SFU

Integrated administration processes ONE I.S. Unified Teaching and research learning computing ecosystem

All our systems will work together in a seamless fashion.

All the people who support our systems will work together in a seamless fashion.

Why do it?

How to do it?

 Cooperation driven by mutuality of interest in a shared vision.

What is success? • Open, respectful, and honest

Leaders need to model the behaviour

that they want their staff to emulate.

discussions among all colleagues

Integrative change starts with

integrated leadership.

Leadership

leading to more effective IT services.

A unified team is our strongest asset.

Add employee engagement to your

Invest in partnerships with people in

Annual development plan for each employee.

strategic and annual plans.

Promote internally.

the organization.

Role based jobs.

Focus on well-being.

Nurture and grow people

potential from within.

Metrics on recognition awards.

People investment

- Build client trust. Improves brand.
- Reflects positive organizational culture.
- Measure regularly.
- Focus on employee engagement.
- Develop trusted alliances.
- Seamless process.
- Seamless experience.
- Improved customer satisfaction survey results.

"You made us fall in love with IT."

Customer service

- ITS is always busy, but is it effective and efficient?
- Attitude change: ITS is a steward of university resources.
- University consultation when making decisions.
- All IT funding decisions go through the stewardship committees.
- Everyone knows the what/when/why for all ITS initiatives.

The university makes IT decisions, not the IT department, to ensure IT Services is working on the right things at the right time.

Stewardship

- Ensure alignment from individual contributions to long term strategic plans.
- Make us ready for any changes or surprises.
- Consult, create, and continuously improve long term plans.
- Use long term plan as anchor to annual departmental/individual plans.
- Keep departments and individuals accountable.
- Every completed task is directly linked to a long-term initiative.
- We are nimble enough to change plans as needed.

Plans are nothing, planning is everything.

Planning

Project management

Projects are qualitative and quantitative investments in transformation.

Why do it?

- Increase value across the institution.
- Create a culture of project management.
- Improve investment decisions in IT.
- Enable and support technological innovations.

How to do it?

- Create scalable, and flexible processes.
- Focus on the problem we are solving.
- Socialization strategy on tools and practices.

What is success?

- Realizing and measuring benefits.
- Enterprise culture shift.
- Growing appetite for change.
- Improved maturity in project management practices.

Process focus

Process brings us from chaos to consistency.

- Guidance towards a desired result.
- Create consistency in how services, products or results are delivered.
- Improved training & onboarding.
- Continuous improvement approach.
- Collaborative design thinking.
- Engage your audience.
- Processes need to improve as a result of maturity increase.
- Consistent results.

Enterprise architecture

The tangible blueprints for the building of seamless systems.

- Provides vision and direction to the goal.
- It's tangible; the vision can easily be shared.
- Engage a professional enterprise architect.
- Resulting enterprise architecture maps directly back onto the plans.
- On-time and on-budget.

Metrics

Tracking our value journey to One I.S.

- You can't manage what you don't measure.
- Measure, plan for change, implement change, evaluate. Rinse and repeat.
- Doing more while using less. Stakeholders are happier.

Culture

Internalize the principles of One I.S.

- Need stakeholder buy-in.
- Running cross-grain may alienate the stakeholders.

- Engage stakeholders.
- Communicate, communicate, communicate.
- Then communicate some more.
- One I.S. becomes the new culture.