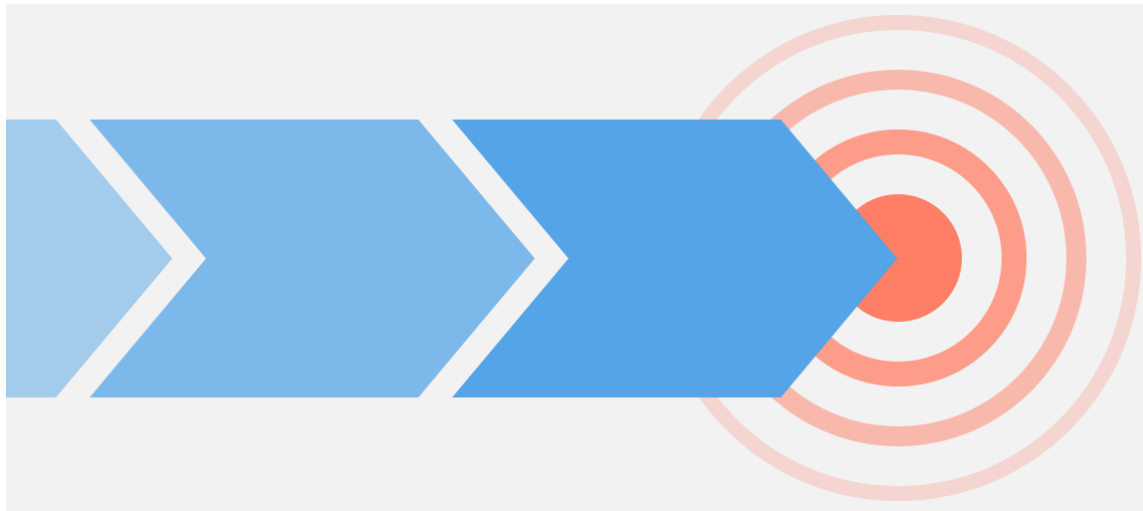
Office of Information Technology – Jeff Thomas



# NW's IT Journey

---

- 1) Stabilize Enterprise Apps
- 2) Automate and Integrate
- 3) Become more Agile



# Stabilize Enterprise Apps



# Initial Challenges

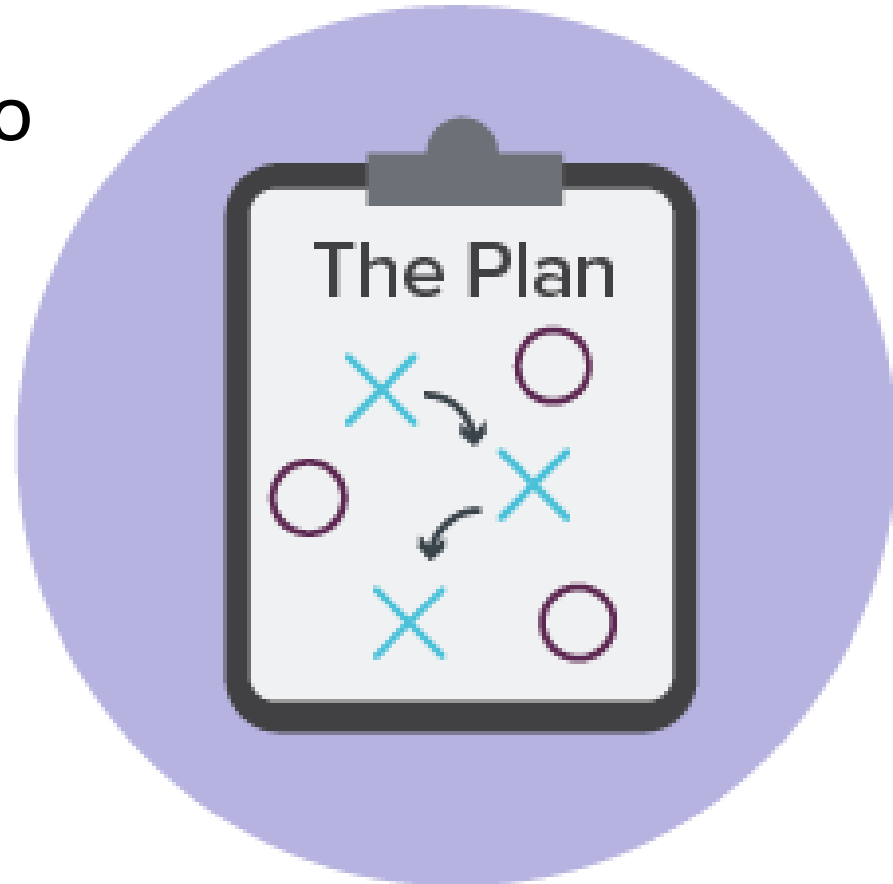
- Insufficient resources to support Enterprise Apps
- DBA's retirement
- Loss of DBA backup services
- Little documentation / lack of knowledge transfer



