TO: ALA Executive Board

RE: IT Update

ACTION REQUESTED/INFORMATION/REPORT:
Report

ACTION REQUESTED BY:
Jim Gibson, Interim CIO
Sherri Vanyek, Director IT

CONTACT PERSON:
Jim Gibson, 312-213-5108, jgibson@delcor.com
Sherri Vanyek, 312-735-2597, svanyek@ala.org

DRAFT OF MOTION:
None.

DATE: 10/4/2019

BACKGROUND:
IT progress on investment plan and projects since Annual Conference 2019.

ATTACHMENTS:
PowerPoint presentation.

ALA Information Technology

Strategy & Project Summary of Operating and Capital Investments

ALA Board Meeting – October 2019

FY19-FY24

Jim Gibson, ALA Interim CIO

Sherri Vanyek, Director, IT

Information Technology Summary

The purpose of this report is to verify the final Information Technology operating and capital investment budget for FY2020 through FY2024. The report will also provide progress to date on the 4 key areas listed below since the start of the DelCor engagement in February 2019.

- Network Infrastructure

- Data Management

- Digital Presence

- Technology Management

ALA Technology Investment FY19-FY24

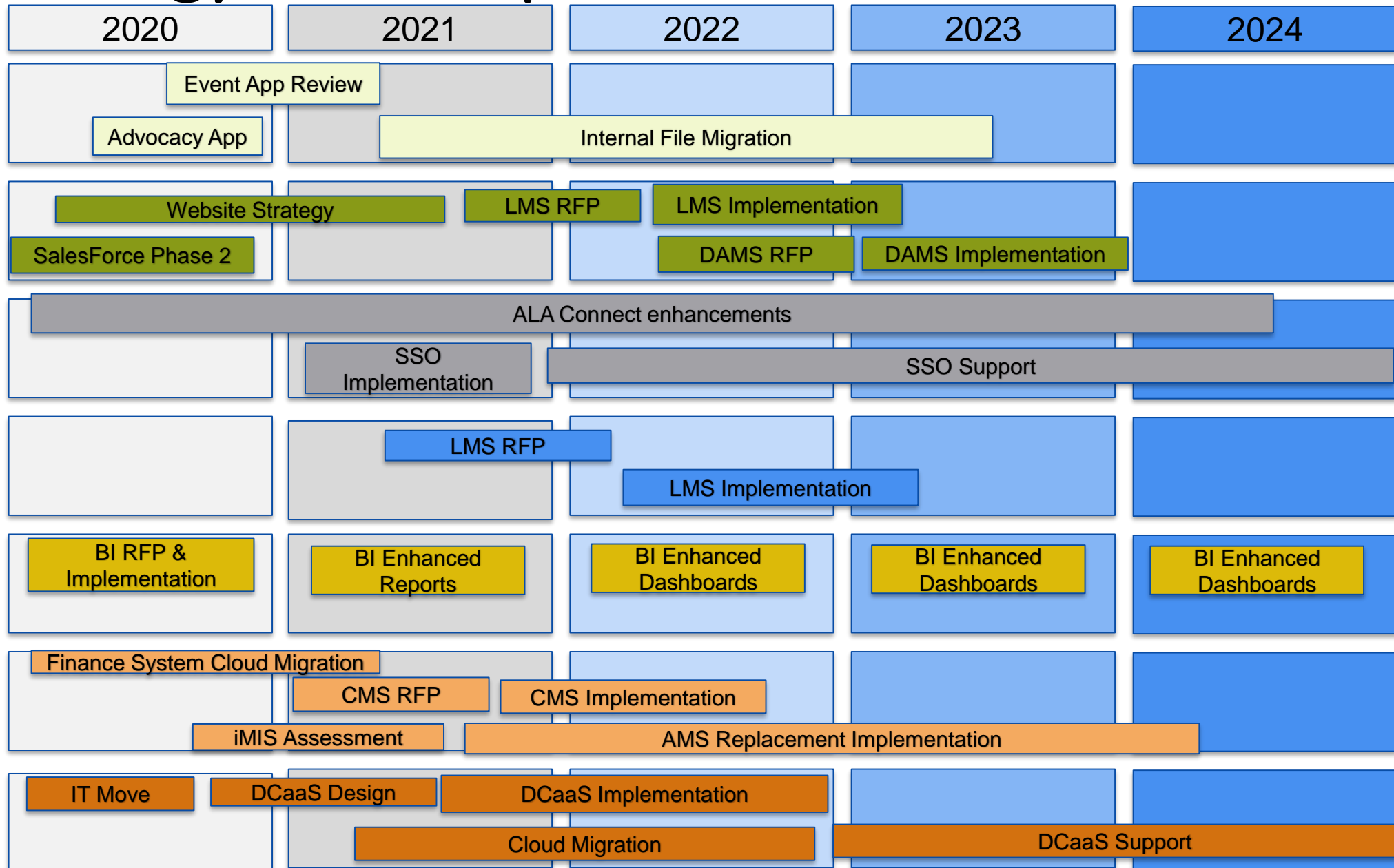***FY19 – FY24** – Total Investment Budget - $6,617,764*

