Kick-off Date: 11/01/18—Completion Date: 03/25/19

Enterprise Solution Management

Project Charter

- **Charter Element**: Description
  - **Background & Purpose**: IT(S) may be involved in the implementation of an application/system for a department. However, there is little to no technical ownership of the solution, and they are not consistently managed, which may lead to gaps.
  - **Mission Statement**: This project will focus on identifying and managing third-party software applications, both existing and new applications at UTHS. The project will assess the needs and requirements needed for resources to provide these support services.
  - **Scope**: In scope: Current and future third-party software applications, systems, or services.
  - Out of scope: internally developed software applications, systems, or services.

What Software Should Be Managed?

- Available to all users
- Acquired from a 3rd party/vendor
- Requires a contract with UT or UTHSC
- Has regulatory and security implications

Examples: Axiom, ExamSoft, Sunapris, Archibus, OnBase, Blackboard, FileMaker Pro

- So what don’t we know?

Response Analysis (One College)

53 third-party software applications identified — previously unknown items

18

IT has no info about them at all

Future BPM for ESM

Process Ownership

- **Resource(s) dedicated to monitoring & managing software, with the following skill sets:**
  - **Soft Skills**
    - Motivational; organization skills
    - Strong communication skills
    - Facilitation skills
    - Leadership skills
  - **Technical Skills**
    - Versed in technology
    - Access/authorization to information
    - Understanding of Project Management & ITS standards

Standardization

- Develop and manage a process to identify existing enterprise level software.
- Develop a process to identify and quantity incoming enterprise software and requirements.
- Apply management processes to all software consistently.

Institutionalized

- Communication Plan will assist with institutionalizing the change.
- Add each service to the ITS Service Catalog.
- Through communication and partnering with Business Managers, the new standard and process will be institutionalized.

Project Team

Lean 6 Sigma