

# IT Governance: Shared IT Infrastructure Advisory Committee (SIAC)



## Notes

3:00 to 4:00 pm

09/01/2015

Hub 272

**Members Attending:** Blanchard, Cromer, Frey, Kirmse, Lander, Mian, Olson (Chair), Robinson, Sallot

**Others Attending:** Burdette, Capehart, Easley, Haynes, Livoti, Madey, Miller, Tran

## I. New Business

- **Project Management Office** **Troy Haynes**
  - See presentation slide-deck, attached
- **Director of Enterprise Infrastructure Services search** **Azfar Mian**
  - Search committee has scheduled on-campus interviews
  - Most of the SIAC attendees have multiple options to participate; including a lunch-hour meeting with each candidate; Exchange Calendar invitations have been sent.
  - 3 main areas of focus for the position
    - Competency
    - Team – Ability to be a Team Member
    - University Citizen
  - Information has been posted on the search web-site, including resumes:  
[\[http://www.it.ufl.edu/vp-cio-office/search-committee-for-the-director-of-enterprise-infrastructure-services/\]](http://www.it.ufl.edu/vp-cio-office/search-committee-for-the-director-of-enterprise-infrastructure-services/)
  - They are not planning for the candidates to do a formal 'presentation,' per se, just Q&A
- **IAM Coming Attractions** **Warren Curry**
  - Warren not available; Olson passed along a preview of what Warren will talk about when he's able to attend (planned for next SIAC meeting)
  - Upgrade to Shibboleth 3 coming; MLK day is target for upgrade
  - Testing will be available via parallel/test systems, to be announced
  - Will build in capability for multi-factor, but don't expect immediate implementation/availability
  - The 'Replatforming' of the UF Registry (move it off the mainframe) will be a part of this work
  - The IAM team is also rewriting password-change front-end; current one is vulnerable to attacks
  - Auto-Provisioning is in progress, but there are still some wrinkles to hammer out.
    - One-Drive for Business autoprovisioning is already working, but email autoprovisioning continues to present problems
    - No time-line is available
- **Campus-wide GitHub Implementation** **Chris Easley**
  - GitHub is a version-control & code repository system
  - Have been looking to implement within UFIT, and received expressions of interest from other campus IT groups

# IT Governance: Shared IT Infrastructure Advisory Committee (SIAC)



- Would allow diverse groups on campus to share code, and fork as necessary
- Includes granular access control, discussion boards
- There are already various Git and Git-like installations around campus, and this would offer consolidation. No cost-savings expected to UFIT, because UFIT probably won't charge for this <speculation, not official decision>.
  - Lander: Everyone who wants it has it.
  - Easley: But that is purely local.
  - Lander: And that is exactly what these folks want/need (local)
    - Git is one tool in a suite of tools these people are using; but unless we're replacing the whole suite, there's probably not much attraction for them to migrate to central.
  - Livoti: What does it matter where the tool runs, as long as it runs? They can still get the same use/value from it whether it's central or local.
  - Easley: Even if smaller communities are already adequately served, this has potential to serve a larger community, with common needs & interest
- This will be a topic at the next IT@UF meeting, to assess interest
  - Lander: Suggests a public Qualtrics survey
  - Frey: Finding out who the current users are, and what features they would like (that they don't have) would be good
  - Easley: We'll probably do a survey if IT@UF expresses interest
- **Update on the new low cost storage tier** **Chris Easley**
  - Thanks to Dan Cromer & IFAS, EI&O has been able to get the cost down to \$7/TB/month, via economy-of-scale.
  - Hope to have on the floor in the next 2-3 weeks
  - Working with various customers on planning for their usage of the service
  - If any committee members are interested let Chris know
  - Not high-performance; mostly intended for bulk storage (e.g. video-surveillance is one known use-case)
  - Current "Gold-Silver-Bronze" storage offerings will still be available, at current pricing
  - The new storage can do replication, snapshot, off-site (Atlanta) copies; additional charges apply.
    - E.g., if you replicate data at both SSRB and UFDC/East Campus, you'll be charged the full \$7/TB/month for each copy.

