OPERATIONAL INFORMATION TECHNOLOGY COMMITTEE (OIT)
Meeting Notes
June 22, 2016
3:00 – 4:00 pm
FAC 228D

I. <u>Service Now - Update (*Susan Roy)*</u>

II. <u> Data Management Committee – Brief (*Kristi Fisher*)</u>

III. <u>Administrative Systems Modernization Program 2.0 - Update (*Renee Wallace*)</u>

UT ServiceNow Update

Meeting Agenda

About UT ServiceNow

Approach

IT Timeline

Non-IT Status

Current Activities

Communication Plan Summary

Questions

Appendix – IT Service Catalog Screen Shot, Site Champions

About UT ServiceNow

ServiceNow is a cloud-based system for Service Management currently used by thousands of customers worldwide including 1,500~ higher education institutions. At UT our initial projects focus will be service requests and incidents related to Information Technology, Human Resources, Central Business Office (CBO), and Planning, Energy, and Facilities. ServiceNow will be used to deliver services by more than 20 Colleges, Schools, and Units (CSUs)

About UT ServiceNow

ServiceNow will be used by campus to improve the way services are delivered and tracked. ServiceNow can be used to report an incident (something is broken) or request services (something is needed). ServiceNow also features knowledge base with searchable self-help articles and solutions to common problems. The ServiceNow knowledge base is "smart," meaning it reacts and improves over time based on incoming help tickets.
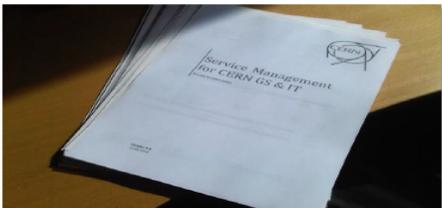
Phase 1 of ServiceNow launches July 2016 with Information Technology Services and will be expanded to other CSUs throughout 2016 and 2017. ServiceNow is replacing the Footprints Incident Tracking System, currently used by many university departments to manage help tickets and service requests.

Go-Live – CERN Approach

How: 1st Extend Wide, 2nd Drill Deep

- Phase 1: Cover a wide area fast with a simple unified 'horizontal' standard solution
- Phase 2: Add more sophistication and 'vertical' customizations

300 services
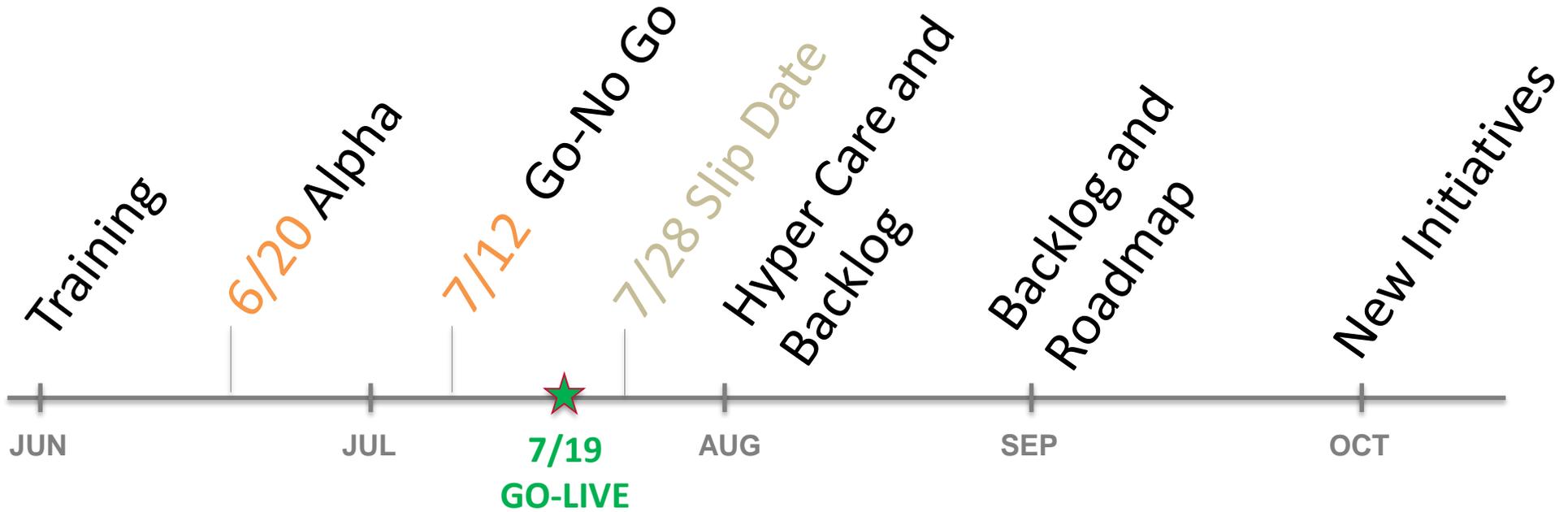

One single Req and Inc process

JUN   JUL   7/19 GO-LIVE   AUG   SEP   OCT

Training · 6/20 Alpha · 7/12 Go-No Go · 7/28 Slip Date · Hyper Care and Backlog · Backlog and Roadmap · New Initiatives

