



CASE STUDY

## STABILIZING A HIGHER EDUCATION IT DEPARTMENT

Columbia Advisory Group was engaged by a North Texas based university to help its IT department improve satisfaction and trust of university stakeholders. The university contracted with CAG to provide interim CIO, business analyst, and project management services to stabilize the department. The university benefited from CAG's unique insight derived from its combination of private sector and higher education experience. CAG was able to evaluate current and future needs, install a reasonable governance structure, and provide practical recommendations and direction to improve the university's IT function.

Prior to engaging CAG, the university's IT project list included over 100 loosely defined projects. The CAG business analysts were able to work hands-on with university stakeholders and IT staff to get a full understanding of project requests as well as the IT department's capacity in order to properly define scope and prioritize projects. CAG's project management capability insured that projects were completed on-time and on-budget. The university later outsourced its entire IT function to CAG, which will enable the university to focus its efforts on its core capabilities of education and research while enjoying industry-leading IT best practices.