## II. Next Meeting

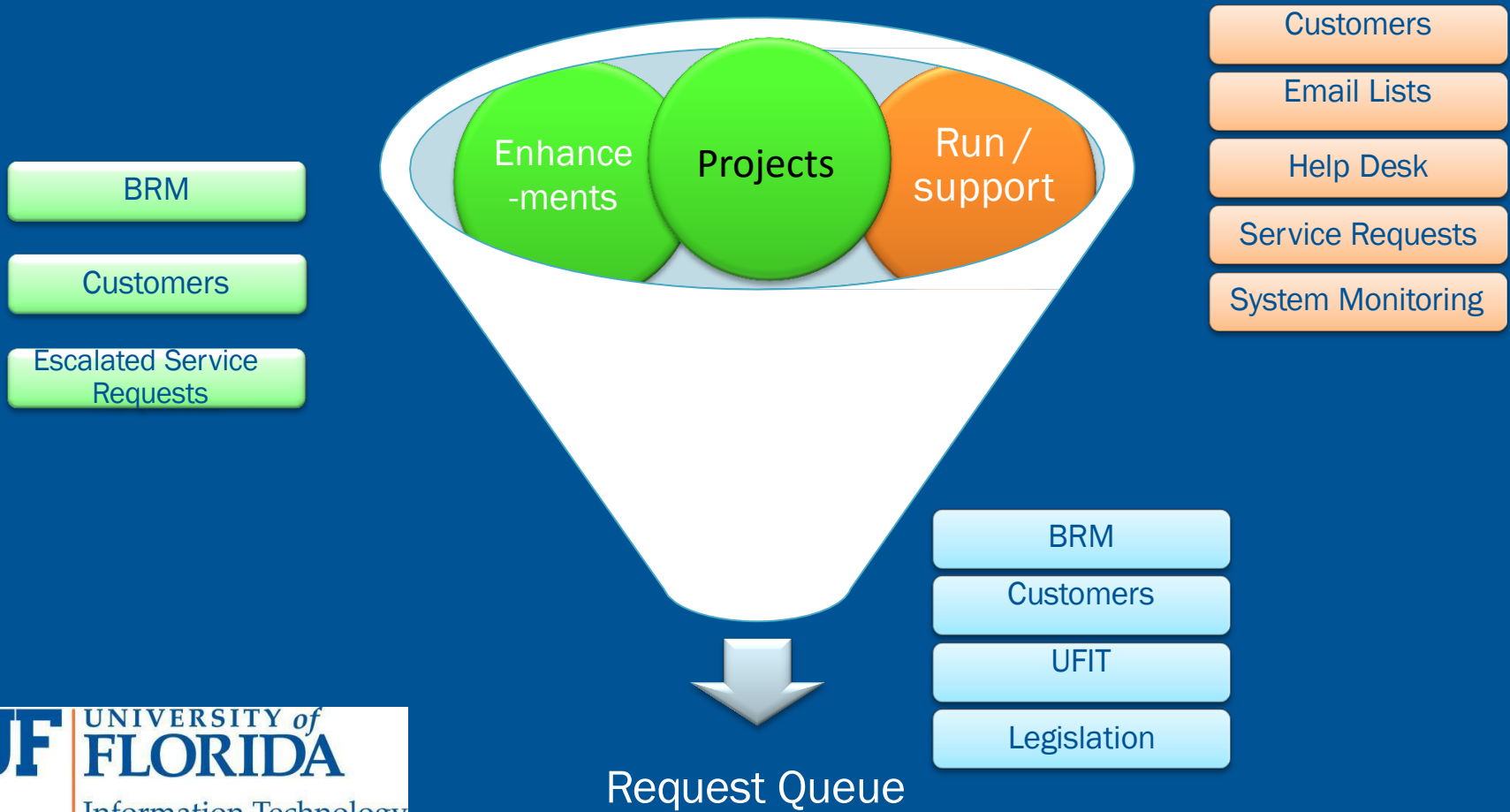
- The 1<sup>st</sup> Tuesday of each month from 3:00pm to 4:00pm – Oct. 6<sup>th</sup> in Hub 272

## III. Additional Information

- UF IT Governance Home: <http://www.it.ufl.edu/governance/>
- Shared Infrastructure Advisory Committee (SIAC) website: <https://connect.ufl.edu/it/SIAC/>

# UFIT PROJECT MANAGEMENT

# UFIT Handles Requests from Many Channels



# Project Selection



## Project Classes

Core

Efficiency

Growth

Innovation

# What is a Project?



*UFIT also uses additional criteria to help establish a project by assessing the associated work effort in resource hours.*

*Should a set of tasks take more than 80 hours of work effort, then this establishes the tasks as a project.*



