UIT March
All-Hands Meeting
(Welcome!)
Stephen Hess
Chief Information Officer
Stephen Hess
Chief Information Officer

• CIO, U of U, 2007-2011
• CIO, USHE, 2005-2011
• Assistant then Associate VP of Technology, U of U, 2005-2011
• Founding director of UEN, 1984-2009
Welcome new staff

- Russell Knight
- Tom Howa
- Jon Thomas
Russell Knight
Inventory Management, Finance

• Previously Supply Chain Director/Inventory Manager for Rod Works Inc.

• Will document existing processes and work with teams to identify most efficient inventory processes

• Expected to gather and maintain accurate database of all UIT technical inventory, working especially close with Finance, Infrastructure and Unified Communications

“The information provided by this role will ultimately enable departments to be more confident in their data for planning and forecasting, enabling success.”

~ Russell Knight
Tom Howa

Business Intelligence, USS

• Previously Business Intelligence manager for Zions Bancorporation

• Focused on increasing the capabilities for data-driven decision-making at the University

• Will bring together many distinct data sources to support University strategic initiatives

“Business Intelligence initiatives require a lot of business and technical support, as well as very open communication. The support of each person involved and the willingness to work through issues is very appreciated.”

~ Tom Howa
Jon Thomas
Director, Teaching & Learning Tech.

• Served as interim director, and was previously an associate director of Teaching & Learning Technologies

• Has B.S. in business management, M.S. in instructional technology and learning services, and pursuing Ph.D. in instructional technology and learning sciences

• Works closely with faculty to enhance student learning experiences through a variety of methods

“Learning is not something you do; it is something you become.”
~ Jon Thomas
University and UIT strategic planning
University of Utah Mission

• Foster Path-Breaking Scholarship, and Provide High-Quality, Affordable Education and Health Care

• University’s strategic goals to fulfill mission:
  – Promote Student Success to Transform Lives
  – Develop and Transfer New Knowledge
  – Improve Health and Quality of Life
  – Ensure Long-Term Sustainability of the University
Where does UIT fit in?

- Technology paired with instruction provides worldwide access to current information and student performance data to improve teaching and learning.

- Technology is central to the development and transfer of new knowledge in today’s world.

- Technology application improves the process of patient care while collecting clinical and research data to improve the treatment of disease.

- Technology — when paired with process, lean project management, a thorough business case and matched with good software — drives efficiency and savings.
UIT’s three-pronged mission:

1. To support the University’s mission to foster path-breaking scholarship and provide high-quality, affordable education and health care.

2. To provide timely, secure, reliable access to information, communication and technology services.

3. To extend access to University resources to a diverse constituency regardless of time, place or device.
UIT’s values

• We seek effective solutions that meet the needs of our clients and can save time and money, minimize duplication and improve processes.
UIT’s values

• We solve problems through a consensual, collaborative, best practices approach.
UIT’s values

• We provide secure, reliable access to information and services.
UIT’s values

• We protect University data and systems while respecting our community’s reasonable expectation of privacy.
UIT’s values

• We keep our commitments.
UIT’s values

• We value teamwork and the contributions of our employees and the campus IT community.
UIT’s values

• We value open, honest communication.
UIT’s values

• We listen.
UIT’s values

• We are rapid followers in adopting leading-edge technology.
Assessing our situation

**Strengths**
- Software Licensing/Broker
- CFO
- High use
- Student employees
- Common services
- Smart/expertise
- Data center
- Support from campus

**Weaknesses**
- Operational sophistication
- Duplication of services due to decentralization
- Service management/lifecycle
- Lack of policies and memorandums of understanding
- Lack of business plans/lifecycle management
- Insufficient resources
- Project, Process management

**Opportunities**
- NextNet
- New financing models
- Learning analytics
- Risk management
- Cloud services
- Student CRM
- Sharing costs of applications/infrastructure
- Virtualization/Campus internal cloud

**Threats**
- Cloud services
- Security/Privacy
- Bring Your Own Device (BYOD)
- Higher education disruption
- User expectations for customization
Creating a strategic plan

• Identify overall themes that tie into University mission
• Ensure campus-wide support for strategic initiatives
  – Political
  – Capital
  – Operational
• Pinpoint projects that accomplish goals of the University
• Communicate with UIT staff and the campus community along every step of the process
Coming soon — stay tuned
Engage consultant to:

• Evaluate UIT’s current “as is” processes, skills and capabilities, organization and structure, and service effectiveness

• Recommend proven higher education business models for IT funding and service delivery

• Provide specific recommendations for improving services, reducing duplication, organization structure and partnerships, etc.

• Document the total costs for IT on campus (services offered and personnel, hardware, software, licensing, contracting costs)
Location, location, location

- University conducting a space survey to bring more of University Information Technology under the same roof

- Possible options so far:
  - Downtown
  - New building
  - Remodeled current space
Questions & answers

Remember: We value open, honest communication; and we listen