“The One MSU is a big house with many doors to welcome our students and serve our communities.”

—President Cruzado, Inauguration Speech, Sept 2010
GOALS AND SUCCESS CRITERIA

- Program Goals
  - Improve the student and community experience
  - Increase operational efficiency
- Success Criteria
  - Demonstrate a significant set of improvements
  - Institute a university-wide methodology for ongoing, coordinated analysis and improvement
ENGAGEMENT

- Oversight Committee
  - Four-campus representation
  - Administration
  - Faculty
  - Student body

- Institutional Evidence
  - International programs
  - Student recruitment
  - Affirmative Action
  - Identity Theft Prevention

- Standing Teams
  - 70+ members
  - 6 cross-campus functional areas
ACCOMPLISHMENTS

- 26 Early Win accomplishments improving student experience and operational efficiency
- 19 improvements in the Project Pipeline
- Evidence of institutional cultural change
- Methodology for ongoing, coordinated analysis and improvement
Best-Practice Methodologies

- Process Management framework
  - Enterprise-wide analysis and improvement
- Portfolio Management framework
  - IT Resource Management Policy, approved Dec 2010
- Program Management Office (PMO)
  - Initiative management
  - Process management
  - Project management
  - Portfolio management
PROCESS MANAGEMENT FRAMEWORK

- Institutional process library
- Process mapping and analysis
  - Identifies areas for improvement
  - Identifies areas for integration
- Informs and implements process improvement
PORTFOLIO MANAGEMENT FRAMEWORK

- Structured business cases
- Evaluation rubric defines consistent criteria
- Prioritization based on
  - Strategic alignment
  - Institutional benefit
  - Cost-effectiveness
  - Probability of success

“Institutions that employ business cases, consistent evaluation criteria, empowered advisory groups, and structured decision processes to select IT investments report achieving greater value and competitive advantage from information technology investments.”

--Goldstein & Caruso, ECAR Roadmap December 2004

11/02/2011
**Program Management Office (PMO)**

- Facilitates prioritization and process management
- Central point of contact and support
- Cross-campus coordination
- Communications to ensure transparency
- Can support variety of initiatives
- Can provide high-priority project management
- Successfully tested with MSUii and existing resources
The initiative can end and the improvements continue if the existing support framework continues.
QUESTIONS?
SOURCES


SOURCES


