



*Campus Conversation:*

**AN INTRODUCTION TO THE WVU  
MODERNIZATION PROGRAM**

March 22, 2022

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# TODAY'S PRESENTERS



***/ Rob Alsop***

Vice President for  
Strategic Initiatives



***/ Dan Dunphy***

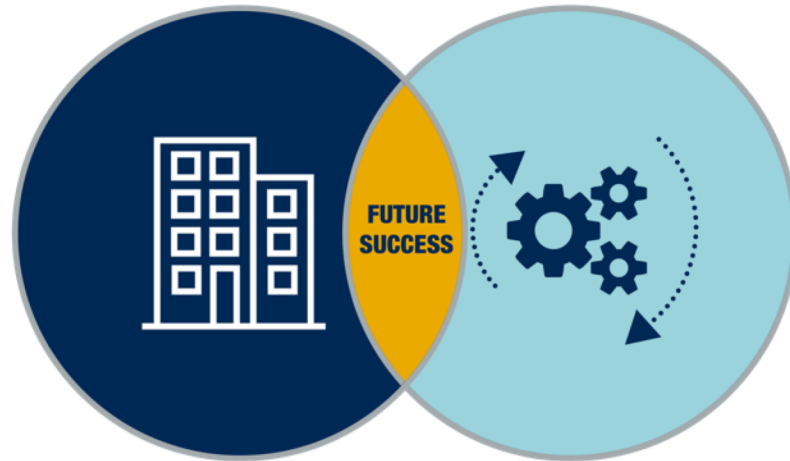
Program Director for the  
WVU Modernization  
Program

**BACKGROUND**

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# INVESTING IN WVU'S FUTURE

Similar to West Virginia University's capital investments to develop or enhance **physical spaces** across our campuses, we also must focus on investing in the **technology systems and processes** to ensure our future success.







The **WVU Modernization Program** will ensure that West Virginia University becomes the land-grant university of the future.

This will be accomplished by engaging students, faculty and staff across the campus community in a multi-year initiative to transform the user experience and position the University for future success through optimized systems and practices.

# WVU MODERNIZATION PROGRAM: MISSION

# HOW WE GOT HERE

## 2016

- ✓ The **WVU Modernization Program** has roots in the spring 2016 **Transformation Through Innovative Business Practices** initiative, which sought to:
  - ✓ Simplify and standardize business functions.
  - ✓ Reduce the cost of procuring goods and services.
  - ✓ Curtail spending without impacting services and quality.

## 2020

- ✓ WVU launched an **IT Modernization Planning** project in March 2020, which was designed to:
  - ✓ Ensure the University can face future challenges with a strong, flexible foundation built on modern technology and efficient business practices.
  - ✓ Produce a comprehensive strategy that will reinforce our commitment to teaching and learning, research, service and economic development.

## 2021

- ✓ Findings from the **IT Modernization Planning** project informed the scope and design of the **WVU Modernization Program**.
- ✓ The program's **Executive Committee** and **Academic Advisory Committee** were formed.
- ✓ The program's **Foundational Projects** were identified.

## 2022

- ✓ The **Program Team** was identified.
  - ✓ This team will lead the **WVU Modernization Program's** various **Foundational Projects** and support the overall program through its completion.



# PROGRAM OUTCOMES

- ✓ Stakeholders will have confidence in data and easy, timely access to the data necessary to perform their work and inform decisions.
- ✓ Technology will simplify processes and reporting, making it easier to complete activities and giving staff more time for strategic initiatives and enhanced service and faculty more time for research, teaching and outreach.
- ✓ Leaders will have access to the tools necessary to effectively make decisions about institutional resources and align investments with University priorities.



# PROGRAM OUTCOMES

- Redesigned operations — business processes, practices and systems — will better enable career development and career pathways.
- Implement intuitive and unified technology that will enable student recruitment and enrollment, improve student success, promote a positive student experience and enhance faculty outreach and research opportunities.
- The institution will be better protected from reputational, operational, financial and technological risk.
- A technology-empowered network of interconnected systems will ensure that the institution is positioned for future automation, efficiencies and adoption of new technologies.



# GUIDING PRINCIPLES



**UNIFIED FUTURE:** Unite the institution by looking towards the future; in the spirit of OneWVU, optimize business processes by considering what will best serve the institution broadly.



**BLUE-SKY APPROACH:** The WVU Modernization Program will be uninhibited by past practices.



**PEOPLE-DRIVEN DESIGN:** Enhance the user experience by creating useful, integrated, intuitive and technology-enabled engagement to benefit the University as a whole.



**SIMPLIFICATION AND STANDARDIZATION:** Increase standardization, eliminate unnecessary complexity and prioritize interconnection between systems and practices.



