



Administrative Excellence
UNIVERSITY OF WISCONSIN-MADISON
Shaping our Future

Weekly Wrap-Up
Executive Summary
April 19, 2013

Approximately 7 people attended the session, in addition to project members. Alice Gustafson, Administrative Process Redesign (APR) Director, provided a brief review of activities and updates on the Administrative Excellence (AE) projects, including:

- Strategic Purchasing – The AE team is focused on transitioning this project to the business owner, Purchasing Services. Several tools are being developed to facilitate this effort, including a control plan for measurement and monitoring of product quality and purchase data, draft charters for Standards Teams to provide the ongoing tracking and adjustments in the appropriate areas, and draft templates for ongoing customer communications. Alice also noted that the Maintenance, Repair and Operations (MRO) supplies team met for the first time this week, and that many of these team members also attended a presentation by a sustainability certification vendor, Green Seal.
- Instructional Space – The Inventory and Space Utilization teams presented their final reports to the AE Advisory Committee on April 18. The reports will also be forwarded to the AE Steering Committee for review.
- Enterprise IT Decision Making – Future State – Presentations on the project were made to MTAG, ITC and the AE Advisory Committee this week, with the information being generally well received. A campus forum will be scheduled in early May. Alice reminded the group that the committee’s presentation and the project business plan are available on the AE website. Alice also noted that in moving towards operationalizing the model, the team is beginning to discuss PD’s and PVL’s for potential staff in the CIO’s office, as well as roles and terms for members within the decision making structure.
- Data Center Aggregation (DCA) – The Campus Services sub-team’s draft deliverable of baseline service levels is on the project web site and out for review and validation by those who participated in the process. The Facilities sub-team has also drafted their recommended minimum standards for campus data centers, and has forwarded this to the Executive Committee for review prior to posting on the project site. Alice reminded the group that these deliverables are not final products, but will be integrated with a governance recommendation and feed into the overall model. Thank-you emails have been sent to participants for both of these sub-teams, and a general project update has been provided to campus data center operators.
- Email & Calendaring – Alice began by noting that the Executive Committee has decided that the standard format for the new email addresses assigned during this project will be `firstname.lastname@wisc.edu`. She also stated that final validation of the decision on the use of IMAP and POP protocols was pending the Provost’s return from overseas, but was expected soon. Other project activity includes the Technical Advisory Group (TAG)-supported focus group on 4/19 to discuss service and support, and a working group meeting with Migration Partners to plan service delivery.

Bruce Maas, CIO, joined the presentation at this time with additional remarks on three projects:

- Enterprise IT Decision Making – Future State – Bruce relayed that this initiative has been enthusiastically approved by the Chancellor, Provost and Vice Chancellor for Finance and Administration, and has also been received as good news by the Chair and members of ITC. He stated a goal of keeping campus up to date on the project's implementation, while ensuring that the process remains nimble and does not become a barrier. Bruce reported on his conversation with the CIO of the University of Washington, who stated that at four years into their process they are still refining it, but overall it has been very successful.
- Email & Calendaring – Bruce offered clarification regarding the project decision that provides the opportunity for users to retain use of their existing email address as their primary address; he noted that the implementation will vary across different areas of campus, and that it will be up to each dean/director, department and then individual (in that order) to determine what option will be taken. The decision made offers opportunity for flexibility to allow for local decisions as needed.
- Data Center Aggregation (DCA) – Bruce acknowledged that data center decisions still need to be made, even though this project is not complete. He noted, however, that these decisions are being aligned with the long-term path of the project work, such as creating a “Condor-ready” certified infrastructure design.

Questions from attendees led to the following short discussions:

- A question was posed regarding the level of virtualization used at the state level. Bruce indicated that he understands it to be very high.
- Clarification was requested regarding the Condor standard, and whether this referred to just the hardware or the complete configuration; Bruce stated that it is the latter.
- A question was raised regarding the management of exceptions and collisions in implementing the new standard email; the team indicated that an algorithm will be created to identify and manage these issues.