

SalukiTECHNews

PROJECT MANAGEMENT OFFICE: A RESOURCE FOR SIU CAMPUS

The Office of Information Technology's Project Management Office is in the process of becoming a resource that will serve Southern Illinois University across colleges and departments. The PMO is led by Kris Guye, Director, and Dr. Arden Lockwood, who leverages her Project Management Professional certification as the assistant manager. Casey Rolape, Lisa Threlkeld, Don Barth and Anthony Walker each contribute their unique skills to benefit the University community.

During 2015, this team has been involved in several projects, including internal IT projects and other campus organizational improvements. The PMO has so far served the campus within these activities:

Computer Advisory Committee

Working with the Computer Advisory Committee and IT Purchasing, the PMO provided project oversight, leadership and executive reporting, as the Committee prioritized which academic computer labs would receive the FY15 Undergraduate Technology Fee disbursements. The PMO provided consulting services such that 70% of 56 requests received technology support from the available \$425,000.

Improving Office of Assessment and Program Review Processes

The PMO provides oversight and project management expertise to the Associate Provost of Academic Programs during FY15-16. The APAP Office is enhancing its relationships and processes related

students, academic advisors, and graduation audits along with the Registrar Office's functionality.

Jim Allen, Associate Provost for Academic Programs, says, "The PMO has provided us with the processes we need to give the



Figure 1. Project Management Maturity Model (PM3) Rating for the SIU Carbondale Office of Information Technology as of June, 2015.

to periodic program assessments, accreditation reviews, and program reviews.

DegreeWorks Implementation

As of June 1, 2015, the PMO committed to provide SIU Carbondale project leadership on behalf of the Registrar's functional project to implement the student retention completion platform. Targeted for August 1, 2016, four years of the Undergraduate Course Catalog will be available to support current students, potential transfer

University the best service possible when working with assessment, accreditation and program reviews."

In advising the Registrar's Office with the DegreeWorks implementation, the PMO provides structure to a project that affects a large number of faculty, staff and students. Tamara Workman, Director of the Registrar's Office, says, "The Project Management Office provided the structure

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that we needed to successfully navigate the process of switching to DegreeWorks. This tool will revolutionize the way we work with students, and so the importance of a smooth transition cannot be overstated.”

In order to assess how the PMO could best serve the University, the Office conducted a baseline survey utilizing the Project Management Maturity Model (PM3) from J. Kent Crawford’s *Project Management Maturity Model: Providing a Proven Path to Project Management Excellence* (2002). The PMO emailed a survey to approximately 120 members of the OIT. This survey captured the rating of these team members on a scale of 0 to 5 as to how “mature” they perceive project management at the SIU Carbondale campus. Fifty-two individuals responded from the approximately 120 invitations sent; not every individual, however, responded to each question.

Averaging the responses across nine dimensions, the Overall Project Management Maturity Rating within the Office of IT was 1.23 as of June, 2015. While the PMO has a goal of improving the overall Project Management Maturity Rating over the next few years, the short-term goal is to focus on the weaker ratings first. The three weakest ratings from the survey are:

Project Risk Management: The overall purpose of risk management is to identify, analyze, respond and control risk factors throughout the life of a project. Risk management is understanding the risk events, assessing their impact to the project, determining the best way to deal with them, developing and executing a plan, and monitoring a project.

Project Human Resource Management: The overall purpose of human resource management is to:

1. Identify the requisite skill

sets required for specific project activities.

2. To identify individuals who have those skill sets.
3. To assign roles and responsibilities for the project and to manage and ensure high productivity of those resources.
4. Forecasting future resource needs.

Project Cost Management:

The overall purpose of cost management is to determine the total costs of the project, manage to those costs, and ensure the project completes within the approved budget. Cost management involves identifying required resources, estimating the cost of those resources, developing a project baseline, comparing progress against the baseline, and controlling costs.

For more information about the PMO, visit their website at pmo.siu.edu. The site includes project management resources, team biographies and much more.

OCTOBER IS NATIONAL CYBER SECURITY AWARENESS MONTH

Don’t get tricked by malware!

Treat yourself to the three C’s of October: candy, costumes and cyber security! Not only is October National Cyber Security Month and the spookiest month of the year, it’s also a great time to review the Information Security Team’s training resources and campus policies. In addition, you may want to take this opportunity to utilize Duo two factor authentication, MoveIt secure file transfer and

MBAM full disc encryption. Contact your LAN admin for more information. Be sure to stay up to



date with the Information Security Team’s website at <http://oit.siu.edu/infosecurity/>.

For more cyber security information, access the *Ouch!* monthly security awareness newsletter at http://www.securingthehuman.org/newsletters/ouch/issues/OUCH-201510_en.pdf. The topic this month is password managers: how they work and how to choose one.