**DATA-EMPOWERED DECISIONS:** Empower data-based decision-making while protecting individual privacy and institutional security.



**BUILT TO LAST:** Create sustainable systems and practices that can withstand future challenges, adapt to changing needs, respond to innovation and provide enduring support for mission-critical functions.

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# ENGAGING OUR CAMPUS COMMUNITY

We are committed to engaging our campus community throughout this transformational journey. We will actively seek out the diverse perspectives of our students, faculty and staff to ensure our collective success.



# MEET THE EXECUTIVE COMMITTEE

The Executive Committee comprises leaders from across the University, who will offer direct and strategic insight into our business and academic operations.

**/ Rob Alsop**

Chair and Vice President, Strategic Initiatives

**/ Lisa Castellino**

Associate Vice President, Institutional Data and Analytics

**/ Paula Congelio**

Vice President and Chief Financial Officer

**/ Cris DeBord**

Vice President, Talent and Culture

**/ Darrell Donahue**

Dean, Davis College of Agriculture, Natural Resources and Design

**/ Greg Dunaway**

Dean, Eberly College of Arts and Sciences

**/ Mark Gavin**

Associate Provost, Academic Budget, Facilities and Strategic Initiatives

**/ Anjali Halabe**

Senior Associate Vice President, Finance

**/ Jerod Hall**

Executive Director, Technology Planning

**/ Fred King**

Vice President, Research

**/ Brice Knotts**

Interim Chief Information Officer

**/ Paul Kreider**

Vice Provost

**/ Sharon Martin**

Vice President, University Engagement and Chief Marketing Officer

**/ Erin Newmeyer**

Assistant Vice President, Strategic Initiatives

**/ Dixie Paletta**

Assistant Vice President, Budget and Planning

**/ Laura Roth**

Assistant Vice President, Information Technology

**/ Ted Svehlik**

Associate Vice President, Auxiliary and Business Services

**/ Evan Widders**

Associate Provost, Undergraduate Education



# MEET THE ACADEMIC ADVISORY COMMITTEE

The Academic Advisory Committee comprises advocates for WVU's academic mission, who will reflect the needs and perspectives of faculty and students when providing feedback to the Executive Committee.

## */ Amelia Rinehart*

Chair, William J. Maier, Jr. Dean,  
College of Law

## */ Sean Bulger*

Associate Dean for Graduate and  
Online Education

## */ Erik Carlton*

Associate Dean for Professional  
Programs and Associate Professor,  
School of Public Health

## */ Deb Chum*

Associate Professor and Chair,  
Mathematics Department, Nelson  
College of Engineering and Sciences  
(Beckley)

## */ Matt Heap*

Assistant Professor of Composition  
and Theory, School of Music

## */ Robin Hensel*

Assistant Dean and Academic Advisor  
in Fundamentals of Engineering,  
Statler College of Engineering and  
Mineral Resources

## */ Stan Hileman*

Professor, Department of  
Neuroscience and Rockefeller  
Neuroscience Institute, School of  
Medicine

## */ Vicki Huffman*

Biology Professor, Potomac State  
College (Keyser)

## */ Keith Jackson*

Dean, College of Creative Arts

## */ Xingbo Liu*

Statler Endowed Chair Professor,  
Mechanical & Aerospace Engineering,  
Statler College of Engineering and  
Mineral Resources

## */ Maura McLaughlin*

Eberly Distinguished Professor of  
Physics and Astronomy, Department  
of Physics and Astronomy

## */ Tony Michael*

Program Director of Family &  
Community Development, WVU  
Extension

## */ Paul Miller*

Associate Chair of Physics and  
Astronomy and Teaching Professor,  
Department of Physics and Astronomy

## */ Brad Price*

Assistant Professor, Business Data  
Analytics in the Management  
Information Systems (MIS)  
Department, Chambers College of  
Business and Economics

## */ Amy Root*

Department Chairperson, Counseling  
and Learning Sciences, Department of  
Counseling and Learning Sciences

## */ Sven Verlinden*

Director of Plant and Soil Sciences and  
Associate Professor of Horticulture,  
Davis College of Agriculture, Natural  
Resources and Design



# MEET THE PROGRAM TEAM

The Program Team includes several key leaders spanning multiple functions across WVU, who will apply their knowledge and familiarity with their area's stakeholders, systems and practices to ensure the program's success.

