



FORUM IS  
16 octobre 2015

**Stratégie EPFL-SI**



# EPFL-SI strategy: current status

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End of 2014: VPSI implemented a major internal reorganisation having in mind

- Service-oriented view
- Strengthening governance, security and architecture
- Adopting best practices

First half 2015: VPSI, VPAA, and VPRI agreed on a common IS strategy for EPFL central services

Summer 2015: The IS strategy was discussed with the faculties

October 2015: The IS strategy was presented and supported by the EPFL direction

Currently: Feedback from faculties requested on the IS strategy

January 2016: Global IS strategy to be approved by the EPFL direction

# EPFL IS strategy: vision

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## Principles

- Provide quality services
- Professionalize IS services
- Coordinate better, not centralise

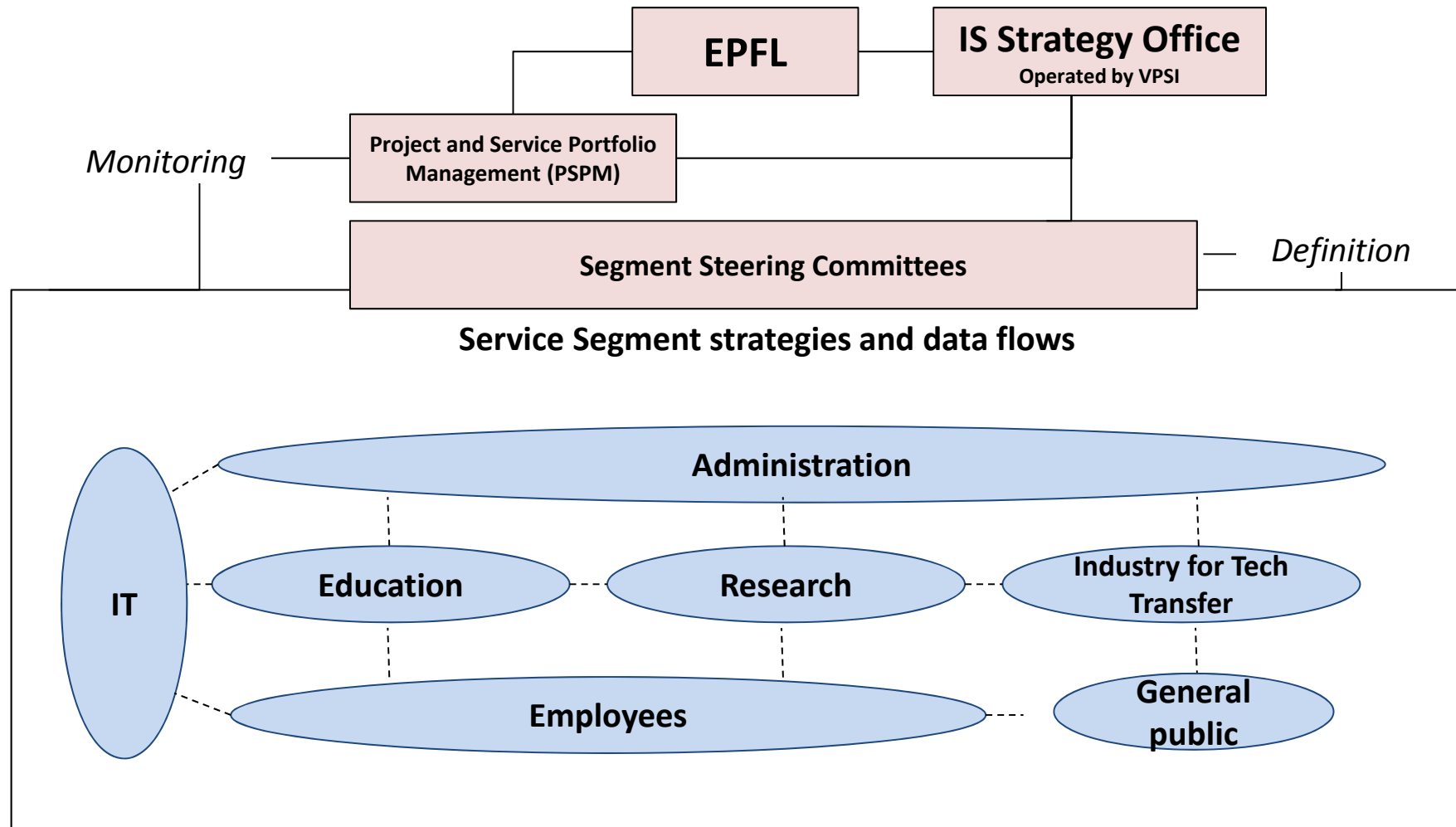
## Approach

- Shared principles for IS governance school-wide
- Specific education and research services and proximity support run in faculties
- General services provided by central services

# Why Shared Governance Principles?

Governance dimension	Advantages
Steering Committees (Teaching, Research, Projects)	Joint definition of strategy for IT services and projects; considering needs of clients and available resources
Security (regulations, urgency measures)	Proactive and reactive response to external threats; EPFL attacked as a whole and as strong as weakest link
Service and Project Portfolio	Facilitate collaboration on projects and transfer of services; make efficient use of resources
Architecture	Simplify and promote and integration of systems, processes and data
HR management	Facilitate mobility
Procurement	Save costs; avoid duplication

# Shared Governance: overview



# Shared Governance: status

	Faculties	Central Services	VPSI
Steering Committees (Teaching, Research, Projects)	X	X	X
Security (regulations, urgency measures)	X	X	X
Service and Project Portfolio	?	X	X
Architecture	?	X	X
HR management	?	?	X
Procurement	?	?	X

# Shared Governance: segments

<b>Segment</b>	<b>Mandant</b>	<b>Segment manager</b>	<b>Comité de pilotage</b>
Recherche	A. Mortensen	?	En constitution
Formation	P. Vandergheynst	L. Ramelet	En place
Industrie	?	?	?
Grand public	?	P. Mellier	?
Tout EPFL	?	P. Mellier	?
Administration	E. Marclay	N. Panchaud	Travail en cours
IT pour IT	?	N. Buncic	?

# Service-Oriented Approach

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VPSI introduced in the course of the reorganization a service-oriented IS management approach

- Separation between responsibilities for services and for resources (finance, HR)
- Full transparency of resources used for services
- Shift from reactive to proactive service management

## Results

- Assigning clear responsibilities
- Eliminating many critical problems
- Growing understanding of resource usage



# Service Management Tools

Tool	Purpose	Faculties	Central Services	VPSI
ITIL	best practices in service management	(X)	(X)	X
HERMES	federal standard for project management	(X)	X	X
ServiceNow	common platform for service management	(X)	(X)	X
Confluence	shared knowledge base for service management	?		X
Timesheets	follow-up of service and project costs			X
HR management	standardization of job profiles, coaching and personal development			X
Finance management	Service-driven budget planning and follow-up			X

# Conclusion

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Put the interest of the clients in the centre

Finding win-win situations to improve services

Simplify

Better global use of resources benefits everyone in the long run

Change is good