Modernizing and Maintaining Systems and Processes

Financial and Administrative Services

May 5, 2018
Overview

BACKGROUND

The University has committed to “Modernizing Systems and Processes” as part of its five year campus goals. Numerous initiatives are underway to improve existing systems for a variety of technical reasons, but with the fundamental goal of either improving critical services or minimizing long term operational costs.

From a campus operations perspective, technology is seen sometimes as “the” solution. While technology solutions do provide a great opportunity to mature the operation, the technology solution is only one component within an Information System (IS) ecosystem that must be built and maintained to provided the desired value to the operations.

OBJECTIVES

1. Provide an overview of the IS Ecosystem from an “Operational” point of view. This overview is meant to speak from the business operation perspective as it relates to technological solutions.

2. Provide a consistent language for discussing the various Systems under review.

3. Provide an overview of the various functional roles necessary to plan, build operate and maintain Information Systems.

4. Create options for approaching the administration of the various components of work.
Gartner defines **total cost of ownership (TCO)** as a comprehensive assessment of information technology (IT) or other costs across enterprise boundaries over time. For IT, TCO includes hardware and software acquisition, management and support, communications, end-user expenses and the opportunity cost of downtime, training and other productivity losses.

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TCO = \text{Startup Costs} + \text{Operational Costs} + \text{Retirement Costs}
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**Startup Costs**
- One-time Software
- Hardware
- Implementation (Build)
- Customization
- Data Migration
- Training
- Interface Configuration

**Operational Costs**
- User Licenses
- Software Maintenance & Support
- User & Administrative Support
- Patches
- Ongoing Training
- Enhancements
- Recovery
- Data Center
- Downtime
- Upgrades
- Security

**Retirement Costs**
- Data Export
- Archived Systems
- Inactive Licenses

Work: People, Process and Technology

Operations → Reports → Data Warehouse → Transaction IS → Record

Decision Made → Analytical Tools → Workflow IS → Maintenance

Workflow → Authority Approval
Operational Point of View

Decision Made → Analytical Tools → Reports → Transaction Record

Workflow Record → Authority Approval
Central Administration Point of View