

2021-03-05 IT Road Maps and Strategy Development

Agenda

1. Roll Call (by timezone - East to West)
2. Scribe Shout-out - It's easy to scribe: [How To Scribe Itana Calls Guide](#)
3. **IT Road Maps and Strategy Development - Jeff Kennedy**
4. Itana Org Updates (if any)
 - a. Coaching and Mentoring
 - i. Some folks have signed up on the Educause mentoring site and have been matched
 - b. Book Club
 - i. Starting up March 16th
 1. [Technology Strategy Patterns](#)
 - a. Working Group Updates
 - i. [New2EA Working Group](#)
 1. Continue to work on the Itana Wiki
 - ii. [API Working Group](#)
 1. Call next, Thursday, March 11th
 - iii. [Business Architecture Working Group](#)
 1. Call next Friday, March 12th
 - b. Steering Committee Update

Full program on the [2020-2021 Itana Program](#) page. All calls (including working groups) are listed on the [Events](#) page.

Notes:










































- Part 2 of jeff's December 2020 presentation
- Business Capability Roadmaps
- Over 40 people on the call














- UCISA reps on the call
- [McFarlan grid](#) layered over CAUDIT Model shows where the institution wants to go in relation to providing commodity and differentiating services
- Creating a Business Capability Roadmap with HR as an example
 - The University of Auckland architectural group meets with senior leaders and simply asks where they want to go as an organization? What do you want to make better?
 - There is no discussion about initiatives, projects, or capabilities
 - Based on what the senior leader lines out the architectural group then meet with a lower layer of leadership and start using the roadmap documents to creating increments to improve a capability
 - The Digital Futures areas on the far right of the page are composed of items related to
 - Looking to other universities and industry of where you want to go regarding technology
 - Projects are then pulled out of the road maps
 - Roughly scaled as appropriate for people, process, and technology
 - The projects then flow into the portfolio group for investments decisions and scheduling
- Application Inventory
 - The University of Auckland has 1300 applications
 - Products, platforms, services
 - They use Gartner attributes
 - Fitness, value, cost
 - PACE Layer: Differentiation, something new
 - Deakin University in Australia is using [Capterra](#) classifications to support asset organization
 - Rather than just using the capabilities to organize assets, the Capterra classifications are more granular and help with the discussion of “are you sure we don’t have something like that”
 - At times the capabilities are not granular enough to categorize applications
- Questions From December 2020 session:
 - How did you get leadership to agree upon using the language of capabilities?
 - You need to getting buy-in from leadership
 - Leverage the fact that 300 universities worldwide are using the CAUDIT model
 - Get buy-in from operating managers
 - Have them define and look at goals and understand how capabilities support their goals
 - Follow up question from Dana:
 - Is it easier to get leadership buy-in using capabilities rather than ITSM terms such as “Service”?
 - Capability is more of a business language and the ITSM terms tend to turn off people who view it as IT speak
 - Another value of the capabilities is they are independent of orgs
 - Are your delivery teams from both the IT and Enterprise stack?
 - Yes
 - Who is in the room when you are discussing what capabilities to improve upon?
 - Executive directors
 - Senior-level
 - How are you using the Jisc learning to improve capabilities?
 - Gained buy-in from senior IT leaders to use the [Jisc](#) model which provides a six-level framework that supports the digital capabilities of individuals and organizations.
- Question from Jim Phelps:
 - Does it make sense to view application redundancy through the lens of capabilities or ask the question do we need to do this thing in 15 different ways or do we need 15 things to make this one thing work this way?
 - [Ladan Heit](#) at Laurier University is doing business capability heat mapping to their application portfolio
- The Business Capability Roadmaps are owned by
 - Product owners
 - Product managers
 - They are the people that can achieve a business capability increment
- IT Roadmaps
 - The IT Roadmaps are a separate effort from Business Capability Roadmaps
 - They can help in sorting out the issues of addressing technical debt vs creating new experiences
- Again, start with working with Senior Leadership
 - What is your digital ambition?
- IT Roadmaps
 - Keeping in mind IT enables the organization to do where it wants to go
 - IT for the business
 - The business of IT
 - How do we organize, plan, grow, and deliver
 - Technology substrate for the university
- Family of IT Capability Plans
 - IT Strategic Plan
 - IT Service Areas














