Customer engagement: Site champion communications, onsite visits, 3 all staff announcement's in July, continued training, office hours, go-live preparedness and hyper care period

Non-IT Status

- ## CBO Finance
  - Catalog items in progress
  - Categorization and Knowledge complete
  - Self Service in progress
  - Metrics and Reports deferred until after go-live
  - Go-live TBD

- ## HR CBO
  - Catalog items starting
  - Self Service in progress
  - Categorization and Knowledge complete
  - Go-live TBD

Non-IT Status Continued

- **HR Central**
  - Catalog item requirements collected but development not started
    - . Delays caused by technical migration issues and July 19th go-live for IT and Finance
  - Knowledge near completion
  - Self Service and categorization starting
  - Go-live date TBD

- **Facilities**
  - Requirements collected for 4 items (WORQs to ServiceNow)
  - Knowledge management in progress
  - FAMIS integration feasibility in progress
  - RightNOW data mapping and migration in progress
  - Go-live date TBD

Current Activities

- Meeting with Site Champions

  - Go-live readiness, collecting feedback, correlating results

- Reviewing service overviews with Service Owners

- Evaluating backlog

  - Ensuring no blockers

- Training (170+ to-date)

- Coordinating communications with ASMP

Communication Plan Summary

- Three high-level communications will be sent to all employees in July
  - Informational about ServiceNow and IT@UT
- Optional communication templates will be sent to site champions next week
- Update "Learn More" link on landing page
- IT-Talk
- Periodic communications will be sent by project team to site champions

Email Questions to
servicenowproject@utlists.utexas.edu
ServiceNow Wiki Link Here
Office hours every Wednesday 9:30-11:30 in FAC 227A

Appendix

UT ServiceNow

Home   My Tickets   Finance   Human Resources   Facilities   **Information Technology**   Alerts & Outages

Information Technology

Contract Services & Consulting

Contracted departmental support, contracted software and web development, and IT consulting services.

Teaching, Classroom Technology & Labs

Canvas, UTLearn, and other Learning Management Systems. Classrooms, conference rooms, and lab support.

Web Publishing & Software Development

Departmental websites, web hosting, blogs, publishing, and software development.

ID, Accounts & Access

IDs, logins, permissions, and two factor authentication.

Software & Applications

Network, Media & Telecommunications

HELP & SUPPORT

✎ **Create Ticket**

💬 **Chat**

📱 **512-475-9400**

Popular Services

Phase 1 Customers	Site Champions
ASMP - UTLearn	Kati Elliott
Athletics	Alex Cruz
ATS	Madhavi B Pochimcherla
CBO	Monica Pericleous
Central HR	James R McElroy
Charter School	Lori A Moore
Education	James Cutrone
Electrical Engineering	Gabriel Hernandez
Engineering	Bob Gloyd
Facilities/TRECS	Lance Bailey
Fine Arts	Brad Johnston
Geosciences	Ty Lehman

Phase 1 Customers	Site Champion
Information Security	Cam Beasley
ITS Applications	Kara Nicholas
ITS MITS	Terry Gibson
ITS Systems	Michelle McKenzie
ITS University Data Center	Julio Puente
ITS UT Service Desk	Morgan Burgess
LAITS	Tim Fackler
McCombs	Paul Bartel
Natural Sciences	Doreen J Tracy
Networking	Pug Bainter
Pharmacy	Charles Guajardo

Phase 1 Customers	Site Champion
Quest	Ian Campbell
Union	Blake Justice
University Health Services	Paul Gentle
WNCG	Karen Little

Data Management Committee Update to OIT – June 22, 2016

Fall 2015: conducted high-level risk assessments regarding (1) Storage, (2) Access to, and (3) Distribution of institutional data per 2013 *Data Management Standards* and memo from Provost and CFO.

Formed four working groups to evaluate risks, develop mitigation strategies, and recommend policies and procedures. These workgroups are focused on "actionable now" strategies for risk mitigation:

- Access and Use
- Storage, Retention, and Transition
- Centralized Data Resources
- Open Records Process Transition

Developed DMC web site under IT Governance and Business Services Committee: https://www.utexas.edu/cio/itgovernance/business-services/data-management-committee

Also refined membership list to include 20 voting members and formalized our membership and voting procedures.