**/ Dan Dunphy**

Program Director

**/ Rosemary Casteel**

Program Management for  
Research

**/ Neeley Clelland**

Program Manager for  
Talent and Culture

**/ Kristin Floyd**

Project Management  
Program Manager

**/ Lisa Sharpe**

Finance Program Manager

**/ Katie Stores**

Program Management for  
Research

**/ Todd Witter**

Technical Program  
Manager

**/ TBD**

Program Manager for  
Student Information

# **FOUNDATIONAL PROJECTS**

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# FOUNDATIONAL PROJECTS

To create a strategic foundation for future-state integrated services and technologies at the University, the **WVU Modernization Program** initially will focus on several foundational projects:



## ***Governance Establishment***

- / IT Governance Reboot



## ***Student Experience Enhancement***

- / Student Experience Assessment



## ***Business Process Optimization***

- / Budget Model Redesign
- / Chart of Accounts
- / Job Family Architecture
- / ERP RFP Creation and Evaluation



## ***IT / Technical Projects***

- / Information Security Strategy
- / API Management Platform
- / Application Development Platform



## ***Data Management and Governance***

- / Data Management and Governance



## ***Under Assessment***

- / Content Services and Document Digitization
- / Digital Experience Platform
- / Robotic Process Automation
- / Knowledge Base and Digital Assistant

# FOUNDATIONAL PROJECT DESIGN TEAMS

Individuals from across the WVU community — including representatives from **WVU Beckley** and **WVU Keyser** — are being invited to join **Design Teams**, bringing their expertise and institutional perspectives to evaluate options and identify solutions for assigned Foundational Projects.

**80+**

individuals from across the WVU  
community

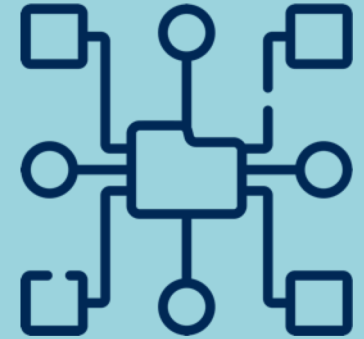
**120+**

appointments across  
12 Design Teams

- / Information Technology Services
- / Finance
- / Talent and Culture
- / Office of the Provost
- / WVU Research
- / University Relations and Enrollment Management
- / Health Sciences
- / Shared Services
- / Procurement, Contracting and Payment Services
- / Athletics
- / College of Law
- / Eberly College of Arts and Sciences
- / Benjamin M. Statler College of Engineering and Mineral Resources
- / Graduate Education
- / WVU Online
- / Staff Council

# GOVERNANCE ESTABLISHMENT

- ✓ The **IT Governance Reboot** project seeks to build greater alignment around strategic IT priorities, reduce unnecessary technical debt and enhance WVU's technological infrastructure through the establishment of an enterprise-wide IT governance model.



# STUDENT EXPERIENCE ENHANCEMENT

- WVU's preliminary decision to defer a reimplementation of **Banner** and pursue a single-platform strategy was contingent on the ability to address current gaps with the technology enablement of student services and make improvements to the recruitment and student experience in the near-term.
- The **Student Experience Assessment** project seeks to map and redesign a personalized and consistent onboarding experience for students across all populations and campuses.
- Leveraging self-service and mobile, the project endeavors to design a transparent and guided process for students through recruitment, admissions, orientation and registration, matriculation and housing, rather than asking students to make their own way among the silos of the University.



# BUSINESS PROCESS OPTIMIZATION

- ✓ The **Budget Model Redesign** project seeks to promote greater transparency and timeliness with WVU's budgeting process. The project will focus on the design, development and implementation of a new budget model that defines cost and revenue allocation aligned with the University's strategic objectives.
- ✓ The **Chart of Accounts** project seeks to create greater consistency in financial reporting strategies and processes at WVU.
- ✓ The **Job Family Architecture** project seeks to simplify and standardize how positions are categorized at the University by grouping similar staff positions into "job families."
- ✓ The **ERP RFP Creation and Evaluation** project seeks to create an RFP document to identify the most appropriate ERP software solution that will meet WVU's requirements.



# IT / TECHNICAL PROJECTS

- ✓ The **Information Security Strategy** project will define our desired future state and create an information security strategy and roadmap for the next 10 years.
- ✓ The **API Management Platform** project will implement an Application Programming Interface (API) management platform to centralize control over API integrations while ensuring they continuously meet high performance and security standards.
- ✓ The **Application Development Platform** project seeks to increase the speed and consistency by which business application needs are delivered across the institution. The project will implement and operationalize an application development platform to rapidly deploy new web and mobile applications and streamline the technology, architecture and engineering to be more efficient, agile and secure.





