



CTF-IT Systems Design Team

MEETING SYNTHESIS

SEPTEMBER 19, 2014

TIME 1:00PM

LOCATION: NORTH HENNEPIN
COMMUNITY COLLEGE

ITSD TEAM ATTENDEES	Ramon Padilla Jr., William Nyariki, J.C. Turner, Adenuga Atewologun, Ann Olson, Chris Stanley, Pete O'Grady, Sue Bayerl, Julie Myers, Jigang Liu, Ed Clark, Jan Doebbert, Shaan Hamilton, Richard Barnier, Cassandra Spruit, Dan Heckaman
ITSD TEAM MEMBERS NOT ATTENDING	
GUESTS	
NOTE TAKERS	William Nyariki and J.C Turner

Research/Fact-based: Text in red indicates areas the team will conduct research on
 ** means system strength

Agenda topics

1. Welcome and Recap
 - Following roll call, we reviewed the purpose of CTF and the goals of the team, along with the team charge, timeframe, and operating norms. Also reviewed feedback from the first meeting and noted changes.
 - Discussed and finalized future meeting schedule: The team will meet 1 – 5 p.m. at NHCC on 10/24/14, 11/14/14, 12/5/14, 1/16/15, 1/30/15, 2/20/15, and 3/6/15.

2. The team discussed the draft charter statements and decided to focus on statement B:
 - Our stakeholders (students, faculty, staff and the public) expect innovation, efficiency and effectiveness in the delivery of services that support the MnSCU mission. To that end, this team has taken on the charge of examining governance, service delivery, policy and processes at a high level to prepare our system for the future. We continuously seek opportunities to better employ and remove barriers to information technology.
 - This version will be reposted in the discussion area of SharePoint for further editing suggestions from the team. Possible modifications to be included: incorporating words like leading, partnership, guiding (leadership), consultative, technology trends and as well as clarifying IT governance.

3. The goal is to identify the IT Systems Design stakeholders and formulate a communications strategy.
 - Stakeholders identified so far, include:
 - a. The MnSCU CIO community- communication methods to be determined (homework)
 - b. Students – examples of communication methods include:
 - i. communications through the students senate
 - ii. face-to-face
 - iii. Blog postings
 - iv. Student development community
 - v. E-communications
 - vi. Chancellor communications to all messaging process
 - c. Faculty – communication methods to be determined (homework)
 - d. Additional stakeholders to be identified by the team (homework)
 - e. The established communication vehicles are:
 - i. The CTF blogs
 - ii. The student blogs
 - iii. CFO conferences
 - iv. Meet and confer meetings
 - v. CFO annual meetings
 - vi. ASA spring and fall conferences
 - vii. The chancellor's leadership council
 - viii. The MnSCU IT Conference
 - ix. The CIO meetings
 - x. 1:1 communications

4. Open Discussions and group exercises:
 - a. Where are we now as a system in the current business process? The team identified several processes that will need to be looked at:

- i. The current purchasing process is paper based and unique to each college and university
 - ii. The book stores point of sale (POS) terminals are all in disparate systems-the student book purchasing process is different in each campus
 - iii. Each university/college has a unique process doing the same function such as contracting, purchasing, human resources and others
 - iv. Paper based process for signatures and account delegation authority for financial and contracting services
 - v. Lack of IT governance for IT decision making and structures/processes
- b. From small group discussion, the following was reported out:
 - i. Group 1:
 - Dissimilar systems used in MnSCU doing the same function
 - Inconsistent policies and procedures
 - Paper based systems in purchasing
 - An outdated infrastructure expensive to maintain and replace
 - The uniqueness of each institution and the system-Tension between the uniqueness and standards
 - ii. Group 2:
 - Hodgepodge!The current business processes have lots of variability while trying to do the same function
 - Inconsistencies across campuses
 - **Network and data is strong
 - ** Infrastructure fairly strong
 - Campuses vary in IT sophistication
 - Too many options and not enough resources to support
 - Inadequate or missing analytics
 - iii. Group 3.
 - ** Strong infrastructure until when things fail causes confusion becomes expensive to restore services
 - Inconsistent support in the campus and central office
 - Lots of IT staff viewed as an expense rather than an investment from the business/campuses
 - We are not intentional about investing in emerging technology
 - Thinking of our system as best effort rather than center of excellence(COE)
 - **People, process and technology(Alignment of people, process and technology) Research/fact base: IT/Business alignment**
 - iv. Group 4.
 - Paper based process in purchasing and contract administration
 - Inconsistent data definition across campuses such as PII(privately identifiable information)

