Application & Information Services
Customer Meetings
February 2010
ITS Overview
AIS

- Business Intelligence
- Fundraising (DART)
- eResearch
- Financials
- Wolverine Access Gateway
- Human Resource Management System
- Imaging
- Student Administration
- Mobile Application
- Content Management
- Teaching & Learning
- Identity Management
AIS Principles

- Tie to Strategic Direction
- Partnership
- Customer Intimacy
- Whole Product
- The Work Process/Execution
- Work Environment/Culture
AIS Key Drivers

- Strategic alignment
- Partnerships
- Deep knowledge of your business
- Support
- Execute

February 2010
AIS Needs

• Increase our efficiency and reduce our amount of production support
• Improve our delivery of information and increase our delivery to various devices
• Devote time to working closer with you
• Develop a bigger picture, a strategic plan with you
Horizontal or vertical organization?

• Horizontal or vertical organization?
What does this mean?

• Increase our time on campus
What does this mean?

• Deliver smaller chunks more frequently
What does this mean?

• Deploy resources more strategically
Your thoughts?

• What do you want to see stay the same?
• What changes would you like to see?
Next Steps

• Let us know if you have additional comments or questions
• Changes will occur over time
• We will come back to this group in the May/June timeframe