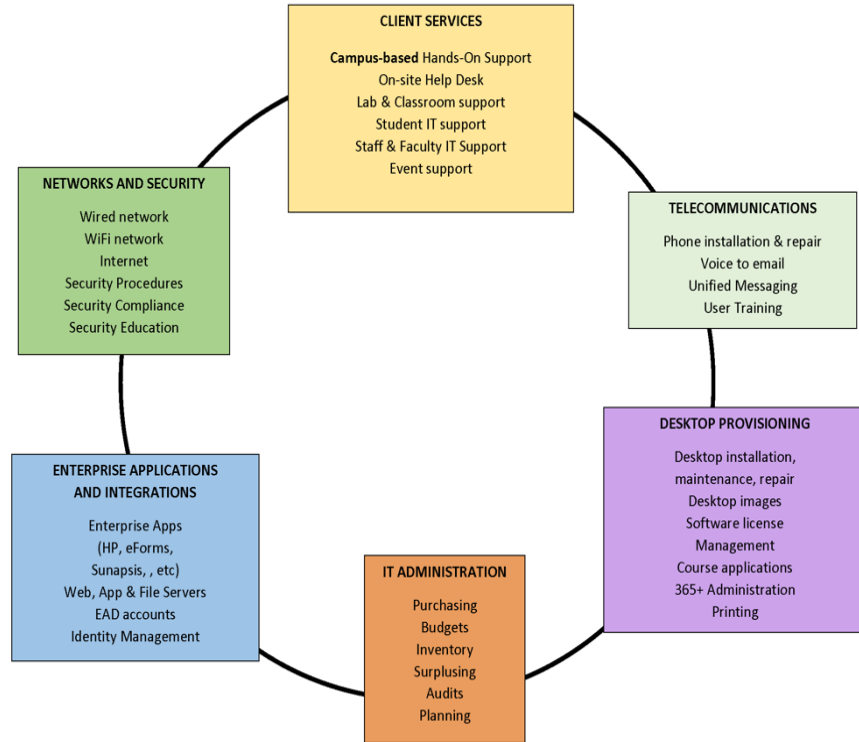


Achieving System Integration: IT UPDATE

Seattle Colleges, April 10, 2018

COMPLETED - January, 2018 through March, 2018

1. Merged four IT units into one unit of 60+ staff.
2. Defined newly organized IT Service Groups, responsibilities, and created new org chart.
3. Negotiated go-ahead from the union on proposed org changes, which took effect on April 1, 2018.
4. Identified & installed a single ticketing help desk software for entire Seattle Colleges. Implementation in progress.
5. Agreement to consolidate IT budgets from all campuses and district starting in July 2018 budget year.
6. Agreement to standardize software used by International Programs across all campuses.



MAJOR ELEMENTS:



- Build teams with right people in right seats + role clarification
- Coordinate & build knowledge across the campuses
- Establish new norms & build trust
- Empower service groups to solve issues together as a team
- Consider the entire system’s needs in decisions

From April, 2018 Onward:

- Follow Path to IT Integration & Quality of Service Standardization
- Formal IT Roadmap
- Security
- Data Governance

4 IT units	One IT unit	Cross-campus teams per service group	Teams empowered to assist other campuses via appropriate system tools	Shared responsibility for assigned service across all campuses	Fully integrated capacity to manage entire SC-IT services from any campus (except hands-on requirements)
Path to IT Integration and Increased Quality of Service Standardization					
	Each service group identifies standards	Service groups lay out phased process to achieve standards	Service groups determine timeframe for achieving goals	Service groups work through phases to goals	Target: Fall 2020 in concert with Promise program at any College