## Projects

- Temporary
- Unique
- Attains objective

## Operations

- On-going
- Repetitive
- Sustains business



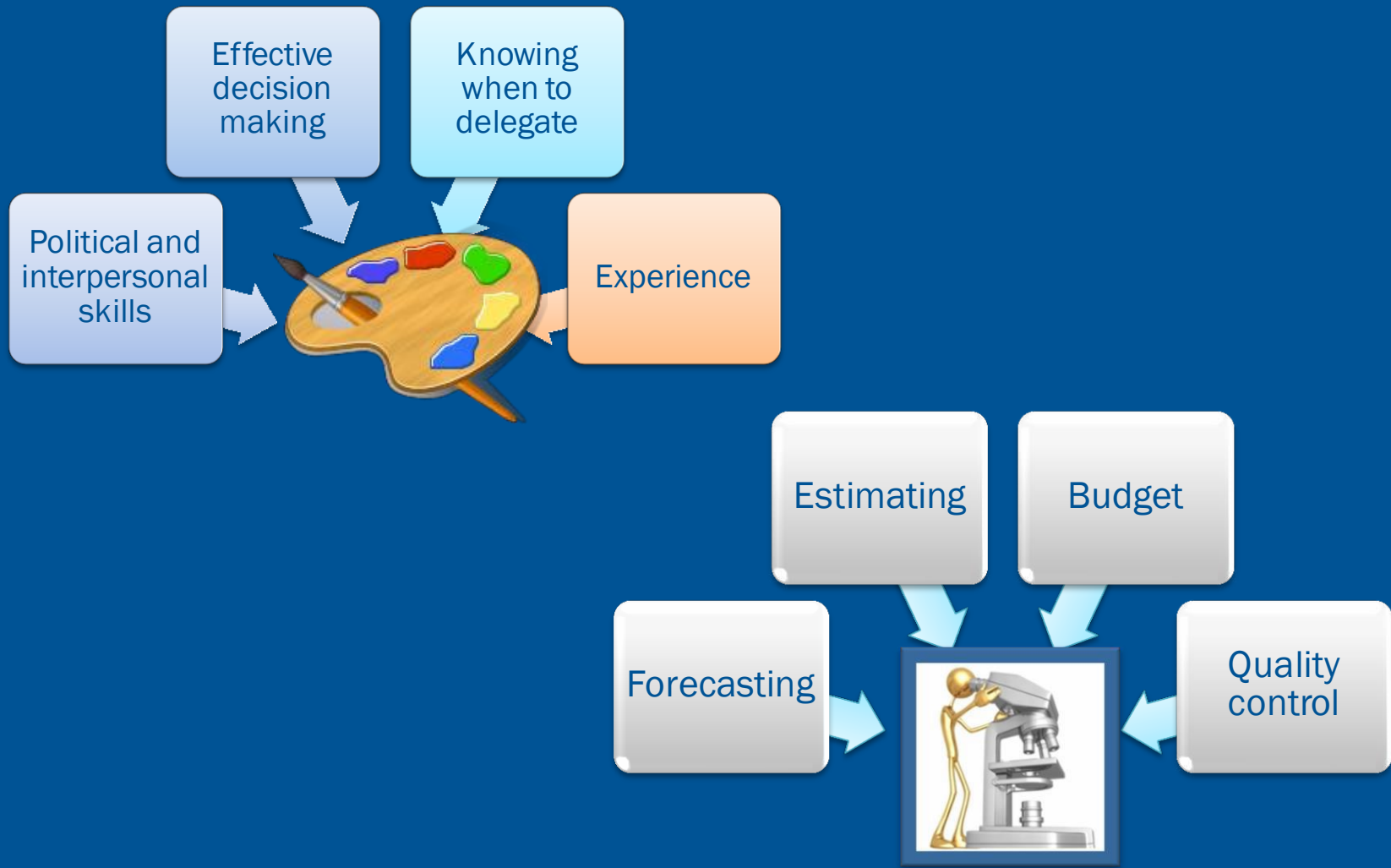
# What Drives Success?

- All agree on project goals
- Clear responsibilities
- Effective communication
- Controlled scope
- Management support
- Consistent methodology



- Consistent deployment of strategic initiatives
- Familiarity with similar terminology
- Better definition of expectations
- Ease of managing multiple projects
- Ability to leverage previous work

