

University of Oregon

Approaches to Collaborative
Governance with IT Projects

University Profile

- Central IT runs most enterprise applications and core IT infrastructure
- Each college/school has their own IT unit
- Same is true for most administrative units
- A VERY decentralized approach for funding and support of many IT services
- As a result collaboration is vital and CIO must act as facilitator of this process

Initial IT Projects

- Identified ten areas for IT community to explore
 - IT Security
 - Helpdesk Software
 - University IT Website
 - Site Licenses and Volume Purchases
 - Common Calendaring
 - Training and Professional Development
 - Peer Consulting & Review
 - Web Services & Applications
 - Support Services
 - Policies and Procedures

Task Force Critical Success Factors

- University CIO established task force initiative and invited participation from IT community
- CIO selected co-chairs for each task force, one from central IT and one from campus
- Task force membership was open to everyone in campus IT community
- Task force recommendations were submitted to the University CIO for follow-up
- http://it.uoregon.edu/news/it_taskforce.shtml

From Collaboration to Action

- Recommendations were considered when the University IT Strategic Plan was updated
- Some recommendations were incorporated into funding proposals to the Provost
- Some task force groups made the transition to become implementation teams of projects
- The process took time to develop because it was a new way of doing business at UO

Lessons Learned

- Everyone must take an institutional perspective
- A budget process that rewarded partnerships and working together was critical
- Involving many in the process required that everyone be open to possible outcomes
- Working toward common solutions yet maintaining institution standards was a challenge
- Having everyone work together to address institutional challenges was rewarding