- IT Capability Plans
 - Looks a lot like the Service Catalog?
- Collaboration examples
 - Domain
 - Technology Service Owner
 - Technology Architect
 - Overseen by the Enterprise Architect
- IT4IT
 - Some view as a Competitor to ITIL
- Further investigation is needed to understand the interactions with capabilities and IT4IT and TBM

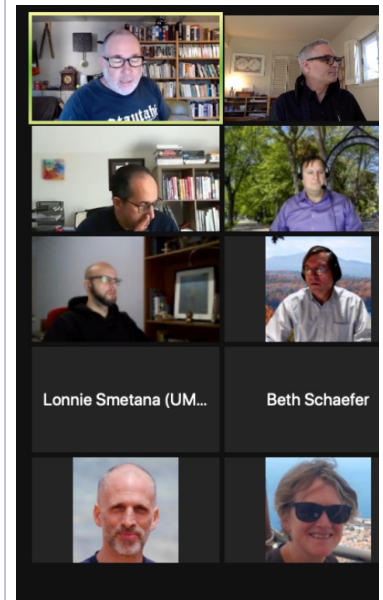
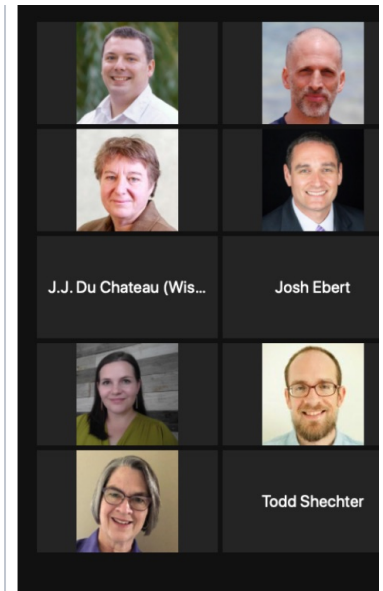
Participants:

--	--

	Dana Miller (me)		
	Jim Phelps (UW) (Host)		
	Bethany Gordy (Co-host)		
	J.J. Du Chateau (Wiscon... (Co-host)		
	jeff kennedy (Co-host)		
	Louis King (Co-host)		
	Ashish Pandit		
	Beth Schaefer		
	Betsy Draper		
	Betsy Reinitz-EDUCAUSE (she/her)		
	Christopher Eagle		
	Christopher Stanley		
	Daniel Lopes		

	Dave Bunter
	Dawn Hemm
	Garrett King
	Henry Pruitt
	Jens Haeuss
	Joanna Mue
	Josh Ebert
	Lonnie Smet
	Mahmoud Yc
	Mary Steven
	Matthew Ho
	Mendoza Fa
	Millet, Polly

	Mona Zarei (U of Miami)		
	Monique Mavour		
	Nancy Mustachio (Barnard College)		
	Nathan Eatherton		
	Raoul P Sevier (Harvard)		
	Rich Cropp (Penn State)		
	Rupert Berk (UWash)		
	Sara Fox		
	Stelios Bourmpoulas (UM)		
	Stephane Pajon		
	Stephanie Pereira (uOttawa)		
	Stephanie Warner		
	Steve J Devoti - UW-Madison		
	Tad Kolke		
	Todd Shechter		





Chat:

13:59:26 From Nancy Mustachio to Everyone: Good afternoon everyone! =o)

13:59:43 From Jim Phelps (UW) to Everyone: Hello Nancy.

13:59:56 From Jim Phelps (UW) to Everyone : What institution are you from?