# DATA MANAGEMENT AND GOVERNANCE

- ✓ The **Data Management and Governance** project seeks to enhance institution-wide data and analytics capabilities to support critical data-driven (academic and administrative) decision-making.
- ✓ The project will establish and operationalize a modern data warehouse along with the data governance and management structures necessary to standardize data definitions and improve data quality.

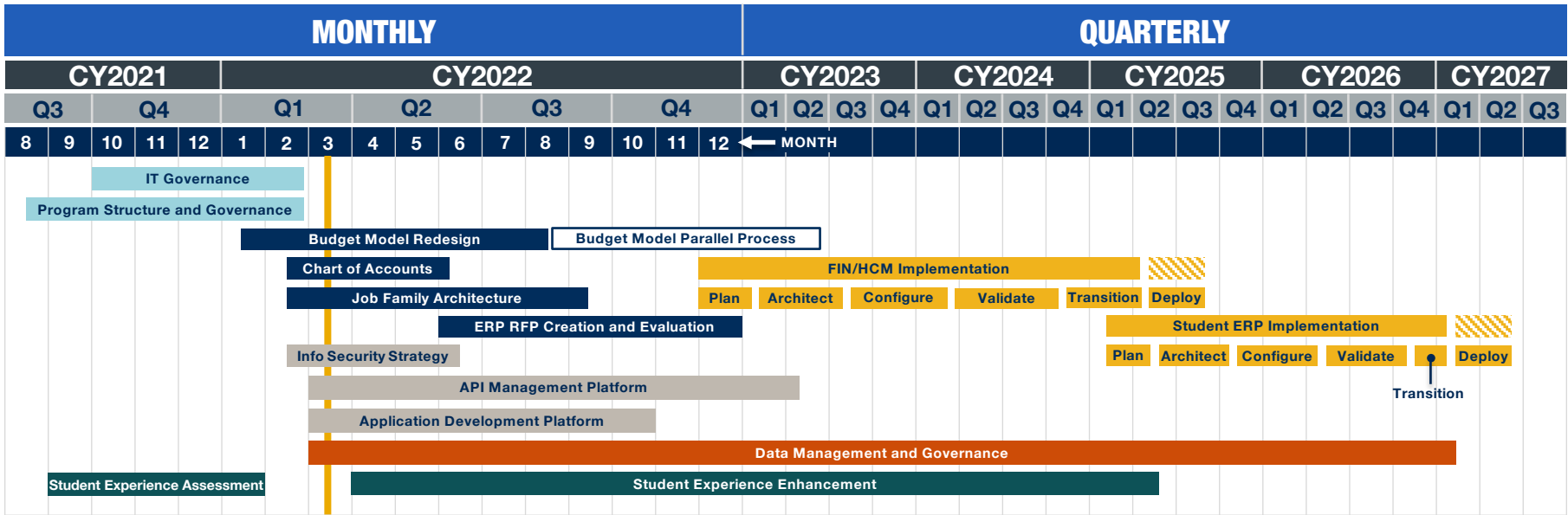


# UNDER ASSESSMENT

- ✓ **Content Services and Document Digitization**
- ✓ **Digital Experience Platform**
- ✓ **Robotic Process Automation**
- ✓ **Knowledge Base and Digital Assistant**



# MODERNIZATION PROGRAM ROADMAP



★ We are here

### Under Assessment (Timeline TBD):

- Content Services and Document Digitization
- Robotic Process Automation (RPA)
- Digital Experience Platform
- Knowledge Base and Digital Assistant

### Legend

- GOVERNANCE ESTABLISHMENT
- BUSINESS PROCESS OPTIMIZATION
- ERP IMPLEMENTATION
- IT / TECHNICAL PROJECTS
- DATA MANAGEMENT AND GOVERNANCE
- STUDENT EXPERIENCE ENHANCEMENT

# NEXT STEPS

- With the **Budget Model Redesign** and **Chart of Accounts** projects already underway, we will be kicking off the **Job Family Architecture** and **Information Security Strategy** projects in the coming days.
- We will continue to engage our campus community and keep you informed on the **WVU Modernization Program**'s progress.
- In the meantime, visit [modernizationprogram.wvu.edu](https://modernizationprogram.wvu.edu) for the latest updates.

**QUESTIONS?**

# STAY INFORMED

- / Visit [modernizationprogram.wvu.edu](https://modernizationprogram.wvu.edu) for more on the **WVU Modernization Program**.
- / Contact [modernizationprogram@mail.wvu.edu](mailto:modernizationprogram@mail.wvu.edu) with any questions about the program.
- / An archived version of this **Campus Conversation** will be available at [bureaucracybusters.wvu.edu/campus-conversations](https://bureaucracybusters.wvu.edu/campus-conversations).
- / Stay tuned for additional **Campus Conversations**.