# Stability Plan

## Promote and Hold On

- Promote Data Engineer to interim Manager of Enterprise Applications
- Data Team collaboration
- Enterprise Applications Master Calendar
  - Create documentation
- Visual information




# Automate and Integrate



# Transitional Requirements

---

- IT Project Management
  - Visual planning/documentation
  - Collaboration tools
- 
- A colorful, abstract, wavy graphic at the bottom of the slide, transitioning from yellow on the left to orange, red, pink, purple, and finally blue on the right.

# Automation of Processes

## Continuous Improvement and Efficiencies

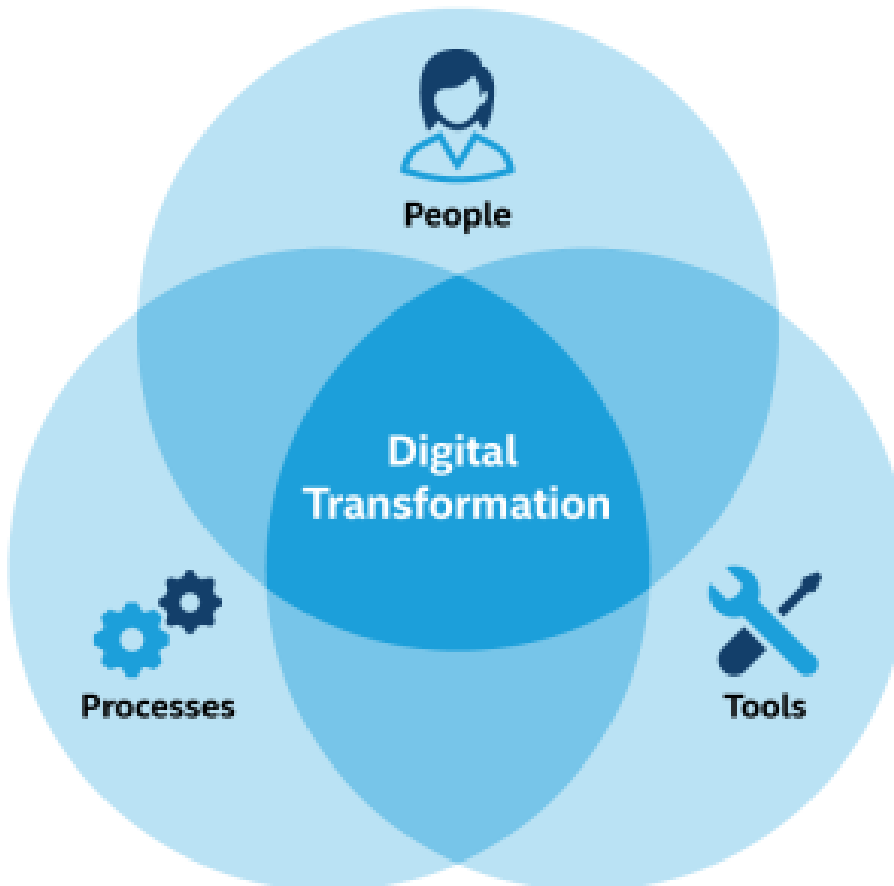
- Workflows
- Standardizations vs. Customizations
- Reduction and integration of systems for ease of use





