Quarterly Update
ITS Program Management Office
November 14th, 2019
MAIN FUNCTIONS OF A PMO:

- **PROJECT SUPPORT**
  Provide project management guidance to project managers in business units.

- **PROJECT MANAGEMENT PROCESS/METHODOLOGY**
  Develop and implement a consistent and standardized process.

- **TRAINING**
  Conduct training programs or collect requirements for an outside company.

- **HOME FOR PROJECT MANAGERS**
  Maintain a centralized office from which project managers are loaned out to work on projects.

- **INTERNAL CONSULTING AND MENTORING**
  Advise employees about best practices.
Quarterly Update
ITS Program Management Office

In the works

• Priority Projects
• PM Platform
• Project Portfolio
• Professional Development
• Annual Report
• Roadmaps

Up Next

• Project onboarding
• Outreach
Changes
ITS Program Management Office

● What is changing?
  ○ A consolidated group of ITS team members evolving into Program & Project Managers
  ○ Combining ITS project management across the Middlebury and Monterey campuses

● Why?
  ○ One IT, One service definition model
  ○ More synergy, less organizational boundaries
  ○ Stretch opportunities for team members that are aspiring to continuously learn and be innovative
Meet the Program Management Office Team
ITS Program Management Office

- John Grunder - Director, PMO

- **Project Managers**
  - Jonathan Maddix – Applications Development
  - Trinidad Gomez – User Services & Web Development
  - John Grunder – Infrastructure & Monterey

- **Finance, Outreach & Professional Development**
  - Carol Peddie – Project Ensemble Liaison
Objectives
ITS Program Management Office

- Easy to use Project Management Services
- Project Transparency between ITS areas
- Focus on High Priority Projects
- Oracle Finance
- Oracle HCM
- Power BI
- Interpretation Lab
- Card Access
- Onboarding of Projects
- Roadmaps
- Annual Report
Priority Projects We Are Working On
ITS Program Management Office

- Oracle Finance & Oracle HCM
- Power BI Reporting
- Monterey Interpretation Lab
- Card Access
- Security Initiatives
  - MFA, SSO, Device Security
  - Next-Gen Anti-Virus
  - Whole-Disk & O365 Message Encryption
  - Data Security, DLP
  - Security Awareness Training
- Monterey Hybrid-Online Course
- Monterey Core Switch Upgrade
- Teams for SLG
PowerBI Reporting Project
ITS Program Management Office

● PowerBI Reporting
  ● Issue
    ● Need to move to a new Reporting platform as Support for Hyperion ends Dec 2020.
  ● Objective
    ● To remove up to 17 areas off of the Hyperion Report platform to the MS Power BI platform by July 2020.
    ● Plan and Prepare a long term cloud based solution that can be easily modified, supported by the Middlebury Team and the Consortium.
PowerBI Reporting Project
ITS Program Management Office

- **PowerBI Reporting**
  - **Milestones**
    - Requirements Gathering Began – 06/19/19
      - *(Dept. of Public Safety)*
    - Architecture – 11/30/19
    - Data Modeling – Dec 2019
    - Data Engineering & Report Development – March 2020
      - *(Consulting provided by JRD Systems)*
    - Project Completion – July 2020

- Total Complete – 26%
  - All the Major Areas are engaged currently for Requirements gathering.
Card Access Project
ITS Program Management Office

• **Issue -** The current card access system, Facilities Commander, is at EOL. The software is no longer under support and the hardware will lose support on Dec 31, 2019.

• Card access readers at roughly 150 doors on the undergraduate campus
• Role based door access permissions
• Printing ID cards for employees and students in VT and CA
• Library circulation - Book/item checkout
• Dining Services – Student access to dining halls
• Department charge accounts
• BiHall has a separate card access system with unique needs
• Guest access
Card Access Project
ITS Program Management Office

- **Objective** - Phased replacement of existing card access system with C•Cure 9000 platform
  - All controllers, card readers, panels will be replaced.
  - Where necessary, cabling will also be replaced.
  - Must be compatible with existing cards.
  - Work accomplished between October 2019 and Summer 2020