Development of Guidelines and Procedures

As of May 2016, the following guidelines and procedures have been adopted by DMC and endorsed by the Business Services Committee. These will be presented to OIT in a future meeting:

- Access Appropriate to Roles and Responsibilities
- Non-Proliferation of Redundant Data Stores
- Definition of Institutional Data
- Data Stewards for Systems of Record
- Membership and Voting (procedure)
- Definitions (ongoing)

Guidelines and procedures drafts currently being vetted:

- Use of Institutional Data for Institutional Purposes
- Proactive Data Management and Transition Planning
- Enterprise Data Transition Planning and Review Process (procedure)
- Requests for Use of Data for Private Research, Thesis, or Dissertation (procedure)
- Requests for Non-Standards Data Access, Use, or Exceptions (procedure)

DMC Guidelines and Procedures (both active and pending) are published on the DMC website.

Current Workgroup Initiatives

Role-based Data Access Standards – working in conjunction with IAM/Sailpoint project and Workday security administration this summer to:

- Provide for consistent access across platforms / applications per role
- Develop role definitions and naming conventions so that nomenclature holds meaning across the institution
- Develop naming conventions that address subject area, scope, and level of granularity for access

- Leverage Workday roles as staring point – view-only roles defined and implemented that are similar in meaning to functional roles.
- Develop master list of roles and access levels to apply to all campus applications

UT Data Access and Use Guidebook – first draft planned for late summer 2016

Goal is to reduce risk and facilitate a "culture change" and heightened awareness of data as a key institutional asset. **C**omprehensive reference document and training material covering topics such as:

– Data Management Standards	– Data Cookbook (definitions)
– Types of Institutional Data	– Appropriate Use of Institutional Data
– Data Sources	– Physical Data Security (ref. ISO policies)
– Data Access for UT Employees	– Data Storage and Records Retention
– Data Access Tools	– Responding to Open Records Requests
– Institutional Data and Report Inventories	– …and much more

Enterprise Data Transition Planning and Review Process – to be piloted in July (see diagram)

- Intended to identify all data under each CSU's management and help them proactively plan for future movement or deletion of those data
- CSUs work with Records Management and App Mod to complete spreadsheets:
  - Type of file, name, subject matter, size, brief description
  - Contact and ownership information
  - Planned disposition status, location, transition timing, responsible parties
  - Retention requirements and archival plans
- DMC workgroup (IRRIS, Legal Affairs, Records Management, Internal Audit, Open Records, etc.) evaluates archive and deletion plans for institutional access dependencies, constraints, timing, or legal impacts
- Process creates a central inventory of campus data stores and provides additional Records Retention assurance
- Helps identify types of, and reasons for, redundant stores
- Culture change – "Proactive" Data Management in the CSU's and potential annual certifications
- Management awareness of what data the institution has and where located (i.e. Open Records)

Centralized Data Resource Strategies – coordinate adequate availability of central data, metadata, and access methods in order to reduce risks associated with proliferation of redundant data stores and infrastructure:

- Access tools - **Enterprise Tableau Strategy** (deployed)
- Discovery tools - **Data Cookbook Strategy** (in progress), **Reporting Portal** (in progress)
- Storage options and recommendations
- Authoritative, reliable, robust, efficient access to institutional data

Data Management Committee

DMC Work Products:
- Guidelines and Procedures
- Strategy Recommendations
- Access / Use Guidebook, Training

Ent. Data Transition Planning / Review

App Mod / EDM
Records Management
Open Records
IA / Compliance
DMC Workgroup (review)

- Database of campus data stores
- Records Retention assurance
- Identify redundant stores
- Potential annual certifications
- Institutional review prior to delete

- Culture change – "Proactive" Data Management in the CSU's
- Institutional leadership more aware of what data the institution has and where located

Data Access

IAM / IT Access Gov.
WD Security
EDM
IDS / IQ
DMC Workgroup (approval)

- Standard access roles and nomenclature
- Process for requesting access to data
- Access guide for application owners

- Data more readily accessible for CSU consumption

Data Use

Data Stewards
Legal
Open Records
Compliance
DMC Workgroup (guidance)

- Process for requesting access for research use
- Process for authorization to release information "guidebook"

- Helps mitigate risks associated with dissemination of data

Centralized Data Resources

IDS / IQ
ITS Ops
EDM
Open Records
DMC Workgroup (strategy)

- Access tools: Tableau, Cognos, web services
- Discovery tools: data cookbook, reporting portal
- Storage options: ITS, IDS
- "authoritative, reliable, robust, coordinated"

