



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



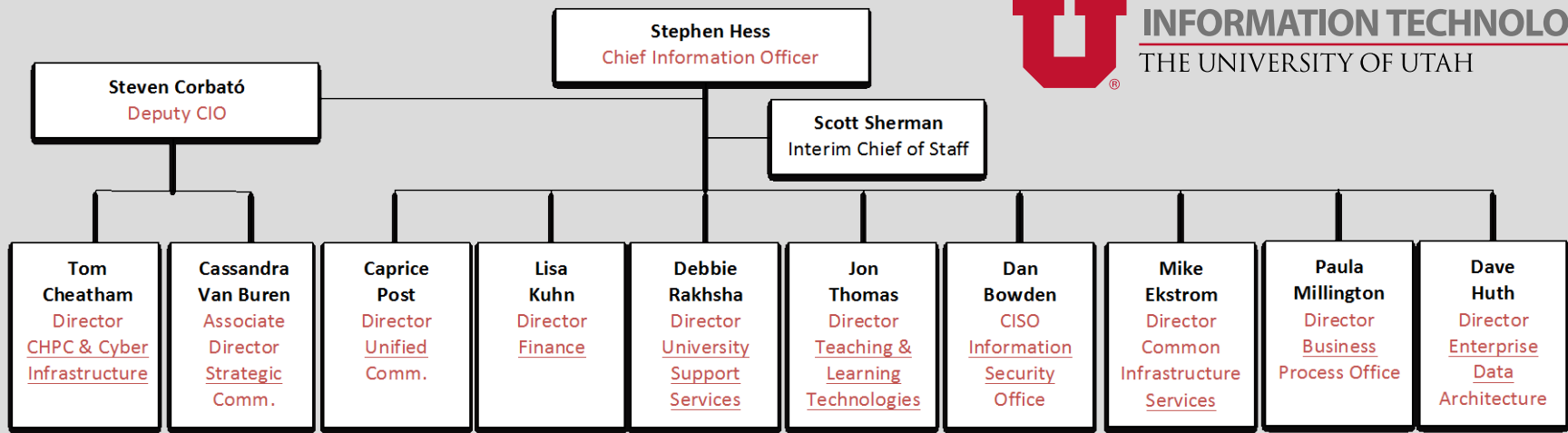
Jon Thomas

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



Julia Harrison
Associate Director
CHPC

Anita Orendt
Assistant Director
Research Consulting &
Faculty Engagement

Guy Adams
Assistant Director
Systems

Joe Breen
Network
Architecture

Syndi Haywood
Associate Director
Voice Systems &
Business Admin.

Jody Sluder
Administration
Manager
Business Admin.

John Wardle
Manager
University
Television

Dave Packham
Manager
Electronic
Messaging

Andrew Reich
UC Architecture

Jasmin Davis
Associate Director
Strategic Vendor
Partnerships

Bill Lutz
Vendor
Manager
OSL

Peter Panos
Manager
Finance

Jason Moeller
Associate Director
Engineering

Doug Kenner
Manager
HR/Aux. Team

Pat Burton
Manager
Student Team

Val Olds
Manager
Finance, Faculty,
Research Team

Dan Thornley
Associate Director
Quality Assurance

Marv Hawkins
Associate Director
Product Mgmt.

Tom Howa
Associate Director
Business Intelligence

Barb Iannucci
Manager
Content & Usability

TBD
Associate Director
Course Services

Brett Puzey
Manager
Installation

Adam Stewart
Manager
Equipment & Video

Stan Clements
Manager
UOnline Center

Kiston Finney
Governance, Risk
& Compliance

Michael Adair
Governance, Risk
& Compliance

Corey Roach
Manager
Enterprise Security

Colby Gray
Manager
Security Assurance

Trevor Long
Associate Director
Operations

Ray Carsey
Network Manager
HR/Aux. Team

Bryan Morris
Technical Supervisor
Edge Services

Adam Hughes
Technical Supervisor
Network Core Services

Open
Network Architect
Network Engineering

Elliot Fenech
Technical Supervisor
Monitoring

Florian Stellet
DDI Operations

LaRon Taggart
Associate Director
Systems Engineering

Craig Bennion
IT Service Manager

Anita Sjoblom
Product Manager

Subhasish Mitra
Sr. Program Manager
Identity & Access Mgmt

David Kosanke
Manager
Field Services

Stacey Wood
Campus Computer
Support

Scott Lloyd
Manager
Campus Help Desk &
Operators

Glen Cameron
Manager
Data Centers

Earl Lewis
Project Manager

TBD
Associate Director
Infrastructure &
Architecture

Open
Sr. Product Manager



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

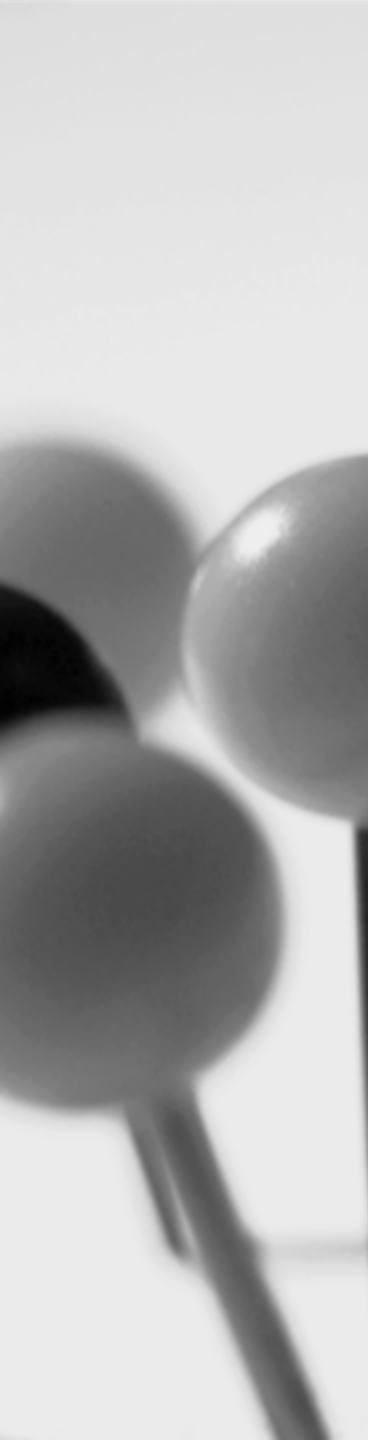
- We provide secure, reliable access to information and services.

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

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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

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Opportunities

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

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Threats

- Cloud services
- Security/Privacy
- Bring Your Own Device (BYOD)
- Higher education disruption
- User expectations for customization

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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