

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.

- CHANGE PATHWAYS
- HIRING & SUPPORTING THE BEST FACULTY
- RECRUITING & SUPPORTING TALENTED STUDENTS
- ENGAGING EXCEPTIONAL STAFF
- MODERNIZING SYSTEMS & PROCESSES
- 2020 & SPACE PLANNING



GUIDELINES

For Project Priorities

- Does it Impact...
- RESEARCH EXCELLENCE?
- ACADEMIC DISTINCTION?
- STUDENT SUCCESS?
- SERVICES & SUPPORT?
- PROFESSIONAL DEVELOPMENT?
- ORGANIZATIONAL SUSTAINABILITY?
- DIVERSITY & INCLUSION?

VISION & CHANGE ALIGNMENT MAP

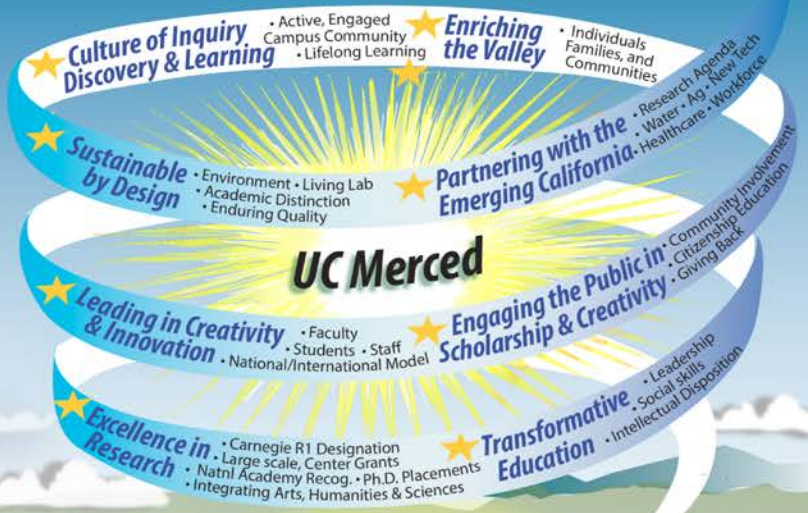
2017 PRIORITIES



STAKE HOLDERS



VISION



UC Merced Campus



VALUES

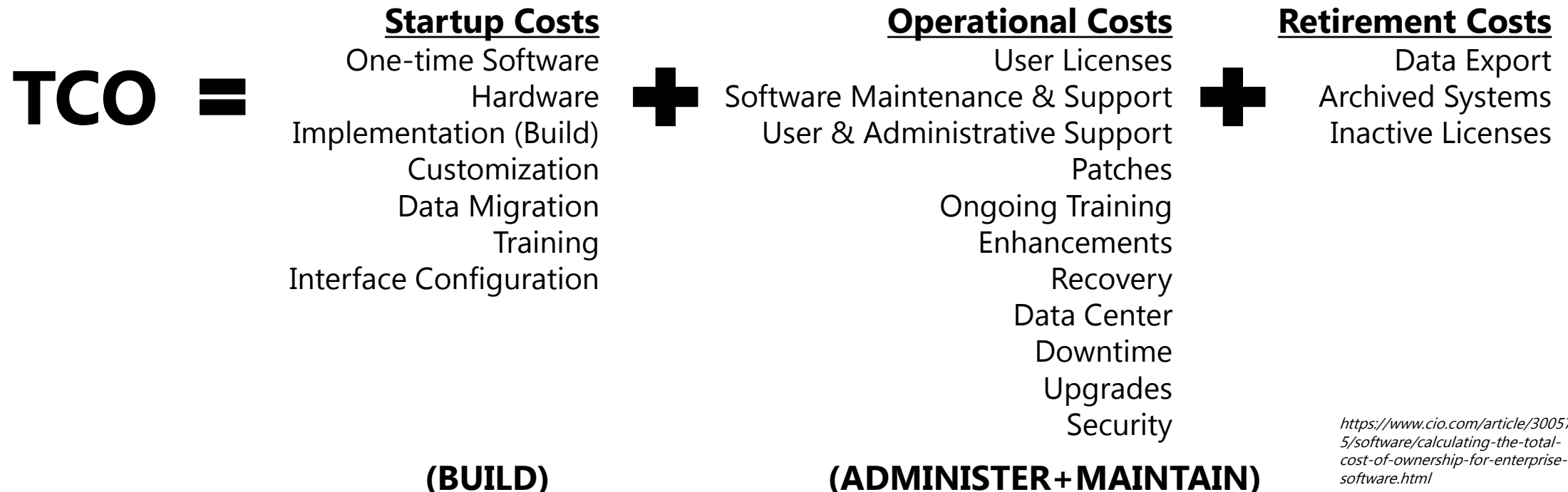
- Academic Freedom
- Diversity
- Community
- Kindness
- Collaboration
- Stewardship