14:00:20 From Nancy Mustachio to Everyone: Representing Barnard College (NY)

14:05:40 From jeff kennedy to Everyone: @Stéphane = it's wonderful to see you here!

14:05:55 From Stephane Pajon to Everyone: and you jeff

14:08:34 From J.J. Du Chateau (Wisconsin) to Everyone: That's 40 F Jeff Kennedy. :)

14:08:44 From Stephane Pajon to Everyone: :)

14:09:07 From Stephane Pajon to Everyone: about the same in the UK right now

14:09:13 From Stephane Pajon to Everyone : 3 Celcius

14:11:59 From Raoul P Sevier (Harvard) to Everyone: Who is from Oregon State?

14:13:34 From Millet, Polly to Everyone: I am :)

14:14:39 From Stephane Pajon to Everyone: There was a flurry of earthquakes in Iceland too I believe. Could it be related?

14:25:53 From J.J. Du Chateau (Wisconsin) to Everyone: Excellent. Love it.

14:28:47 From Jim Phelps (UW) to Everyone: If you have questions, please use the Reactions -> Raise Hand

14:51:16 From Dana Miller to Everyone: IT Capability Plans appear to look like our Service Catalog?

14:51:25 From Mary Stevens to Everyone: We are trying to get mature enough to have a scheme

14:51:44 From Christopher Stanley to Everyone: we leverage the EDUCAUSE service definitions, we also use COBIT definitions within IT

14:52:37 From Stephane Pajon to Everyone: <https://www.managebt.org/who-we-are/>

14:53:12 From jeff kennedy to Everyone: +1 that BT Standard is super interesting.

14:54:26 From Mahmoud Youssef (GWU) to Everyone: What about IT4IT for defining IT value chains and capabilities

14:57:08 From Nathan Eatherton to Everyone: Thanks for reviewing your approach - good stuff!

14:57:46 From Christopher Stanley to Everyone: This was a great conversation and I hope to keep exploring myself. I hope this group can continue the conversation.

14:58:31 From Dana Miller to Everyone: Thanks, Jeff!

14:58:38 From Stephane Pajon to Everyone: Thank you jeff

14:58:38 From Steve J Devoti - UW-Madison to Everyone: Thanks, Jeff!

14:58:39 From Dawn Hemminger (UW) to Everyone: Thank you, Jeff!

14:58:39 From Majeed Abu-Qulbain (Illinois State) to Everyone: Thank you very much, Jeff!

14:58:48 From Lonnie Smetana (UManitoba) to Everyone: Thanks, Jeff. Great ideas as always!

14:58:49 From Beth Schaefer to Everyone: Thanks, Jeff!

14:58:49 From Christopher Eagle to Everyone: thanks, Jeff. Aspirational is indeed the correct word.

14:58:53 From Stephanie Pereira (uOttawa) to Everyone: Thanks, Jeff!

14:58:57 From Louis King to Everyone: Jeff, Could you share the press with us?

14:59:01 From J.J. Du Chateau (Wisconsin) to Everyone: Thanks, Jeff. Great as always.

14:59:01 From Mahmoud Youssef (GWU) to Everyone: Can I invite colleagues to that workshop?

14:59:07 From jeff kennedy to Everyone: thanks everybody --- am looking forward to the journey mapping session!

14:59:09 From Sara Fox to Everyone: Thanks, Jeff!

15:00:00 From Betsy Draper to Everyone: Thanks, Jeff!

15:00:05 From Stephane Pajon to Everyone: Have a great weekend jeff

15:00:24 From Mahmoud Youssef (GWU) to Everyone: Thank you, everyone

15:00:43 From Amy J Fouts to Everyone: do you have a book selected?

15:00:53 From J.J. Du Chateau (Wisconsin) to Everyone: Lonnie.Smetana@umanitoba.ca or Jonathan.DuChateau@wisc.edu for Book club

15:00:57 From Lonnie Smetana (UManitoba) to Everyone: Yes. It is Technology Strategy Patterns