# Art or Science?

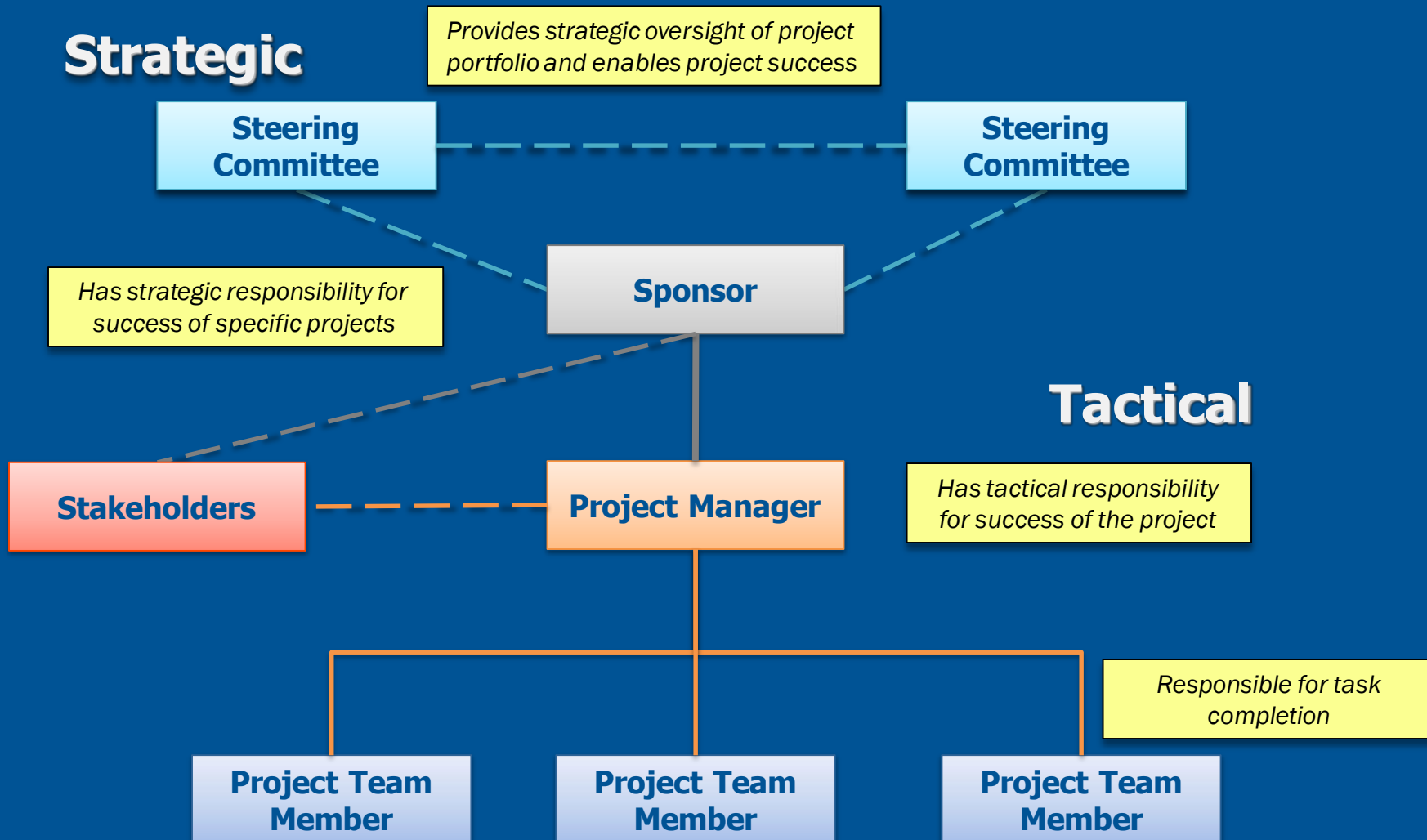




# Triple Constraint Theory

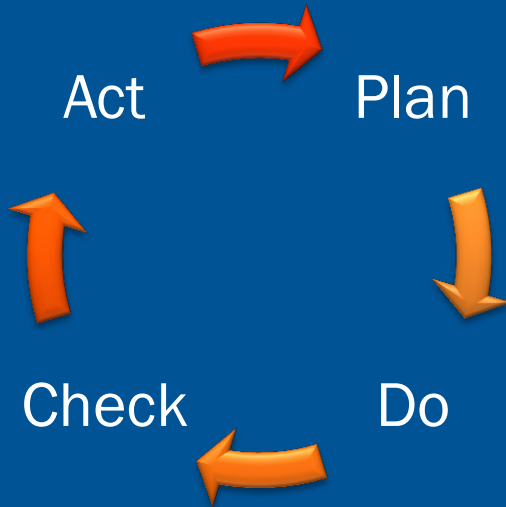


# Roles and Responsibilities

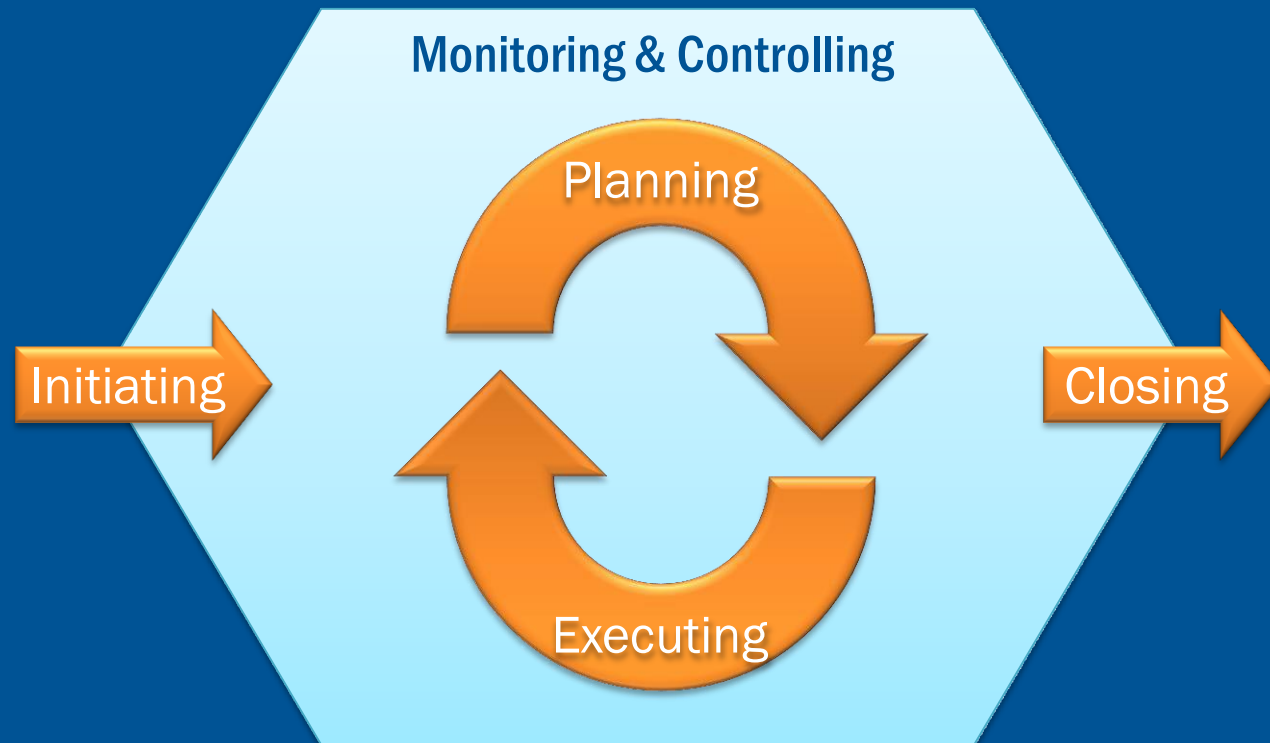




The Initiate, Plan, Execute, and Close (IPEC) methodology is designed to meet the needs of all UFIT and our customers as we engage in project work.



## Process Groups



# Life Cycle



Understand what to build	Understand how to build it	Build it	Evaluate and adjust	Validate solution
<ul style="list-style-type: none"> <li>• Vision</li> <li>• Business case</li> <li>• Project selection</li> <li>• Define stakeholders</li> <li>• High level requirements</li> <li>• Communicate</li> </ul>	<ul style="list-style-type: none"> <li>• Scope definition</li> <li>• Detailed requirements</li> <li>• Requirements management plan</li> <li>• Baseline architecture</li> <li>• Project tasks and timelines</li> <li>• Communication, Quality, and Risk plans</li> </ul>	<ul style="list-style-type: none"> <li>• Task execution</li> <li>• Detailed design</li> <li>• Development</li> <li>• Component acquisition</li> <li>• Manage team</li> <li>• Manage risks</li> <li>• Communicate</li> </ul>	<ul style="list-style-type: none"> <li>• Testing</li> <li>• Change control</li> <li>• Monitor progress and report status</li> <li>• Quality assurance</li> <li>• Manage risks</li> <li>• Communicate</li> </ul>	<ul style="list-style-type: none"> <li>• Testing</li> <li>• Client sign-off</li> <li>• Lessons learned</li> <li>• Transition to operations</li> <li>• Administrative closure</li> <li>• Communicate</li> </ul>

# PMI: Succeed or Fail?

Failure Point	Process Group	Time for Success
<b>90%</b>	Initiate	<b>10%</b>
	Plan	<b>15%</b>
	Execute	<b>60%</b>
	Monitor & Control	
	Close	<b>15%</b>

*“A review of most failed project problems indicates that the disasters were well-planned to happen from the start. The seeds of problems are laid down early. Initial planning is the most vital part of a project.”*