# Become More Agile

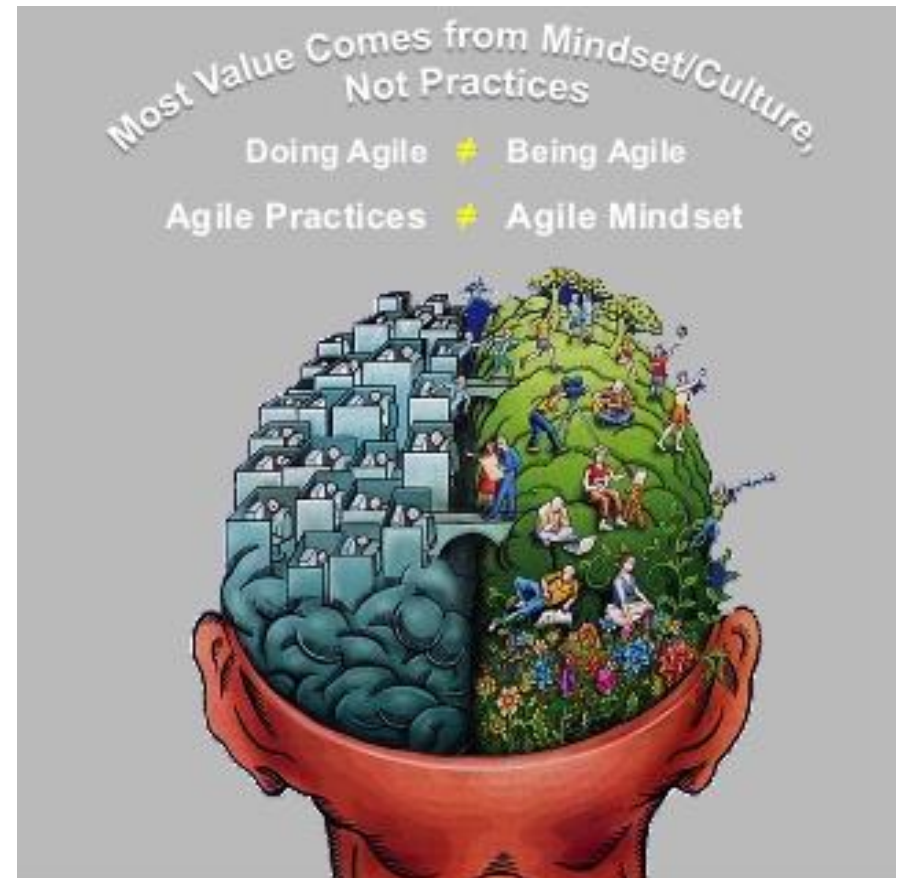
## The Ultimate Goal



# What is Digital Transformation?

## What is it? Can we agree?

- Beyond “automate everything”
- Beyond continuous Improvement
- Being agile vs. doing agile
  - Responding to changes and challenges



# Transformational Change

## Transformational vs. Incremental Change

- Lay the foundation first
- Architect a platform to be agile:
  - Strategy
  - Skills
  - Technology
  - Mindset