- **ITS Involvement** - Infrastructure will provision a Hyper-V Windows 2016 VM and install SQL server on it, Minuteman will install C•Cure 9000
  - Provide network segmentation for security of IoT devices
  - Integrate shared data between systems – Banner, C•Cure 9000, Active Directory, Web, Coursehub, etc
  - Beginning Jan move devices into C•Cure 9000, by building
Monterey Interpretation Lab Project
ITS Program Management Office

• Issue - Middlebury Institute needs additional interpretation training labs to allow for the expansion of enrollment in the T&I program.
  • Interpretation labs are already fully scheduled
  • Twelve seat booth labs limit the number of students that can be taught in any class section
  • GSTILE has committed to expand their conference interpretation program enrollment over the coming years, by expanding the sections they are able to teach
Monterey Interpretation Lab Project
ITS Program Management Office

- Objective - This project will create a new interpretation lab on the Monterey campus.
  - Consisting of twelve new interpretation sound-limiting booths outfitted with state-of-the-art interpretation equipment.
  - Conference table seating for up to fourteen students and one instructor.
  - The instructor will control the interpretation training equipment from the head of the conference table.
• ITS Involvement – Media Services will work with vendor to install Televic interpretation system and classroom presentation system. Infrastructure will provide wired, wireless network and archival audio storage to classroom and booths.

• Media Services will provide technical support to GSTILE on an ongoing basis, with support from the vendor.

• Infrastructure will provide ongoing support for network and Nasuni storage for audio recording archives.
Monterey Interpretation Lab Project
ITS Program Management Office

CASA FUENTE: INTERPRETER TRAINING SYSTEM
10 x Single, 2 Double (ADA) Interpreter Booths (14 Interpreters),
6 Dual-Delegates (12 persons), 2 Education Delegates & 1 Tutor/Chairperson
Project Management Platform
ITS Program Management Office

● **Pilot of Wrike with 20 Business users FY20**
  ○ Initial Cost $4,800
  ○ Import current project portfolio
  ○ Set policies for use
  ○ Develop reporting structure
  ○ Develop project onboarding process

● **Projected Enterprise cost per year - $25,000**
  ○ 50 core ITS users – Full access
  ○ Guest users – Limited access
Draft account on boarding project plan

Draft account on boarding project plan to include development of automated logic to generate accounts, and a communications plan to inform departments and users of new on boarding process.

John Grunder
Nov 8
Scheduled task for Nov 8 – Nov 15 (6d)
Renamed task from Draft project plan to get this done plan to Draft account on boarding project plan
Included task into Account Onboarding
Assigned task to John Grunder

Today

John Grunder
4:12 PM
Changed status to IN PROGRESS
Decisions for choosing Wrike

- Full project management toolbox
- Waterfall and Agile methodology
- Full project portfolio reporting
- In-domain guest access
- Project onboarding forms
- Cost
# Project Portfolio
## ITS Program Management Office