Total Cost of Ownership (TCO)

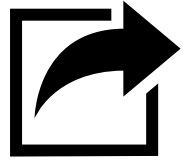
Gartner

Gartner defines **total cost of ownership (TCO)** 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.

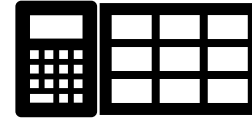
TCO = Startup Costs + Operational Costs + Retirement Costs



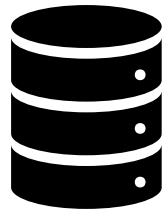
Legend



WorkFlow



Analytical Tools



Information System



Records Mgmt

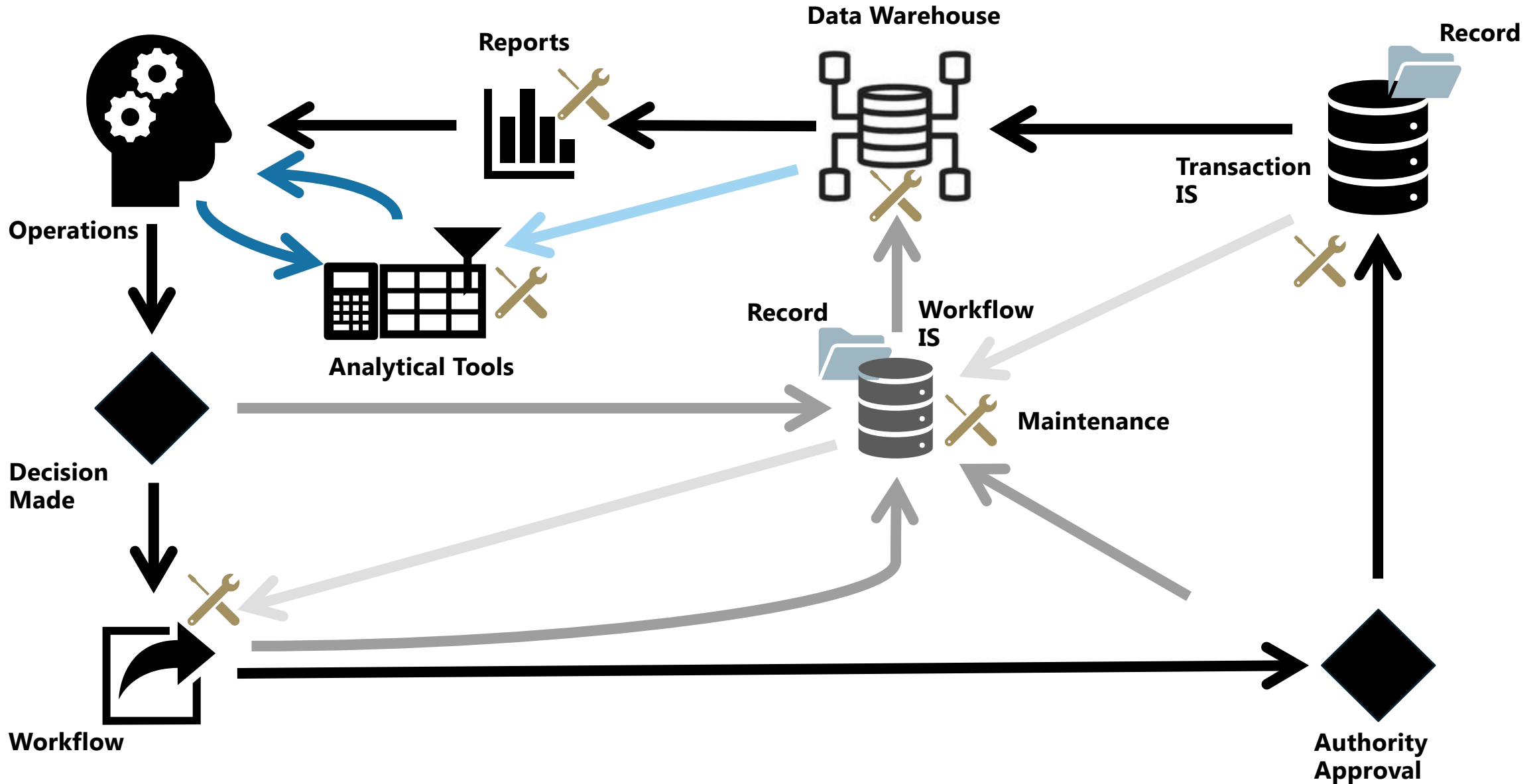


Data Warehouse

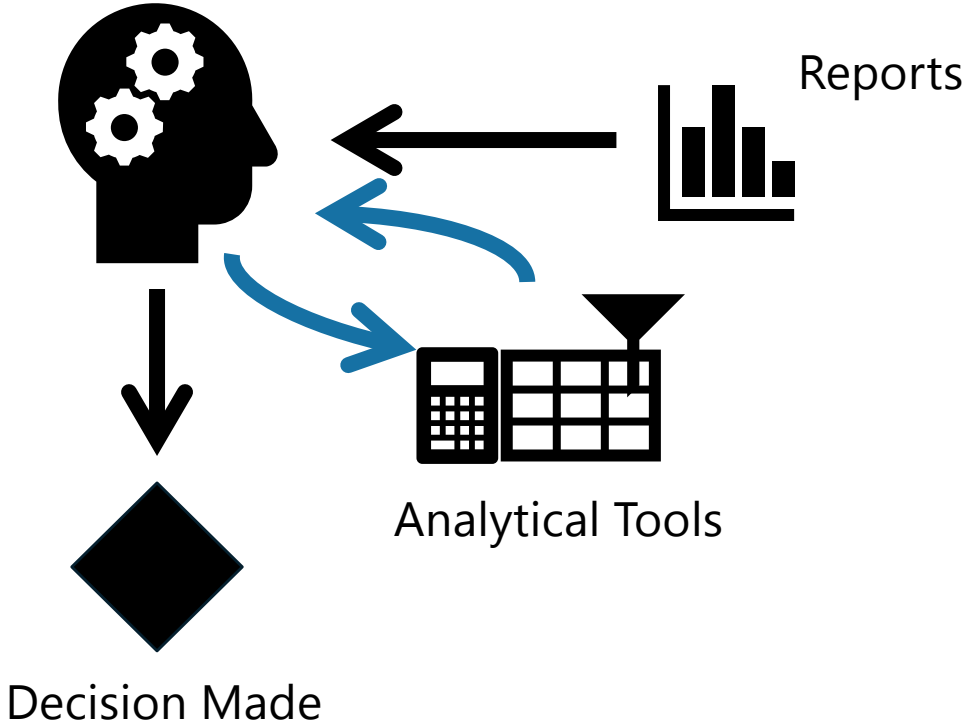


System Maintenance
IT Infrastructure
Business Administration

Work: People, Process and Technology



Operational Point of View




Transaction Record


Workflow Record


Authority Approval

Central Administration Point of View

