

General	Problem	Lead Coordinators
CRM	- Missing opportunity to improve service experience.	COIT
Security Cameras	- Individual solutions expensive, support strategies differ.	CSA
Open Source	- Encourage the use of open source software	COIT
Website Hosting	- Depts independently hosting websites. Expensive	CDSO
E-signatures	- No clear strategy or support for rollout	DT
SharePoint	- No support structure to advise, create common standards	
Infrastructure Refresh	- Infrastructure is aging and risking failure	DT

Enterprise Opportunity	Problem	Lead Coordinators
Learning Management System	- Common need to track trainings	DHR
Contract Management (CMMS)	- Contracts expire and no immediate replacement ready	
IT Asset Management	- Inventory of IT assets needed. Often use excel sheet.	
Capital Asset Management	- Common request for a variety of solutions.	

Paperless	Problem	Lead Coordinators
Digitization	- High storage costs to keep paper records	
Document Management	- No established process with a DMS	
Records Management	- Digital record storage strategies differ	

Data Sharing	Problem	Lead Coordinators
Case Management	- Common architecture needed. Promote data sharing	
BI & Data Warehousing	- Various solutions being pursued. Opportunity to share	