Requested Investment Budget:

$1,360,498 FY19 operating + capital

$5,257,266 $4,273,800 operating FY20-24

$983,466 capital FY20-24

ALA Technology Roadmap FY20-FY24

	2020	2021	2022	2023	2024
Access Anywhere	Event App Review / Advocacy App	Internal File Migration			
Communication & Collaboration	Website Strategy / SalesForce Phase 2	LMS RFP	LMS Implementation / DAMS RFP	DAMS Implementation	
Personalization	ALA Connect enhancements	SSO Implementation	SSO Support		
On Demand Learning		LMS RFP	LMS Implementation		
Business Intelligence	BI RFP & Implementation	BI Enhanced Reports	BI Enhanced Dashboards	BI Enhanced Dashboards	BI Enhanced Dashboards
Workforce Agility	Finance System Cloud Migration	CMS RFP / iMIS Assessment	CMS Implementation / AMS Replacement Implementation		
Infrastructure	IT Move / DCaaS Design	DCaaS Implementation / Cloud Migration	DCaaS Support		

FY20 Overview of Projects Costs

- Move to new location (separate budget) - $931,000
  - Unified Mgmt. Platform, Co-Location, Cloud, Wireless, Phones, Consulting

- Business Intelligence Software implementation - $100,000 (capital)
- CRM SalesForce implementation phase 2 - $127,000 (capital)
- Financial System Cloud Migration - $50,000 (operating)
  - Migrate Great Plains to the cloud version
- Single Sign-On Support - $16,000 (operating)
- Data Center Design - $65,000 (operating)

FY20-FY24 Estimated Direct Savings for IT Projects

- Data Center as a Service Project –

    Estimated savings of $50,000 in reduced cost per year in 2022 – 2024.

