HOWDY!

DSA IT Liaisons Communications Committee
9/3/2019
Agenda

• Tech Tip: ODSL Demo of Quickbase
• Maturing Business Relationship Management
• This month in DoIT
• Q&A
Quickbase use in ODSL

Stefanie Baker
Maturing Business Relationship Management (BRM)

Carl Ivey
Business-Provider Maturity Model

**Level 1 Business Demand**
- Foundation systems
- Cost savings
- Operation information
- Functional orientation

**Level 1 IT Supply**
- Provide basic services / solutions
- Stabilize operations & support
- Improve business processes
- Closed internal communications networks

**Level 2 Business Demand**
- Enable business & partnerships
- Consolidated management information
- Integrated process orientation

**Level 2 IT Supply**
- Establish common infrastructure
- Deliver on time, on budget
- Build credibility
- Improve service / solution delivery
- Internal networks + internet

**Level 3 Business Demand**
- Inter-enterprise solutions
- Business growth thru differentiation
- Innovation and collaboration
- Flexible, agile business capabilities
- Business intelligence

**Level 3 IT Supply**
- Open platform for collaboration and innovation
- Converge business & IT functions
- Flexible & agile supply
- Value realization

**Demand**
- Focus is Supply Management

**Supply**
- Focus is Demand Management

**“Strategic” BRM**
- Level 3 Business Demand
- Level 3 IT Supply

**“Tactical” BRM**
- Level 1 Business Demand
- Level 1 IT Supply
Business Relationship Maturity Model

LEVEL 5: STRATEGIC PARTNER
- Shared goals for maximizing value and shared risk and reward.
- Embrace Business Value Realization.

LEVEL 4: TRUSTED ADVISOR
- Cooperation based on mutual respect and understanding.
- Embrace Continuous Improvement.
- Portfolio and Transition MGMT Excellence.

LEVEL 3: SERVICE PROVIDER
- The routine is routine, innovation is a challenge.
- Embrace BRM Role and Service MGMT.
- BRM and Service MGMT Excellence.

LEVEL 2: ORCHESTRATOR
- Frequent miscommunications build distrust and reactive course changes.
- BRM Role and Service MGMT Excellence.

LEVEL 1: AD HOC
- Loudest in, first out.
- Establish Demand MGMT Discipline.
- I am too busy to think about anything other than being busy.

My Provider prevents me from making big mistakes, but I'm not always sure of the direction we're headed.

I work together with my business partners to survive and prosper.

My business partners understand, work with, and help improve our capabilities.

My business partners help set priorities, but we are always behind.

I am asked to be predictable without a means of forecasting demand, so we disappoint my business partners more often than not.
## Business Relationship Maturity Model

<table>
<thead>
<tr>
<th>BRM Maturity Level</th>
<th>Characteristics</th>
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| 5. Strategic Partner | - Common goals with a focus on business value realization  
- Mutual accountability for achieving value from investments in Provider services and capabilities  
- Risks and rewards are shared  
- Quality data to support value analyses  
- Provider capabilities converged with business capabilities |
| 4. Trusted Advisor  | - Mutual understanding and appreciation of capabilities and needs  
- Provider service portfolio appropriate to business needs  
- Provider engages early and often in Business Partner decision cycle  
- Increasing sense of value from investments in Provider services and capabilities |
| 3. Service Partner  | - Clear process for engagement - at least for steady state services  
- Consistent services, but inconsistent results with major projects  
- Business partner engaged in Service Management  
- Costs are transparent, but value is subjective  
- Beginning of investment mindset |
| 2. Order Taker      | - Demand prioritized based on weak or subjective data  
- Antagonistic “We/They” relationships  
- Frequent misperception builds distrust  
- Provider is reactive and does not challenge business requests  
- No quality data to support cost or value analysis |
| 1. Ad Hoc           | - Unmanaged demand  
- Unclear rules of engagement  
- Lack of Service Management discipline  
- Modified LIFO - Loudest-in, first-out  
- No clear sense of Provider service cost or value |
Moving up the model...

Maturing Processes
Incident, Problem, Change, Demand, Project, Relationship Mgt

Demand Shaping
Quickbase, StuOrg Management, Point and Click

Creating Self Sufficiency
Distro List Editing, App User Mgt, Quickbase

Standardized Infrastructure
Server, PHP, Database Upgrades
ServiceNow Liaison Reports
This month in DoIT

Justin Ellison
This month in DoIT

- GetInvolved StuOrg Mgt Interview Scheduling Go-Live Sep 6
- Onboarding 3 Student Techs (Web/SD), 3 GAs (PM/Apps)
- Completing Fall user acct requests (150+) and Adobe roll-out
- 6 New Projects in planning:
  - (CAPS) Titanium to PnC Transition
  - (DSA) Implement PHP 7.2 Upgrade Plan for Custom Apps
  - (MSC) SHIBSRV, (SHS) SHS-PNCINT and SHS-PNCWEB Server Upgrades
  - (DOIT) MySQL 5.7 Upgrade
  - (DSA) DSA Infrastructure Upgrades
- Student Services Building Move and Occupancy Prep
- Hiring to fill 6 vacancies (Dir, PM, Apps, SysAdm, SD)
Department Q&A

Anthony Schneider