## ITS Project Portfolio & Summary

<table>
<thead>
<tr>
<th>Health</th>
<th>Project ID</th>
<th>Area</th>
<th>Status</th>
<th>Priority</th>
<th>Project Title</th>
<th>Summary</th>
<th>Owner/Project Manager</th>
<th>Due Date</th>
<th>Budget</th>
<th>Actual</th>
<th>% Complete</th>
<th>Days Left</th>
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<tbody>
<tr>
<td>Green</td>
<td>MIDD-A0001</td>
<td>Admin Systems</td>
<td>In Progress</td>
<td>High</td>
<td>PowerBI Reporting</td>
<td>Eliminate Hyperion reporting system.</td>
<td>Charlotte Pratt, Jonathan Maddix</td>
<td>3D-Jun-20</td>
<td>$150,000</td>
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<td>242</td>
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<td>Green</td>
<td>MIDD-A0002</td>
<td>Admin Systems</td>
<td>In Progress</td>
<td>Medium</td>
<td>BannerWeb SSO</td>
<td>Eliminate ID/PIN Login to BannerWeb and BannerNB</td>
<td>Charlotte Pratt</td>
<td>31-Dec-19</td>
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<td>MIDD-C0001</td>
<td>CIO</td>
<td>Planning</td>
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<td>ITIL V4 Training</td>
<td></td>
<td>Vijay Menta</td>
<td>3D-Jun-20</td>
<td>$120,000</td>
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<td>Yellow</td>
<td>MIDD-E0001</td>
<td>Enterprise Architects</td>
<td>In Progress</td>
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<td>ITIL Training</td>
<td>ITIL V4 Training</td>
<td>Shane Anderson, David Ludwig</td>
<td>29-Jan-20</td>
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<td>Planning</td>
<td>Medium</td>
<td>Card Access System</td>
<td>Replace Old Card Access System on Middlebury Campus</td>
<td>Billie Sneed, Trinidad Gomez</td>
<td>30-Jun-20</td>
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<td>$120,000</td>
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<td>Infrastructure</td>
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<td>High</td>
<td>Cloud Storage</td>
<td>Convert on-campus storage to hybrid cloud storage</td>
<td>Paul Dicovitsky, Mark Pyfrom</td>
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<td>High</td>
<td>WiFi Upgrade</td>
<td>Upgrade WiFi controllers and access points</td>
<td>Paul Dicovitsky, Rick James</td>
<td>3D-Jun-20</td>
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<td>Yellow</td>
<td>MIDD-P0001</td>
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<td>Planning</td>
<td>Medium</td>
<td>FY20 Roadmap Report</td>
<td>ITS Roadmap by Area for FY20</td>
<td>John Grunder, Shane Anderson</td>
<td>15-Jan-20</td>
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<td>Annual Report</td>
<td>ITS Annual Report for Board and Web</td>
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<td>MFA</td>
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<td>Chris Norris, John Grunder</td>
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<td>User Services</td>
<td>In Progress</td>
<td>High</td>
<td>Interpretation Lab</td>
<td>New MIISS interpretation lab</td>
<td>John Grunder, Andrew Hernandez</td>
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<td>$480,000</td>
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Professional Development
ITS Program Management Office

- **Develop policies** to request PD opportunities

- **Travel, Conferences & Training**
  - **$100,000 shared funding**
  - **TCT Request Form**

<table>
<thead>
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<th>Approved Budget:</th>
<th>$100,000.00</th>
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<tr>
<td>Spent (actuals)</td>
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<tr>
<td>Remaining (based on actual spending)</td>
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<td>Spent (estimates)</td>
<td>$84,590</td>
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<tr>
<td>Remaining (based on estimated spending)</td>
<td>$15,410</td>
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ITS Conference & Travel Form

Your email address (grunder@middlebury.edu) will be recorded when you submit this form. Not your? [Switch account]

* Required

**Workgroup/Area**
Choose

**Type of activity**
Choose

**Reason and Location**
Your answer

**Start date**
mm/dd/yyyy

**End date**
mm/dd/yyyy

**Justification**
Your answer

**Estimated total cost (fees, travel, lodging, meals)**
Your answer

Middlebury
Annual Report
ITS Program Management Office

• ITS would like to update the annual report that it sends to the Board of Trustees and which it publishes on its website
  • Provide articles from various functional areas on strategies for services in those areas.
  • Continue to provide insights into other area accomplishments
  • Recognize our ITS Champions
  • Provide metrics on how ITS is performing.

• Objectives:
  • Focus on ITS strategies
  • Enhance user experience by providing an article-based format.
Roadmaps
ITS Program Management Office

- **Issue**
  - The ITS department must keep its constituents informed of the many projects that it plans during a four-year cycle.
  - Funding requests for these projects must be submitted to the Board of Trustees for review and approval each fiscal year.

- **Objective**
  - Continue the ITS roadmap development from FY19, including new and updated project plans for FY20-23.
  - Be transparent about our project plans for both our internal and external stakeholders.

- **Recommendation**
  - Incorporate roadmap data from previous cycle into more reliable format.
  - Work with area directors and managers to ensure project plans meet the overall goals of the ITS department and the college.
  - Work with the CIO to ensure these plans are reasonable given our funding sources.
Standardizing Project Onboarding
ITS Program Management Office

- Developing **policies** to onboard new projects
- Developing **templates** to onboard new projects
  - Project Initiation Form
  - Issue/Objective/Recommend
  - Review/Approvals
  - Security/Architecture
  - Effort/Duration/Alternatives
- Project Charter
- Project Stakeholders
- Project Issues
Continuous Improvements
ITS Program Management Office

- Developing methods to make project management more transparent
- Working to connect all ITS areas to better understand what projects we can accomplish given our current resources
- Ensuring management has a reasonable view of all the projects that ITS is involved with, both internally and externally.