- Managed Service Provider –

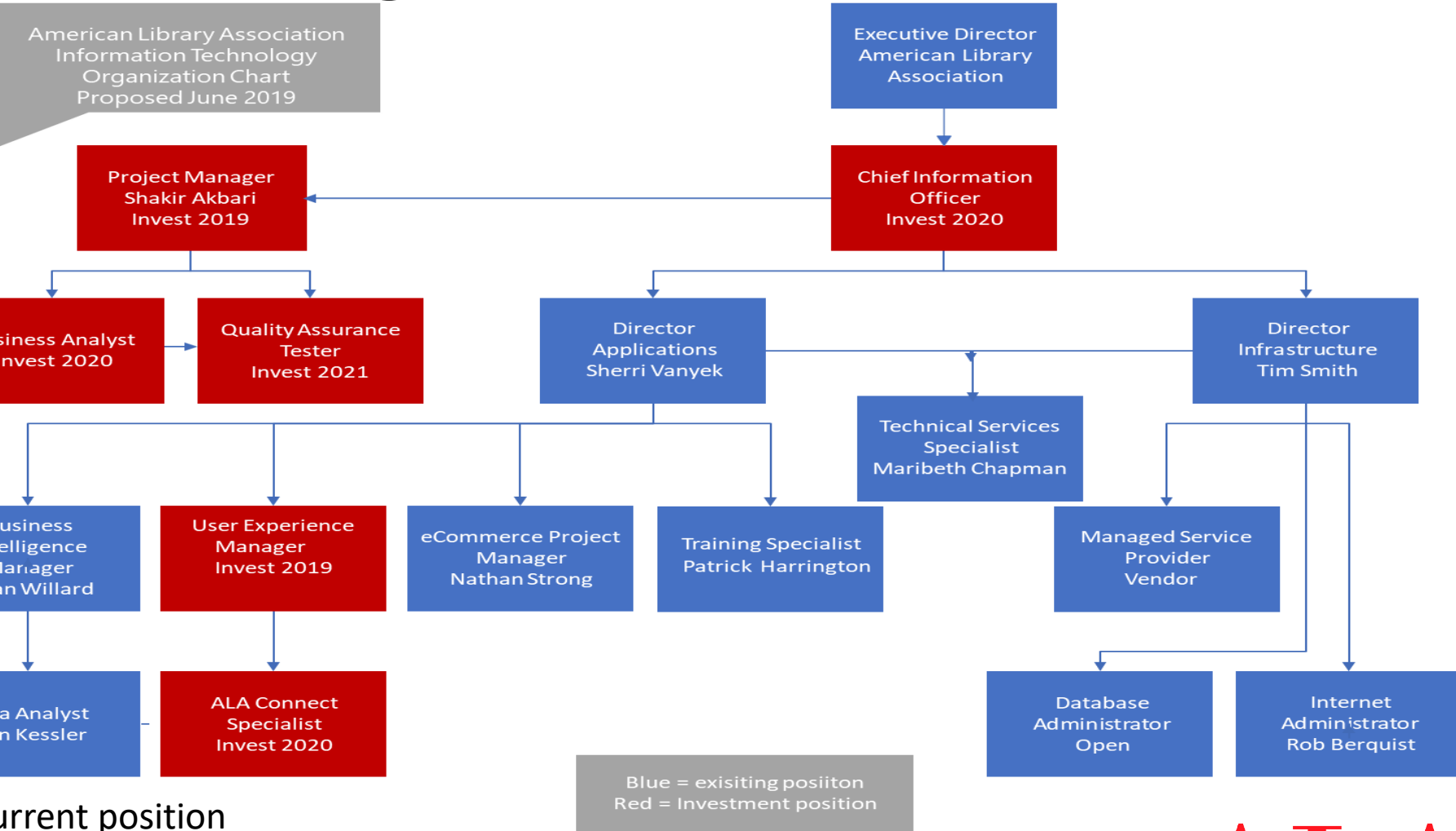   Estimated savings of $30,000 in reduced labor cost in FY2020 due to delay in the move date.

    Estimated savings of $96,000 in reduced labor cost annually in FY21-24.

Total estimated savings of $564,000 for FY20-FY24.

FY20-FY21 Overview of Investment Positions

- Chief Information Officer - $89,422 with benefits (assume April 2020 start)
- UX Manager - $130,000 with benefits (assume October 2019 start)
- Quality Assurance Tester - $84,500 with benefits (assume Oct 2019 start)
  - Assist with QA Testing of all software upgrades and enhancements
- Business Analyst - $90,000 with benefits (assume Sept 2021 start)
- ALA Community Specialist - $84,500 with benefits (assume Sept 2020 start)

ALA American Library Association

Proposed IT Org Chart

American Library Association Information Technology Organization Chart Proposed June 2019