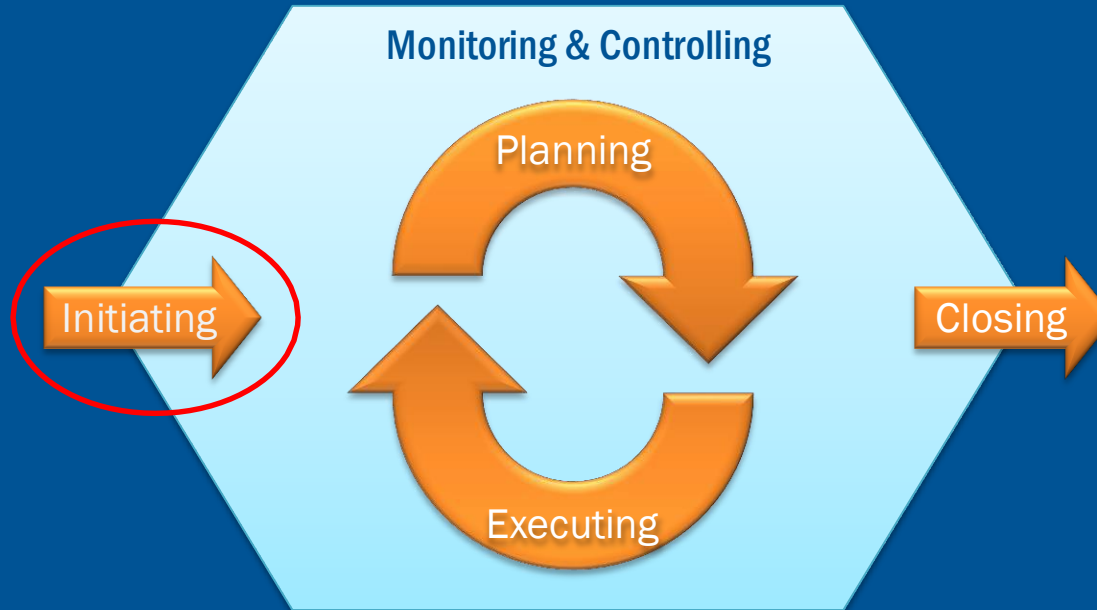
From: *One Hundred Rules for NASA Project Managers*

