

Technology at CMU

Response to the Spring 2005 Edutech International Report

In the Fall of 2004, CMU commissioned Edutech International to produce a review of its information technology landscape. In its fulfillment of this charge, Edutech reviewed numerous documents and visited campus to interview a large number of administrators, faculty, staff, and students. Their subsequent report regarding the state of IT on the CMU campus, issued in April of 2005, contained nine major recommendations across four topic areas: Vision and Planning, Centralization and Decentralization, Funding and Resources, and SAP Campus Management.

Specifically, the nine recommendations were...

- Recommendation #1: Develop a leadership and governance model for information technology.
- Recommendation #2: Develop a vision for IT, taking into account CMU's particular culture and tradition.
- Recommendation #3: Create a strategic plan for IT.
- Recommendation #4: Make sure that centralized and decentralized IT services are working together to provide efficient and effective service.
- Recommendation #5: As soon as possible, increase funding levels for IT, especially by adding staff.
- Recommendation #6: Develop Service Level Agreements with all user groups.
- Recommendation #7: As soon as possible, institute and fund a university-wide replacement program for core faculty and lab desktop/laptop hardware.
- Recommendation #8: Consider ways to increase financial support for technology.
- Recommendation #9: Pause the Campus Management Project ASAP and consider alternatives that will reach the goal faster at less cost.

During the Summer of 2005, the President, Vice-Presidents, and Interim Chief Technology Officer discussed a number of things that CMU might do to address the concerns of the report. As a result of this discussion, the following have been done or will be done beginning with the 2005-2006 academic year.

- In response to Recommendations 1-3, IT-related committees at CMU are being revised with the intention of increasing campus "ownership" of its IT resource. Committees are being charged with increased function, and lines of reporting and responsibility have been clarified. This new committee structure will be responsible for developing and maintaining a vision and strategic plan for IT that functions within and meshes with CMU's overall vision and strategic planning.
- In response to Recommendation #4, the Distributed Computing Advisory Committee has been reconfigured and renamed. The new Distributed Computing Steering Committee has been charged with assuring that the

appropriate campus resources have been assigned to the fulfillment of initiatives developed through the strategic planning noted above.

- Recommendations 5-8 will be addressed by the Technology Planning Board. This committee will be undertaking a review of all campus IT operations, with the goal of identifying appropriate new resources, service levels, and hardware maintenance levels. In addition, all campus IT committees will be involved in a discussion regarding appropriate ways to increase financial support for technology across campus.
- Throughout the late spring, and concurrent with the release of the Edutech Report, the university administration reevaluated the organization, deliverables, costs, and timeline of the SAP Campus Management project and is committed to completion of the project as defined. Project organization has been extensively revised, additional project resources have been identified, and work on the project continues. CMU anticipates a go-live date for its new student system in June 2005.