- Executive Director American Library Association
  - Chief Information Officer Invest 2020
    - Project Manager Shakir Akbari Invest 2019
      - Business Analyst Invest 2020
      - Quality Assurance Tester Invest 2021
    - Director Applications Sherri Vanyek
      - Business Intelligence Manager Brian Willard
        - Data Analyst Stan Kessler
      - User Experience Manager Invest 2019
        - ALA Connect Specialist Invest 2020
      - eCommerce Project Manager Nathan Strong
      - Training Specialist Patrick Harrington
      - Technical Services Specialist Maribeth Chapman
    - Director Infrastructure Tim Smith
      - Managed Service Provider Vendor
      - Database Administrator Open
      - Internet Administrator Rob Berquist

Blue = existing posiiton
Red = Investment position

7

Blue = Current position
Red = Investment position

FY19 ITMM Recommendations and Progress

High Level Infrastructure Recommendations:

- Adopt "Cloud-First" approach to IT services, avoiding a "forklift" approach.
  - ✓ Allows ALA to host environments offsite through a provider for better security and management and cost savings

- Simplify network and IT services, prioritizing sunsetting of legacy services.
  - ✓ Streamline IT services and gain cost savings through eliminating old platforms

- Complete a Cybersecurity Assessment by Connections.
  - ✓ Identifies security issues to be addressed and manages compliance standards

Progress to Date:

- ALA has completed the plan of *temporarily* co-locating the existing servers at an off-site data center.

- A total laptop refresh will be completed by December 2019.

- Knowbe4 Security training was rolled out annually to all ALA staff with 100% compliance.

- The Security Audit was completed and the two most vulnerable servers are scheduled for removal in December 2019.

ALA American Library Association

FY19 ITMM Recommendations and Progress

High Level Data Recommendations:

- Establish data leadership.
  - ✓ Provides strategic direction for IT and better overall management of the IT function

- Engage in data governance.
  - ✓ Enhances data policies, procedures and compliance with relevant regulations

- Continue with Salesforce pilot, seek opportunities to streamline.
  - ✓ Focuses on Advocacy enhancements and fundraising enhancements

- Decrease dependency on centralized database (iMIS), re-evaluate integrations.

- Explore data lake/warehouse options for business intelligence.
  - ✓ Increases the ability to pull data from a disparate sources for more flexibility in reporting

Progress to Date:

- The Salesforce Pilot went Live in August 2019.

- Evaluation and planning to upgrade the iMIS database has begun to improve data for integrations and possible new database selections.

ALA American Library Association

FY19 ITMM Recommendations and Progress

High Level Digital Recommendations:

- Initiate content audit (again, reduce, consolidate, deprecate).
  - ✓ Streamlines content and enhances the search capabilities
- Develop digital strategy and enforceable supporting policies.
- Continue to assess/refine *ALA Connect*, focusing on core features and functionality while identifying/validating core business requirements.
  - ✓ Continues to provide a better user experience

Progress to Date:

- An offer has been accepted for a UX Manager in IT with a start date of October 28th.
- The organization continues to work on decreasing the digital property footprint by 30-40%.
- A taskforce is working on developing & enforcing digital protocols and standards

ALA
American Library Association

FY19 ITMM Recommendations and Progress

High Level Technology Management Recommendations:

- Fill the technology leadership gap: hire a CIO. Develop overarching technology strategy (org-wide).
  - ✓ Provides strategic leadership in IT

- Focus on end-user support: increase technical resources (in the short-term).
  - ✓ Quicker resolution of issues increases productivity and reduces vendor costs

- Augment Business Analyst/Project Management functions.
  - ✓ Increases monitoring of projects so that are on time and on budget

Progress to Date:

- An interim CIO is in place from DelCor and a permanent role is in the investment budget for FY20.

- A new IT organizational structure has been recommended and is being executed.

- We will hire for the Quality Assurance role in 2020 over the Business Analyst role due to need.

ALA American Library Association

Thank you!

Jim Gibson (jgibson@delcor.com)
ALA Interim CIO

Sherri Vanyek (svanyek@ala.org)
Director, ALA IT