NASA Rule #15

# Initiating a Project



- Proposal
- Business Case
- Project Charter



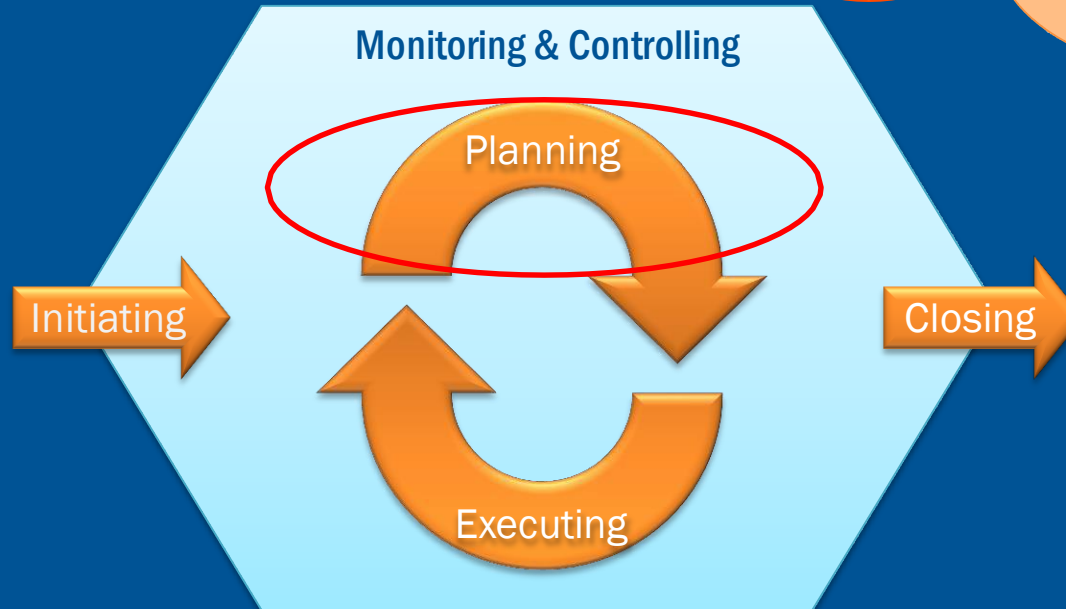
## Activities

- Project Selection
- Project Authorization

## Tools

- Project Charter
- Stakeholder Analysis

# Project Planning



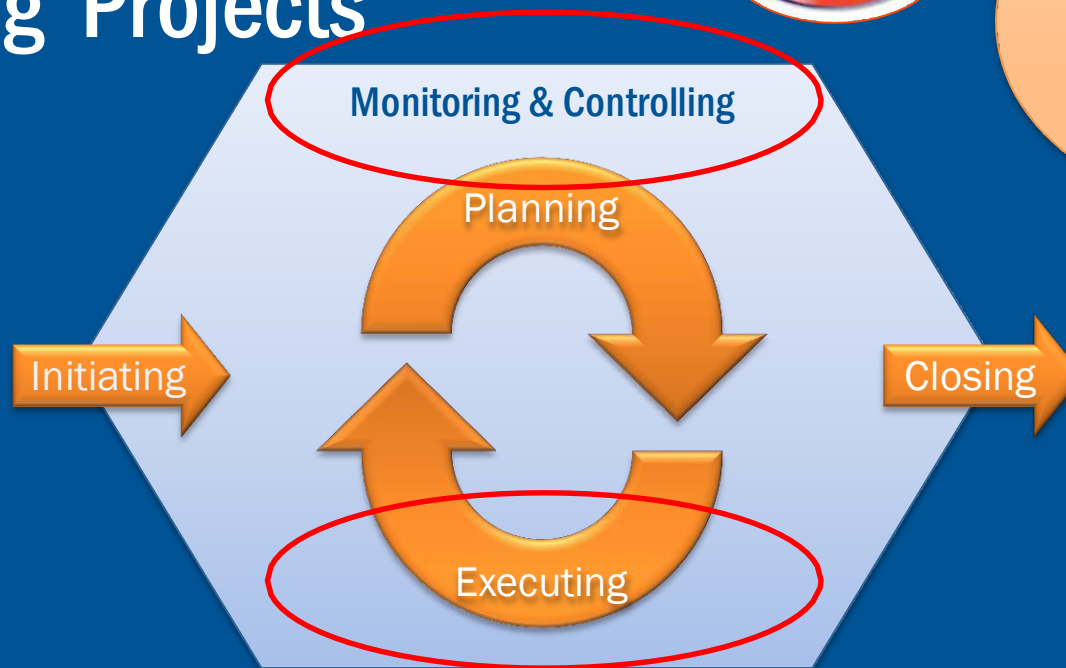
## Activities

- Define scope
- Create Work Breakdown Structure
- Identify tasks and interdependencies
- Estimate activity duration and resources
- Finalize and distribute project plan

## Tools

- Statement of Work
- Work Breakdown Structure
- Estimating Techniques
- Network Diagram
- Critical Path
- Resource Spreadsheet

# Managing Projects



- Project Artifacts
- Status Reports
- Issue Management
- Testing Strategy
- Deployment Plan
- Training Plan
- Stakeholder Signoff

## Activities

- Direct, manage, monitor and control project work
- Manage and control stakeholder engagement

## Tools

- Status Reports
- Change Management



# Monitor and Control Tasks

## Slippage in critical path tasks

## Other tasks

- Behind schedule
- Completed, but deliverable not met
- Ahead of schedule

## Meet scheduled targets

- When was the task started?
- How much is completed?
- What work is left to be done?
- What's needed to get it done?
- What problems might arise?
- How does this impact other tasks?

# Reviews

## Budget

- Current and/or forecasted variance
- Reasons for variance
- Expenditure timing

## Risk

- Monitor planned risks
- Identify new risks
- Execute risk plans and evaluate plan effectiveness

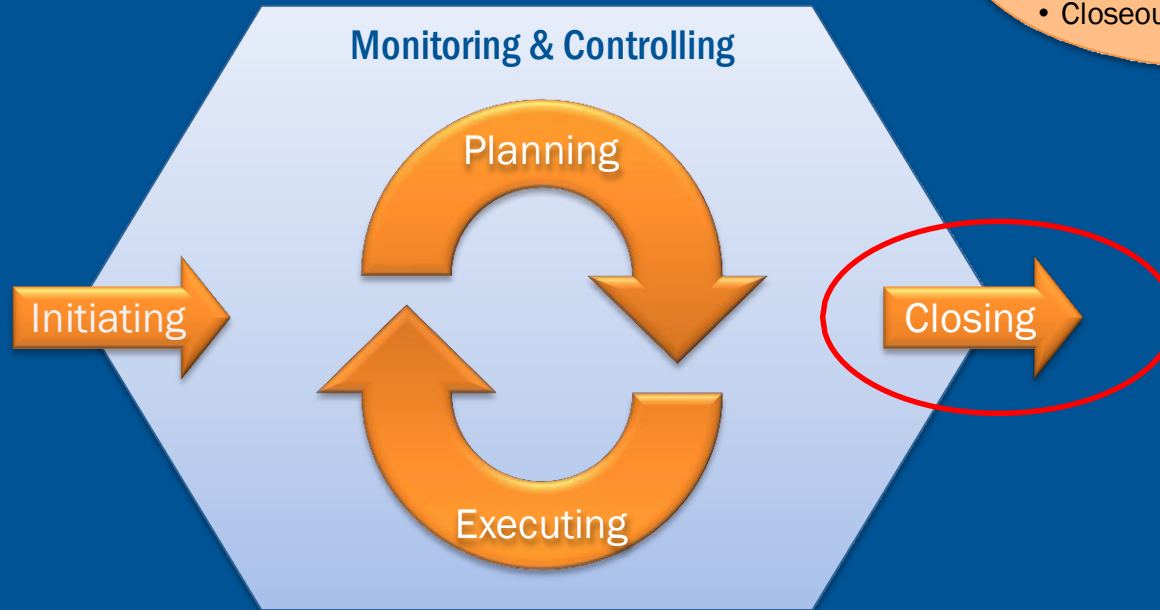
## Strategy

- Validate with strategic plan
- Use formal change management process

## Quality

- Monitor results for compliance with quality
- Feeds change and management plans