# Adapting to Real World Changes

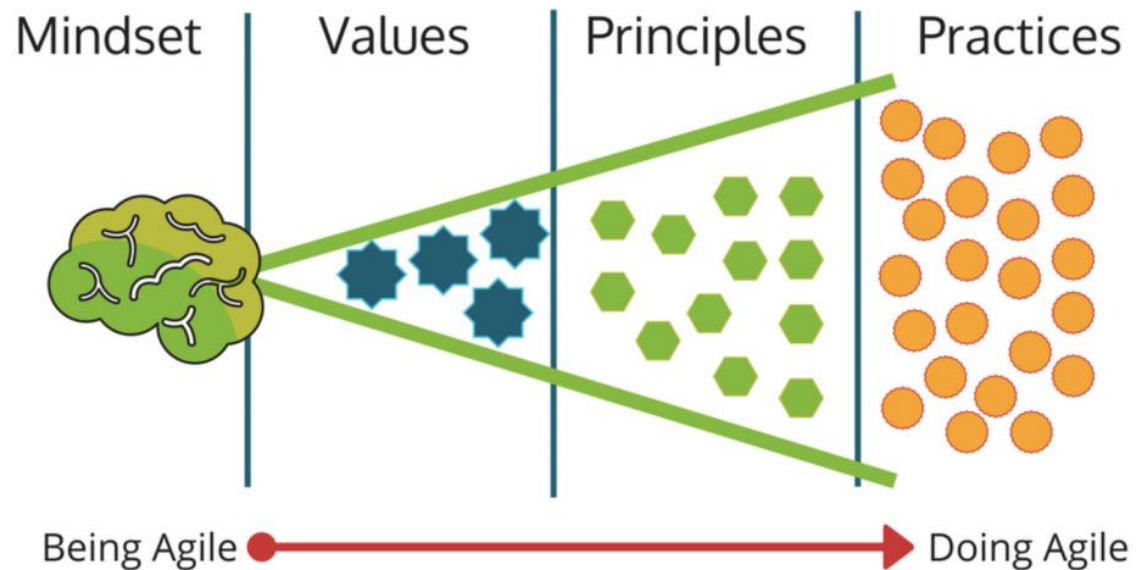
Priorities can change quickly

Issue	2014	2015	2016	2017	2018	2019
Information Security	10	8	1	1	1	1
Student Success	NA	4	3	2	2	2
Privacy	-	-	-	-	-	3

# Roadblocks to being Agile

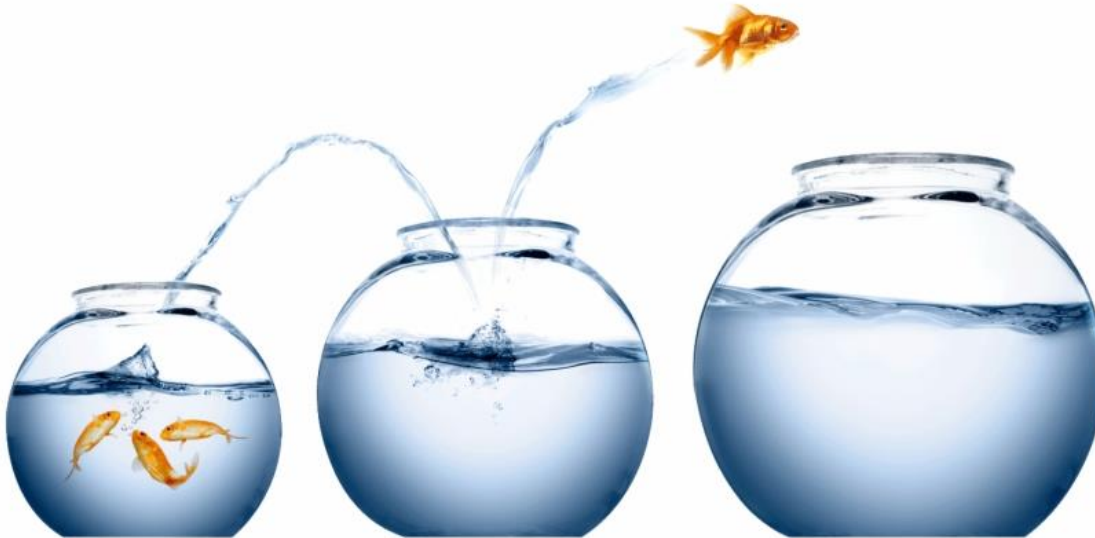
## Usually limited by:

- Technology and skillsets
- Business processes and culture



# From Here to There

- Roadmaps
- Best Practices/Frameworks



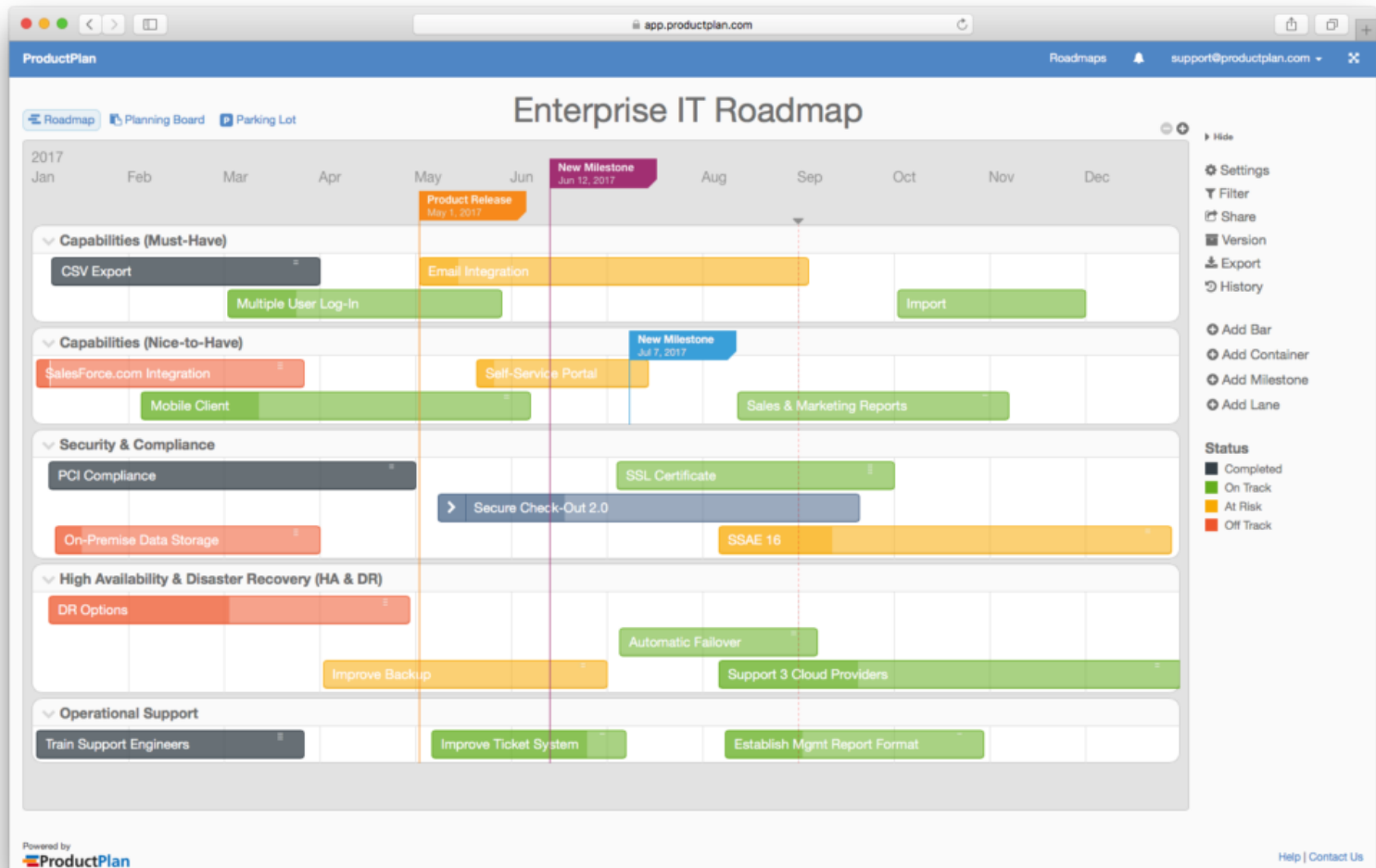
# Roadmaps

## What's ahead?

- **Staffing**
- **Training**