5. Histories of the Future Exercise

- a. Major themes/ideas out of the MnSCU of the future exercise:
 - It took time to understand what was needed to redesign MnSCU of the future
 - Priorities were students and cost savings
 - Gathered funding from the legislature and grants, and businesses willing to invest in MnSCU
 - Create a community of trust (one system)
 - Continuous feedback loop with students
 - Pilot projects across the regions
 - Statewide initiatives K-20
 - We embraced “competition” centers of excellence, recognized that competition makes us better
 - Our technology was such a value that it aided quality and retention
 - Better information/data for decision making
 - Gathering of enterprise data resulting from the engagement and consultative effort from the faculty, students, staff and community actions to develop the six recommendations to better serve the students, faculty and staff
 - The students and cost savings were identified as priorities in the messaging designed to gain buy-in in the initiatives
 - MnSCU seems to focusing on taking things apart and start discussing what we would like to do as a system to better serve the students: Reactive vs proactive
 - Continuous feedback loop (Communication early and often, manage the change)
 - Gather funding-Legislative funding
 - Focusing on building systems that benefit all of MnSCU - Where will we be in the future?
 - Including students in the engagement and their perspectives is easier to sell the ideas and themes
 - MnSCU has identified that as a system, it cannot continue on the track it's on, it has to change course to better serve students, faculty and staff during the changing economic times and budget cuts, using information technology for efficiency and effectiveness
 - **Create a community of trust (one system) – (Change management; trust building, Business process reengineering (BPR), Business Process Management (BPM), Business Process Improvement (BPI) and communications management.**

- o How did you create trust in MnSCU with 31 different colleges and universities working together? There is need to reassess the current business process and identify opportunities for business process improvement using information technology to improve and sustain excellence in the services we provide to students, faculty and staff. The changing economic conditions and constant budget cuts in public education calls for action to position the system to respond quickly.

b. Questions/Answers:

- How did you create trust?
 - o Economics drive change
 - o Focus on building rather than destroying
 - o Status quo not good enough – focus on the student perspective
 - o Build trust through common goals
- What kind of analytics did you gather?
 - o Continuous feedback loop with student focus
- What changed in the legislature?
 - o Communicated a unified message
 - o Focused on student success
- What kind of messaging?
 - o The team had a plan
 - o Tied the messaging to the legislative needs
 - o Intersection of the legislative interest/workforce needs of the state
 - o Aligned with the three strategic framework points:
 - o Ensure access to an extraordinary education for all Minnesotans
 - o Be the partner of choice to meet Minnesota's workforce and community needs
 - o Deliver to students, employers, communities and taxpayers the highest value / most affordable option

c. What information do we need? From small group discussion, the following was reported out:

- Group 1
 - o Inventory of all MnSCU systems-inventory of business process and costs associated with it-leading to best practices
 - o How satisfied are users of process? Survey the users how satisfied they are with the business processes
- Group 2
 - o Conduct research on other systems universities
 - o Survey employees to determine broken processes
 - o Survey students to determine how satisfied they are with the MNSCU process and how frustrated they are with the current processes
 - o Research companies that have gone paperless
 - o Why can't MnSCU HR records be online?
- Group 3
 - o Gather data to tell a story-Numbers tell a story (supporting evidence)
 - o Analyze MnSCU requests of IT projects vs those actually completed (done)
 - o Review the study conducted to demonstrate the investment value of MnSCU-What is the economic impact of MnSCU as a system to show that it adds value to the overall economy of Minnesota and the nation
 - o Identify what is currently in the pipeline/in motion in terms of projects
 - o Determine what is important to students-what systems/services are needed most by students, faculty and staff
 - o There should be a cultural shift***
 - o Having the information will drive the attitudinal change or cultural shift
 - o Are/is there data that drives attitudinal change?
 - o What total percentage of the MnSCU budget is spent on IT both at the systems office and campus levels?

6. Action Items

- Repost the updated charter statement to the discussion area of SharePoint and the team will propose additional revisions. William and J.C.
- SharePoint: The team is experiencing multiple login issues every time when trying to open a document; follow up with the support team to fix-William
- Post the spring team gallery walk schedule to SharePoint J.C.
- Create a discussion for the team to post their stakeholders list and the method of communication-William
- Develop a communication plan from the team stakeholder submissions. - William and J.C.
- The team should be involved in communicating the team progress to their constituents represented.
- The stakeholders will have a chance to provide input to the ideas/themes developed by the team
- The team members are ambassadors to the stakeholders and should be able to tell the Charting the future story in a concise and consistent manner
- Communicate to the stakeholders early and more often