# Closing Projects



- Stakeholder Acceptance
- Production Control Acceptance
- Lessons Learned
- Closeout Report

## Activities

- Transition activities
- Create archives
- Validate completion
- Leverage efforts
- Celebrate

## Tools

- Archival Documents
- Closure Report
- Lessons Learned

# Lessons Learned Analysis

## • Business Units

- Customer Satisfaction
- Business Opportunity

## • Processes

- Functional Support
- Methodology
- Executive Support

## • Deliverables

- Time
- Cost
- Quality



What did we do right?



What did we do wrong?



What future  
recommendations can  
be made?



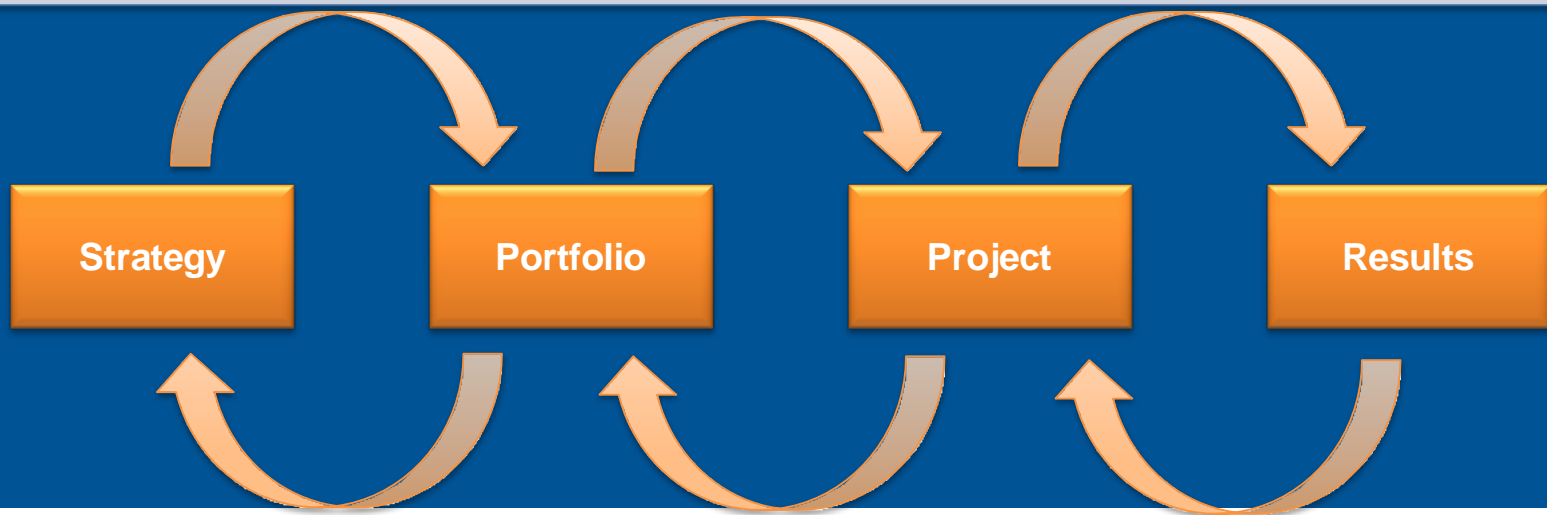
How, when, and to whom  
should information be  
disseminated?

# Project Portfolio Management

Practices and disciplines to optimize resource deployment toward strategic priorities

Establish portfolios linked to specific themes

Apply allocations, prioritization and management processes



# Questions?

# Appendix

- Project Management Training

- <http://training.it.ufl.edu/services/project-and-portfolio-management-ppm/>

- IPEC Training

- <https://connect.ufl.edu/it/Projects/Shared%20Documents/Project%20Management%20Methodology%20and%20Templates/IPEC%20Templates/Training/IPEC%20Training.pptx>

- IPEC – Project Management Key Deliverables and Activities

- <https://connect.ufl.edu/it/Projects/Shared%20Documents/Project%20Management%20Methodology%20and%20Templates/IPEC%20Templates/Project%20Management%20Key%20Deliverables%20and%20Activities.xlsx>