- Data more readily available for CSU consumption
- Reduces redundant storage

DATA MANAGEMENT COMMITTEE
RISK / MITIGATION MATRIX
(DRAFT 1.0)

Category	Risk Theme	Risks Mitigated / Issue	Access and Use Guidebook	Face to Face Training	Enterprise Tableau Services	Data Definition Repository (Data Cookbook)	Standard Role-based Access	Web Services Deployment	Guideline: Access Appropriate to Role	Guideline: Data Stewards and Systems of Record	Guideline: Non-Redundant Stores	Guideline: Definition of Institutional Data	Guideline: Institutional Data for Inst. Purposes	Guideline: Proactive Data Mgmt., Transition Planning	Enterprise Data Transition Planning and Review
STORAGE	data growth and retention	Obsolete data is kept without review. Ex: keep data for buildings that no longer exist. (too much effort and not enough time)												x	x
STORAGE	accessibility	Data stored but not decoded													x
STORAGE	data growth and retention	Data stored but not flagged with retention dates													x
STORAGE	accessibility	Multiple storage locations and need to access all to build complete picture (institutional and locally important data)			x	x					x			x	x
STORAGE	data growth and retention	uncontrolled data growth… Cost and records retention issues									x				x
STORAGE	physical security	data housed in less secure environments									x		x		x
STORAGE	accessibility	redundant data: can be accessed by thrid party not authorized								x	x				
STORAGE	consistency / integrity	redundant data: no single version of the truth, authoritative source system, data integrity…			x	x		x		x	x				
STORAGE	consistency / integrity	redundant data: hard to identify true source data				x				x					
STORAGE	data growth and retention; physical security	storage / security / retention protocol for hosted solutions (ex: workday, service now)												x	x
STORAGE	consistency / integrity	redundant data: unknown status of data in distributed systems when central data changes, no guarantee that it changes appropriately			x	x		x			x			x	x
STORAGE	accessibility	too many options for where to store data; box, one drive, drive, austin disk, etc.			x			x			x				x
STORAGE	physical security	data for non-cloud systems not adequately backed up off campus													
STORAGE	data loss or corruption	data loss due to no backup													
ACCESS	archives	More difficult to discover where data is located.				x				x					
ACCESS		Lack ability to correct historical data													
ACCESS	archives	Self service data today - no means of providing SS once stored. Ex: W2													
ACCESS	archives	Systems/Data retired without regard to dependent systems. Integrations often look to system of record for details based on codes. If SoR go away, living systems fail and data transitions are more difficult.								x				x	x
ACCESS	archives	Data becomes disconnected and users don't know how to recombine. i.e. codes not translated as part of storage. Have to rediscover SoR.				x								x	x
ACCESS	archives	Data currently requires 2nd factor to access; how will that be enforced in archive?	x				x							x	x
ACCESS	authorization	Sensitive data being compromised	x	x			x		x		x		x		
ACCESS	authorization	third party / casual access to sensitive data	x	x			x						x		
ACCESS		loss of central control ex: marketing to prospective students											x		
ACCESS	misuse / loss	telecommuting - data transport and access (incl. hosted data) - potential for compromising sensitive data	x	x											
ACCESS	EH&S	EH&S concerns over improper access to specific data and its availability	x	x			x	x							
ACCESS	misuse / context	misinterpretation of data - false assumptions, lack of context			x	x		x					x		
ACCESS	realtive to duties	level of access shared across campus - who sees what between departments/colleges?	x				x								
ACCESS	relative to duties	can't access data needed for job, planning, operations			x		x	x	x						
ACCESS	relative to duties	managing access authorizations over time as roles change or system needs change; keep access authorizations aligned with the business need.					x	x							
ACCESS	records retention / open records	open records DB - political / reputational / legal risks	x				x								x
ACCESS	process for granting access	no consistent process for determining access to data	x				x		x				x		
ACCESS	misuse / context	redundant data: being accessed for different than intended use or via different methods	x	x			x	x			x		x		
ACCESS	availability	remote data accessibility (ex: cloud is "down")													

