

Enterprise Solution Management

Kick-off Date: 11/01/18—Completion Date: 03/25/19

Enterprise Solutions Management

DEFINE → MEASURE → ANALYZE → IMPROVE → CONTROL

Project Charter

Charter Element	Description
Background & Purpose	ITS may be involved in the implementation of an application/system for a department. However, there is little to no technical oversight of the application post-implementation. The solutions are then not consistently managed, which may lead to gaps. This results in a reactive environment that does not allow for resources, project, or strategic planning for ITS.
Mission Statement	This project will focus on developing a process to identify and manage 3rd party software applications, both existing and new, implemented at UTHSC. This project will also identify and recommend skill sets needed for resources to provide these support services.
Scope	In scope: Current and future 3rd party software /applications, systems, or services. Out of scope: Internally developed software /applications, systems, or services

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What Software Should Be Managed?

- Available to all users
- Acquired from a 3rd party/vendor
- Requires a contract with UT or UTHSC
- Has regulatory and security implications


Examples: Axiom, ExamSoft, Sunapsis, Archibus
OnBase, Blackboard, FileMaker Pro

- So what don't we know?

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Response Analysis (One College)



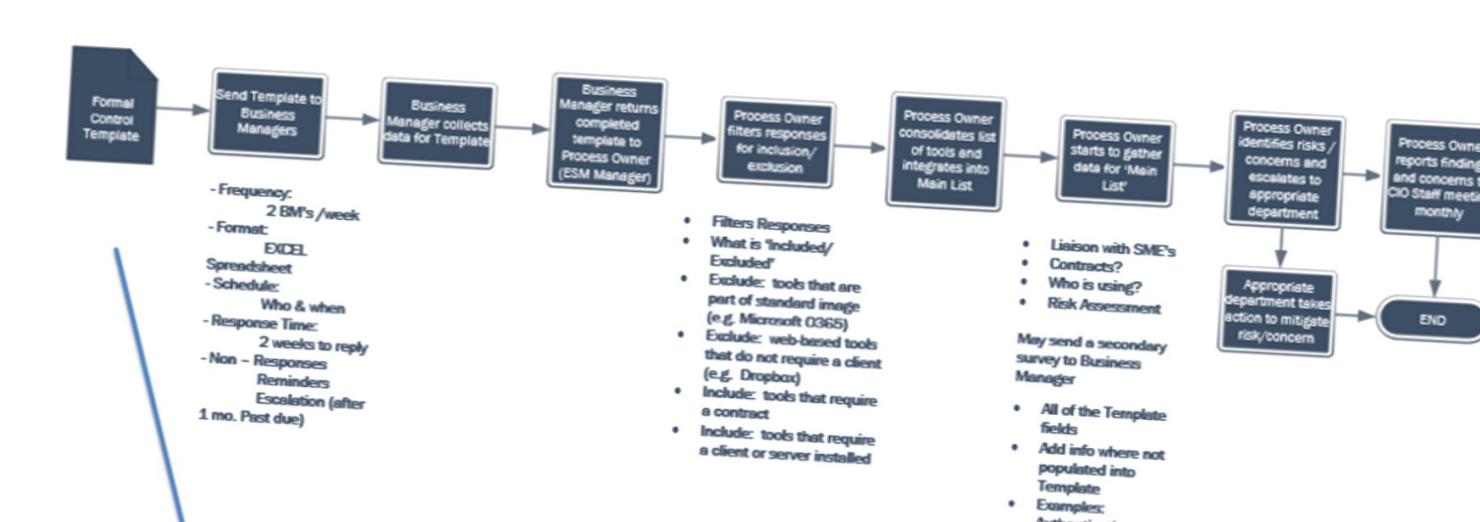
53 third-party software applications identified -- previously unknown items

18
ITS HAD NO INFO ABOUT THEM AT ALL

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Future BPM for ESM



VENDOR	SOFTWARE	PURPOSE	PRIMARY POINT OF CONTACT WITHIN DEPARTMENT	NOTES
Elucian	Banner	Manage student records		
Microsoft	Office 365	Documentations, presentations, and communications		

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Process Ownership

Resource(s) dedicated to monitoring & managing software, with the following skill sets:

Soft Skills

- Meticulous; organization skills
- Strong communication skills
- Facilitation skills
- Leadership skills

Technical Skills

- Versed in technology
- Access/authorization to information
- Understanding of Project Management & ITS standards

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Standardization

- Develop and manage a process to identify existing enterprise level software.
- Develop a process to identify and quantify incoming enterprise software and requirements.
- Apply management processes to all software consistently.

Institutionalized

- Communication Plan will assist with institutionalizing the change.
- Add each service to the ITS Service Catalog.
- Through communication and partnering with Business Managers, the new standard and process will be institutionalized.

Project Team

