AGENDA

> Call to order
  – Governance Board Update
> UW Finance Transformation update and campus-wide impacts
> CIO reflection: successes and challenges
> Update on ERM initiatives
> Wrap up
Governance Board Update

Aaron Powell
Vice President for UW-IT and CIO

Thayer York
Director of Technology Services, School of Law and Chair, IT Service Management Board
QUESTIONS
UW Finance Transformation Update and Campus-wide Impacts

Chris Mercer
Executive Director, UW Finance Transformation
Overall program status: Yellow

> Our program remains in yellow status; this will not be uncommon leading up to go-live in 2023
> Currently experiencing an increase in budget and schedule pressures as a result of our open resource issues
> Continuing to utilize contractors and contract-to-hires for vacant positions; staffing remains top priority across the program
> Actively managing risks and issues, including preparation for end-to-end (E2E) testing and closure of remaining design decisions
Issues

> Ability to fill critical roles with qualified limited-term, full-time employees

> Delayed delivery of enterprise-wide reporting strategy affecting local progress of report planning and remediation

> Staffing issues and risks
Test Planning and Execution Timeline

Configure & Prototype
- Build E2E Test Plan
- E2E Test Plan Review
- Review of Test Cases for Completeness with all stakeholders
- E2E Test Case/Scenario Dev
- E2E Cycle 1
- Jul 1, 2023 (Go-live)

Test
- E2E Cycle 2
- E2E Cycle 3
- Payroll Parallel Test Planning
- Payroll Parallel Cycle 1
- Payroll Parallel Cycle 2
- UAT Test Script Dev
- UAT Testing
- UAT Smoke Test
- UAT Environment Prep & Build
- Operational Readiness Testing

Deploy
- Performance Testing
- UAT Environment Prep & Build

Stabilization

Updated: 03/04/2022
Testing

> Remediation Efforts

– Identify systems that will participate in E2E Cycle 1
– All or most of the systems remediation should be completed and unit tested by 07/11/2022 for entry into E2E Cycle 2
– Any systems with more complex remediations that will extend beyond Cycle 2 (scheduled to end 9/16/2022) need to be identified and timing should be discussed

> Units will identify the scope of testing for their system(s); UWFT is working with the units to assess which systems should be included in E2E testing

> UWFT will provide support to the units during E2E testing and other testing activities
# Systems: By the Numbers

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Test Stage Definitions

> **End-to-End (E2E) Testing** – Coordinate with UWFT Pillars/Units to confirm that workflows, inbound/outbound integration, systems remediation and data integrity is successful from start to finish

> **User Acceptance Testing (UAT)** – Includes Power Users and Process Transformation Team (PTT) members conducting a subset of E2E test scenarios to confirm functionality

> **Payroll Parallel Testing** – To confirm new finance configuration does not cause inaccurate payroll calculations (gross and net for a select employee population)

> **Regression Testing** – To confirm that there are no unintended impacts due to configuration changes or Workday releases

> **Performance Testing** – To confirm that the systems (HCM and FIN) meet performance expectations

> **Operational Readiness Testing** – Ensures that the people, processes and technology are in place to transition from program operations to support
> Streamlining and optimizing governance around the Operating Model

> Includes support for Shared Environments and Customer Enablement

> Beginning to compile staffing estimates and corresponding costs for post go-live support

> Many program resources extend six months beyond implementation and will be included in operational support planning
QUESTIONS
CIO Reflection: Successes and Challenges

Aaron Powell
Vice President for UW-IT and CIO
CAMPUS TECHNOLOGY

Successes

Collaboration

Response to rapid change (COVID & technical advancements)

Value-add to the UW mission

Challenges

Adapting to rapid changes in how we work

Recruitment/retention of IT staff

Software costs
SECURITY

Successes

- Assumption of breach practices
- Strategies – Microsoft, Proofpoint, Duo
- Expanding two-factor authentication

Challenges

- Enterprise two-factor authentication
- Enterprise responsibility in security
- Expanding security compliance
- Changing compliance requirements
DATA & DECISIONS

COLLECT → INTEGRATE → PRESENT → DECISION-MAKING
HYBRID CLOUD / ON-PREM INFRASTRUCTURE

Successes

Hyak supercomputer to UW Tacoma & UW Bothell

Cloud & COVID research

Document management

Challenges

Framework and training for use of cloud

Integration of cloud with on-premise

Frameworks for efficiencies
STUDENT INFORMATION SYSTEMS

Successes

- Improved catalog
- Paperless registration
- Remote teaching/learning support

Challenges

- Older systems
- Escalating compliance requirements
- Funding base
QUESTIONS
Update on ERM Initiatives

Joel Tobin
Director, Enterprise Risk Management & Coordinated Compliance

Jane Yung
Executive Compliance and Risk Officer, Compliance and Risk Services
2021 Risk Register

Tier 1

- ADA compliance/equal access
- Campus and U District safety and security*
- Changes to/pressures on revenue streams*
- Condition of facilities/deferred maintenance
- Cyber/information security
- Emergency/disaster preparedness*
- Financial connections/dependencies between the academic and healthcare enterprises*
- Societal and campus climate
- Student and employee wellness*
- Transformation of University financial reporting and data systems

*Effects of the COVID-19 pandemic often cited or relevant
Heat Map: Top Risks Visualized
Jacque Cabe
UW Medicine

Dr. Tim Dellit
UW Medicine

Sarah Norris Hall
Office of Planning & Budgeting

Brian McCartan
UW Finance

Dr. Mari Ostendorf
Office of Research

Dr. Gowri Shankar
UW Bothell

Margaret Shepherd
Office of the President

Vann Smiley
UW Tacoma

Dr. Russell Walker
Foster School of Business

Jane Yung (chair)
Compliance and Risk Services
Consultation across the enterprise ...

Oversight

Executive management (delegation)

Direction, guidance and project approval

Recommendations to Risk Management Executive Group

Accountability for deliverables

Local knowledge and experience

Coordinate, facilitate, elevate
1. Review options for cyber insurance coverage. After consultation with insurance industry experts, the University will focus on improving and expanding its defenses through the introduction of minimum security standards for confidential data and other actions.

2. Create a communication plan to guide incident response with regard to a major disruption of IT services across campus and healthcare operations.

3. Develop business, academic, and research continuity plans for campus and healthcare operations relevant to information security.

4. Analyze new IT security-related compliance mandates in research and other higher education contexts and adapt University practices accordingly.

5. Evaluate employee lifecycle management practices and access controls for IT systems and applications.

Comments and questions?
QUESTIONS AND DISCUSSION