		DATA MANAGEMENT COMMITTEE RISK / MITIGATION MATRIX (DRAFT 1.0)	Access and Use Guidebook	Face to Face Training	Enterprise Tableau Services	Data Definition Repository (Data Cookbook)	Standard Role-based Access	Web Services Deployment	Guideline: Access Appropriate to Role	Guideline: Data Stewards and Systems of Record	Guideline: Non-Redundant Stores	Guideline: Definition of Institutional Data	Guideline: Institutional Data for Inst. Purposes	Guideline: Proactive Data Mgmt., Transition Planning	Enterprise Data Transition Planning and Review
Category	**Risk Theme**	**Risks Mitigated / Issue**													
DISCLOSURE	business logic	The people who know the rules around historical data elements have not documented and will eventually retire				x				x				x	
DISCLOSURE	physical security	Level of access monitoring is at same level to detect inappropriate access or mass theft of data												x	
DISCLOSURE	physical security	More data is stored centrally in common languages that hackers understand and know the exploits.													
DISCLOSURE	records retention / open records	Existing systems to (simplify) support Open Records cease to exist. Will take more sophisticated resource to provide basic requests or rebuild of tools												x	x
DISCLOSURE	records retention / open records	We are keeping data subject to Open Records but it becomes more difficult to provide than it is today.													x
DISCLOSURE	misuse / context	Data isn't mapped to common definitions when stored and no longer has business rules from applications to explain. More easily misconstrued or misused.			x	x			x						
DISCLOSURE	misuse / context	Once removed from department-supported systems, ownership is lost over time along with knowledge about data meaning.				x					x				
DISCLOSURE	availability / relative to duties	Central areas hold on to outdated data restrictions that hamper data use at the local level for strategic use.							x	x					x
DISCLOSURE	records retention / open records	Not adherieng to records retention schedule		x											x
DISCLOSURE	process for releasing info	Disclosure of information without understanding legal or public relations implications	x	x									x		x
DISCLOSURE	misuse / loss	Misuse and legal implications of stolen data	x	x											
DISCLOSURE	misuse / context	Inappropriate use of data for which access was given for other purpose	x			x			x				x		
DISCLOSURE	misuse / context	inappropriate use of data due to lack of knowledge of data definitions and methodologies	x			x							x		
DISCLOSURE	process for granting access / relative to duties	identification / legitimacy of data requestors (both internal and external)	x	x					x						
DISCLOSURE	process for releasing info	understanding who should disclose what to whom… currently informal and can break down over time	x	x									x		

Administrative Systems Modernization Program – Update

Workday Go Live moved to July 10, 2017

- Primarily driven by functionality requirements coming in next two product releases
- Additional benefits of later Go Live include:
    o More time for CSUs to prepare
    o Aligns better with next budget cycle
    o Training will not be interrupted by winter break
    o Legislative session will have ended

## Readiness Criteria

PROJECT

- Key milestones are on schedule: Financial data conversion; End-to-End testing for HCM/Payroll; User Acceptance testing for HCM/Payroll starts 7/18
- HCM/Payroll reports: on track with 36% complete; 39% in development
- Four technical architecture services released

PRODUCT

- Upcoming Workday Releases will address functionality requirements
  WD 27 (Sep16) – 17 items; WD28 (Mar16) – 11 items; WD29 (Sep17) – 6 items

CAMPUS

- Downstream systems are ahead of schedule
- Additional Admin IT support from Application Modernization has started
- Organizational Alignment effort is ramping up
- Launched new Workday website: workday.utexas.edu
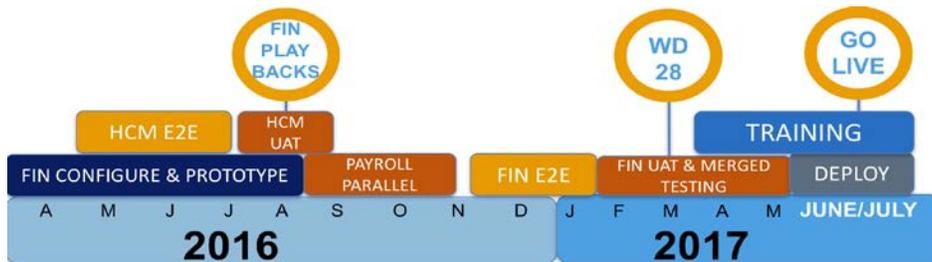
Program Achievements and Activities

- On April 4, launched UTLearn, the university-wide employee training management system replacing TXClass, Compliance Training System and other shadow systems.
- MyUT portal launched to incoming Freshman class.
- Launched enterprise service for Tableau, a data visualization tool, currently serving 20 CSUs.
- 18 web services from Institutional Data Store are in production to deliver student, HR/employment, financial and research award information to CSUs.
- Coordinate with ServiceNow team on July implementation to replace Footprints ticketing system. The service desk will provide front line user support for Workday Go Live.
- Workday@College: student intern partnership coordinated through Liberal Arts Career Services.
- Initiated project to measure efficiency and effectiveness of Workday business processes, including objective analysis of usability by iSchool faculty and graduate researchers.