CFAES IT Transformation Project
Plan for the First 90 Days

The CFAES IT Transformation Project includes an increased partnership with the Office of the Chief Information Officer (OCIO) that will help the College focus its internal IT resources on more strategic IT services, shifting core IT functions to the OCIO for daily operations and support. The IT Transformation Project kicks off November 1, 2017 and is expected to take 18-24 months to complete. The first 90 days lay the foundation for the remaining efforts. Start-up activities during that period will be concentrated in the areas outlined below.

1. Establish the core project team and an IT Transformation Task Force.
   - A core team has been established to lead the planning and implementation of the IT Transformation Project. Representatives from CFAES and OCIO include: Graham Cochran, Matt DeVore, Eric Bode, Diane Dagefoerde, Bob Corbin, and Jason Haskins.
   - An IT Transformation Task Force will be established to help guide the work, provide input on key decisions, and champion change. This group will be comprised of representatives from across the College.

2. Develop and implement a Workforce Transition Plan for IT staff.
   - IT staff within the college who provide core IT services today will move into core IT support positions in OCIO. IT staff within the college who provide classroom support, video conferencing support, research support, and local application support today will remain in the college but will move into new teams/roles in the re-organized CFAES IT group.
   - CFAES and OCIO HR teams will work together to gather information on current positions, duties, and responsibilities of IT staff working across the college.
   - The HR teams will work with the core team to map current-future roles:
     o For individuals who will move to OCIO, we will map their current job duties to similar teams and positions in OCIO.
     o For individuals who will stay in the College, we will map their current job duties to new teams and positions that will be implemented as a part of the CFAES IT re-organization.
     o It is understood that many current IT staff provide a combination of core and strategic IT services. We will work with these individuals on a case-by-case basis to determine the right role going forward.
   - The HR teams will work with the core team to develop a Workforce Transition Plan for IT staff including a timeline for moves. It is anticipated that some role moves will occur within the 90-day plan period while others will occur later in the process.
   - All CFAES IT staff will continue to do what they are doing today until they move into their new roles.

3. Develop and implement a Communication Plan and Feedback Loop.
   - CFAES and OCIO communicators will identify members of their groups who will serve on a communications team for the project that will last through the project.
   - Within the first 30 days the team will create a communications plan (objectives, audiences, messages, methods, timing, etc.) and decide on a feedback loop as one important objective to facilitate 2-way communication.
• Within the first 60 days the team will implement the feedback loop to get questions, concerns, ideas, and suggestions from the CFAES community to the core team and vice-versa.
• Communications in the first 90 days will be focused on FAQs and setting expectations about how services will work, when to expect changes, how to handle IT needs in the meantime, etc.

4. **Finalize and sign the CFAES/OCIO Service Level Agreement (SLA).**
   • Within the first 60-90 days the core team members, with input from the IT Transformation Task Force and others in the college community, will finalize details of the SLA (e.g., which services are in scope, which ones are not in scope, general service level provisions, and the annual invoice amount).
   • CFAES efforts will include conversations and a decision about how SLA costs will be covered in the CFAES budget (e.g., central CFAES funding, unit contributions).
   • CFAES and OCIO leaders will sign the 5-year SLA which will have a start date of November 1, 2017.
   • The agreement will include a future college advisory group to provide input on service roadmaps and SLA governance.

5. **Define the new service portfolio for CFAES IT.**
   • Within the first 60-90 days the core team members, with input from the IT Transformation Task Force and others in the college community, will define the research, classroom, video conferencing, and local application support services to be provided by the new CFAES IT group.
   • Matt DeVore will work with the IT Transformation Task Force and CFAES IT leads to define roles and budget needed to support the re-organized CFAES IT services.
   • CFAES leaders will review and approve the plan and budget for the new CFAES IT group, including how costs will be covered in the CFAES budget.

6. **CFAES IT Strategy and Roadmap.**
   • The end result of 4 and 5 above becomes the basis for a CFAES IT Strategy and Roadmap.
   • The initial CFAES IT Strategy and Roadmap will be developed and approved by CFAES leadership within the first 90 days.
   • Towards the end of the 18-24 month period this strategy and roadmap will be updated for future planning.

7. **Design and implement an Organizational Change Management Plan.**
   • Change management for CFAES students, faculty, and staff will be critical to the success of this initiative.
   • Within the first 30 days a sub-group from the core team, communications team, HR team and the IT Transition Task Force will be formed to design and lead change management for this project.
   • The core team will consider using the ProSCI change management method that helps groups focus change efforts on people, processes, and technology.
   • Within the first 60-90 days the group will have an initial change management plan available for CFAES community feedback.