- **ERP Assessment**
- **Privacy & Security**



# Roadmaps





# Frameworks



# Security Frameworks

## Security

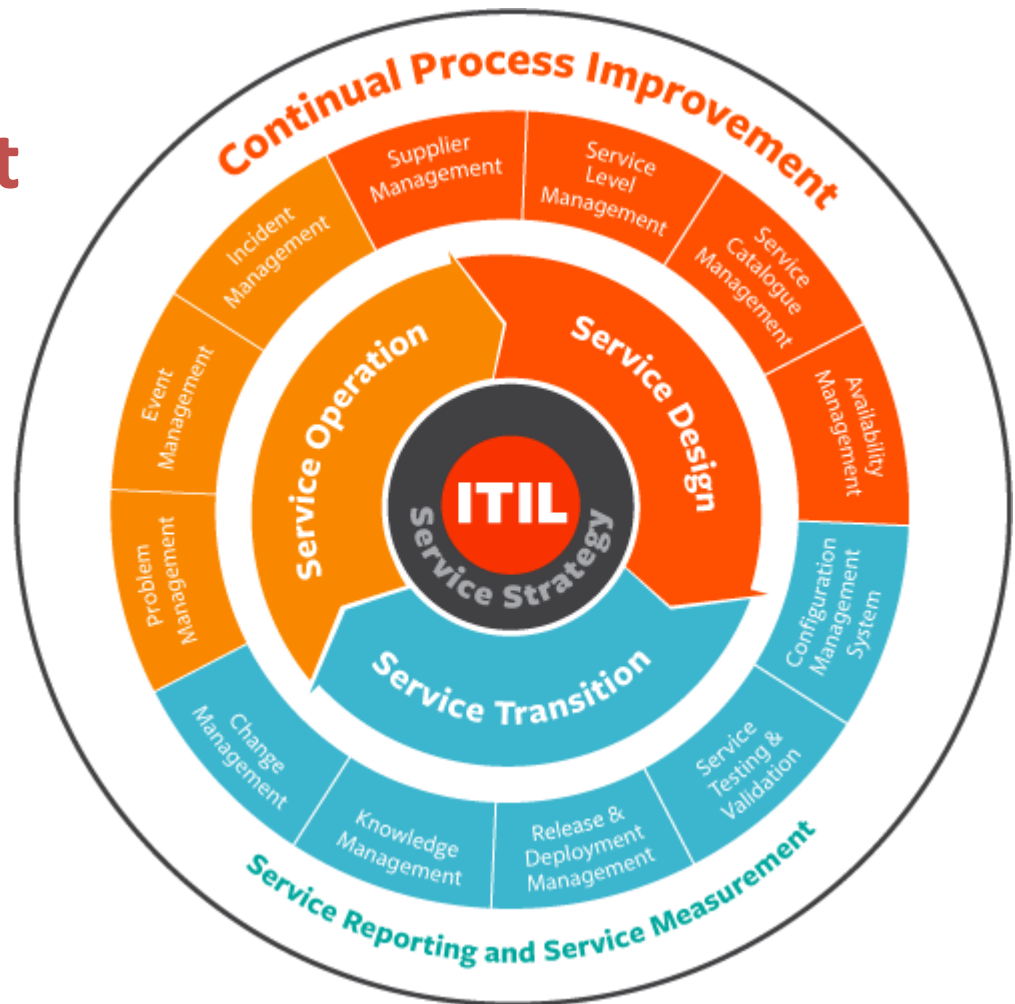
- Set of industry controls to help define a security plan



