5. Improve cost-effectiveness and find synergy

Improve desktop support efficiency while maintaining effectiveness

- Desktop support roadmap: 50%
- ITS Desktop support improvement: 0 milestones complete (pending roadmap)

Redirect on-premise infrastructure purchases into cloud infrastructure

- 6 of 80 software packages redirected (advising tracking, CRM, email, research information, real estate)

Implement the project portfolio and time tracking system to enable project and maintenance activity efficiency and to provide data for IT governance

- 4 of 5 planned changes in ITS PRO

29% of ITS projects in ITS PRO

85% of target ITS staff trained and using ITS PRO

Improve the analytic infrastructure to help academic and business units across campus with decision-making and resource allocations

- 8 of 18 milestones on data warehouse enhancements

Data visualization infrastructure in place February, 2017