HOW IS TECHNOLOGY MEETING THE NEEDS OF YOUR INSTITUTION

ASSESSING YOUR TECHNOLOGY INVESTMENT
EduServe – Our Business

We provide technology, business process engineering and distance learning consulting to successful colleges and universities who want to maximize their return on technology investment while significantly improving service to their constituents.

Our primary goal is to provide great value by solving client problems with the best available consultants at a reasonable cost.
EduServe – What we Do

- Organizational Development
- Strategic and Tactical Planning
- Technology Selection and Implementation
- Help Desk Design & Implementation
- Business Process Design and Transformation
- Security, Disaster Recovery Planning
- Distance Learning Program Development
- Interim Human Resourcing
Our mission is to produce extraordinary results for the colleges we serve.
EduServe Team

EduServe team members are experts in technology, academic and business processes with an emphasis on managing change

Barbara Vrana Ph.D., Co-founder – Oklahoma City, OK
- Best Practices in selecting and implementing technology
- Change management
- Distance Learning
- Security and Disaster Planning

John Slack, Co-founder - Chicago, IL
- Business management
- Client support
- Project management

17 Associates – Nationally located
- Finance, HR, FA, Student Services
- Networking & Infrastructure
- Disaster and Security Planning
- Technology Selection and Implementation
HOW IS TECHNOLOGY MEETING THE NEEDS OF YOUR INSTITUTION
"It’s just a hole we keep pouring money into"
"We just spent $400K and we have no idea what it will do for us"
“Our IT Department keeps asking for more staff”
“We believe our information is secure, but we can’t be sure”
“A few years ago we bought a new system, but it just seems like it causes us more work”
“We have invested in distance learning, but we can’t tell how it’s impacting our bottom line”
How can We Answer those Questions?

Technology Assessment
What is a Technology Assessment?

A **systematic, planned review of an organization’s:**

- Infrastructure
- Systems
- Procedures
- Documentation
- Staffing
- Budget
- Plans (Strategic, Tactical, Security & DR)
Laying the Foundation

Technology aligned with Goals

Tactical Plan & Remediation

Technology Assessment
Types of Assessments

- General or Comprehensive Study
  - Examination of all aspects of IT including budget, effectiveness, personnel, security
  - Benchmarks for Quality Models
- Security & Infrastructure
- ERP Audit and Review
- Disaster Recovery
- Distance Learning
- Business Process Review
A Model for Consideration

Target Area for Assessment

Data Collection Strategy

Analysis

Baseline

Best Practice/Goals

Finding/Recommendation
Sample Model

Security

Review Password Policies, interview users, random testing

Password Strength

Analysis

Current
Password changes are never forced

Best Practice
Password Changes forced every 90 days

Recommendation
Create password change policy, educate users, establish measures to enforce policy
What to Expect

- An independent, objective perspective
- A clearly-defined assessment model
  - Standard Research techniques
  - Correlation/comparison of findings to best-practices and college goals
- Agreed-to strategies for data collection
- Permission to perform invasive studies if necessary
- Defined outcomes for the study
- A written report
- An oral presentation
What to Look for when selecting a firm

- An independent, objective perspective
- A firm that is not in it for more business
  - Avoid “free” or low-cost assessments
- A team that has not only technology experience, but is versed in the functional areas of the institution
- A firm that has a proven track record
- A clear, agreed-to statement of work
## Sample Statement of Work

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<tr>
<th>Objective</th>
<th>Strategy</th>
<th>Outcome</th>
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<td>Determine if network and infrastructure meets best practice design</td>
<td>Using electronic network assessment tools, staff interviews, user interviews, and consultant observation, perform a variety of tests and measurements to collect performance and security data</td>
<td>A written analysis of the current infrastructure, a comparison of current to best practice and recommendations for strengthening the infrastructure.</td>
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Summary

- An assessment will provide the foundation for moving forward
- An assessment need not be expensive – avoiding one may be costly
- Select a firm that can be objective and has staff with experience to match your institution
- Clearly outline what you want from the consultant
How can EduServe Help You?

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QUESTIONS???

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