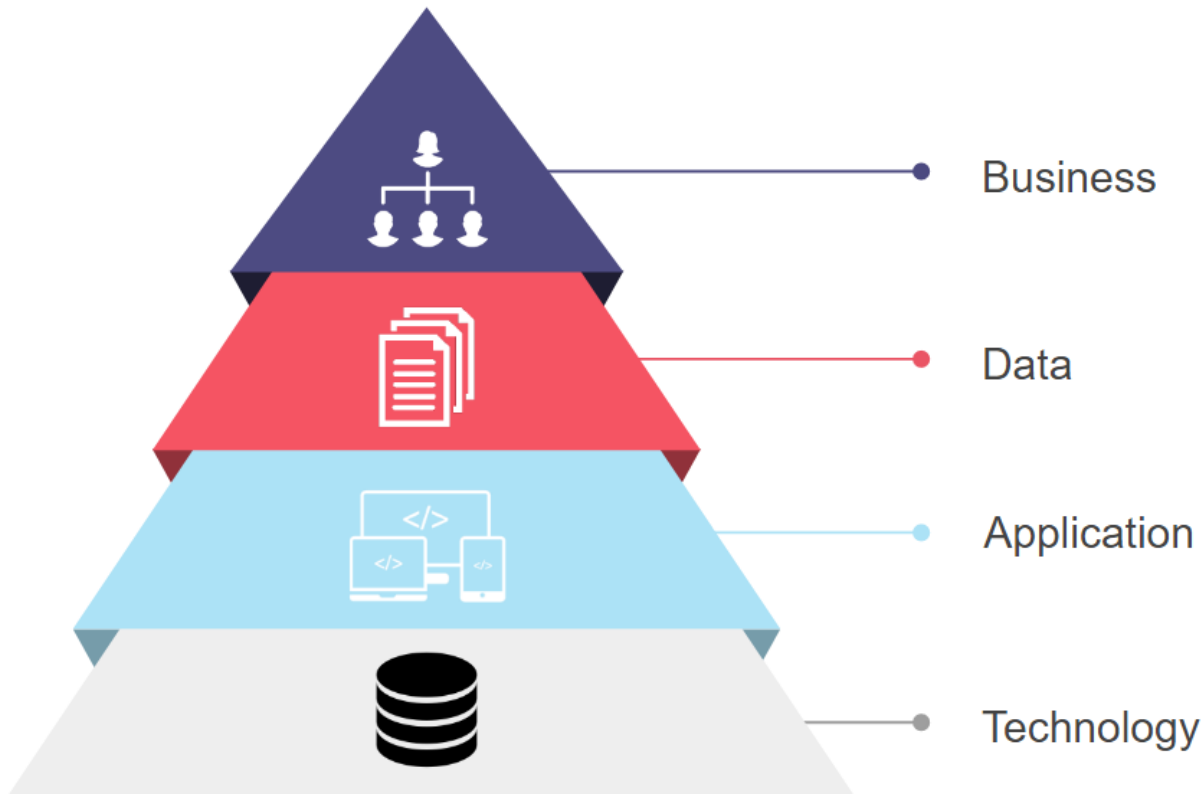
# ITSM Frameworks

## IT Service Management

- Set of processes implemented to strategically meet the needs of an organization



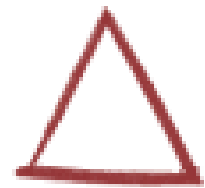
# Enterprise Architecture



$$\begin{array}{c} \text{Business} \\ \text{Architecture} \\ + \\ \text{IT Architecture} \\ \hline = \text{Enterprise} \\ \text{Architecture} \end{array}$$

# Short/Mid-Term Plan

## Gap Analysis



Current  
State



Key factors for change



Desired  
State



Action Plan

# Invest in Resources



- Fill vacancies
  - Enterprise Applications Manager
  - Security Manager
  - Programmers and Business Analysts

# Invest in Resources



- Utilize external resources
- Cross-functional training for IT team
- Centralized IT project management
- Collaboration Tools

# Areas of Focus

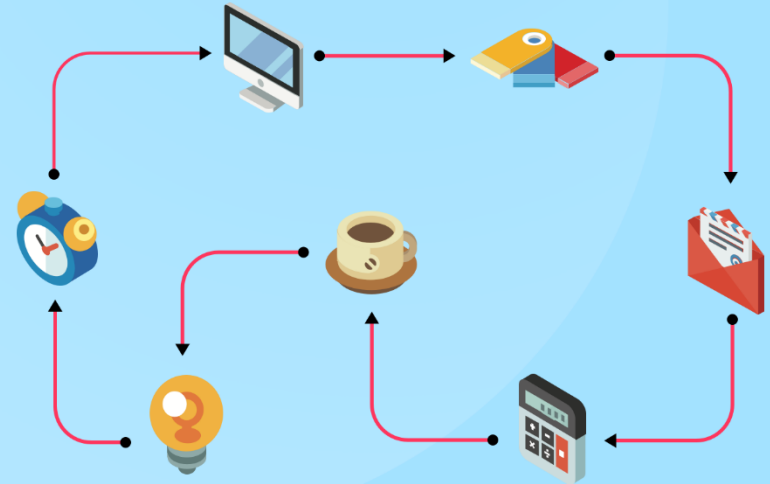


- Maximize ERP System
  - Evaluate current processes
  - Review previous integrations
  - Reduce customizations



# Areas of Focus

- Workflows
  - Simplify business processes
  - Create efficiencies
  - Decision support systems



**Common  
Workflows**

# Areas of Focus



- Security & Privacy
  - Disaster Recovery
  - Data Governance
  - Privacy





# IT Update and Strategic Vision

Office of Information Technology – Jeff Thomas

# Questions?

