UIT All Hands Meeting
July 1, 2013

Welcome
Thank you
Big Wins

- Established governance structure
- Data Center construction and move completed
- Agreement on FTE-based funding model changes for common services
- Office SW Licensing Overhaul
- Metro Ring funded with BTOP dollars
- Microsoft campus agreement implemented with $200K cost savings; $1.5M cost avoidance
- Reorganized team for Process Analysis & Design
- Created Strategic Communication group
- Google Search Appliance in beta
- Process Landscape for the University
- 60,000 proctored exams through UOnline Center
- 800 online classes delivered to 16,000 students
- 1,250 video production requests completed
- 200 campus AV installations completed
- SOM curriculum mapping system develops
- USHE common teaching tech core adopted
- PAM Phase 1 completed
- UMarket (shopping cart)
- QA team staffed
- Kuali Student team staffing underway
- Student employees increased from 12 to 63
- Trial IPTV set to launch on campus
- Next gen DMail developed and in test
- Pinnacle migrated to hosted solution
- Tier-2 voice Services RFI published
- Deployment of call recording systems
- Big Data – launched 1.2 Petabyte data archive
- Partnered with faculty on 4 NSF proposals
- University-wide SSL certificate service
- DNS services migrated to IPControl
- Deployed IPv6 version of U home page
- Upgraded enterprise applications (Equella, Kronos, DARS, PS, Unite, Ad Astra, JIRA, Nolij)
- Rice Eccles Stadium Cellular Installation
- Wireless controller upgrade
- FY14 Health Care Network Lifecycle upgrades
- IRT (incidence response team) collaboration improved
- HyperV implemented
- Signed with Microsoft AZURE and I2
- Improved private cloud offering; signed on Marriott Library & College of Law
- Delivering student data to colleges through enterprise data warehouse
Highlights

• Established governance structure
• Data Center construction and move completed
• Reorganized team for Process Analysis & Design
• Created Strategic Communication group
• Student employees increased from 12 to 63
• Stabilized start of semester
• Pinnacle migrated to hosted solution
• Signed with Microsoft AZURE and I2
• Improved private cloud offering
• Delivering student data to colleges through enterprise data warehouse
UIT Leadership Changes

• Chief Information Security Officer
  – Dan Bowden
• Director, Common Infrastructure Services
  – Mike Ekstrom
• Director, Unified Communications
  – Caprice Post
What we have accomplished together

- ITIL adoption
- Downtown Data Center
- Metro optical network (with UEN)
- Consolidated campus network
- Campus backbone upgrade in progress

- Why change now?
There are a few differences beyond the obvious
### What’s Common and What’s Not?

<table>
<thead>
<tr>
<th>Patient Care Infrastructure Services</th>
<th>Shared Practices</th>
</tr>
</thead>
<tbody>
<tr>
<td>Servers/storage, middleware, and other services supporting patient care apps, VDI, tap in … to support 7X24, highly regulated environment</td>
<td>ITIL, Project Mgmt, Architecture, Product Mgmt</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Common Infrastructure Services</th>
<th>Other Common Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Network, Data Center, Cable Plant, Directory, Commodity Servers/VMs/Storage, Identity and Access Management, DNS/DHCP/Ti</td>
<td>Security, Voice, E-mail</td>
</tr>
</tbody>
</table>
UIT and ITS Going Forward

- Strong collaboration between UIT and ITS will continue
- Collaboration and communication committee structure
  - Senior Leadership Committee – Eric Denna, Jim Turnbull, Steve Corbato, Jim Livingston
  - Working Group – Composed of UIT and ITS leadership
- CIS team will all become campus employees over time
- Operations unit developed in CIS
- ITIL becomes more important than ever
Six Easy Pieces
Five “Easy” Pieces

1. Whom do we serve and what do we want to help them (those we serve) do?

2. What services do we provide so they (those we serve) can do what we want to help them do?

3. How do we know we are doing a great job?

4. How do we provide the services?

5. How do we organize?
Do and Should

1. Whom do we serve and what do we want to help them (those we serve) do?
2. What services do we provide so they (those we serve) can do what we want to help them do?
3. How do we know we are doing a great job?
4. How do we provide the services?
5. How do we organize?

1. Whom should we serve and what should we help them (those we serve) do?
2. What services should we provide so they (those we serve) can do what we want to help them do?
3. How should we know we are doing a great job?
4. How should we provide the services?
5. How should we organize?
Anything changing?
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How is SNHU answering question #1? (Whom do we serve and what do we want to help them do?)
Two Basic Challenges for the U

- What is the U’s teaching and learning process?
- What is the U’s business model?
What is Changing at the U?

- Those with whom we partner
  - SVP, Academic Affairs, Ruth Watkins
  - Chief Global Officer, Mike Hardman
  - Alberta Davis Comer, Marriott Library Dean
  - Patricia Morton, College of Nursing Dean
  - David Kieda, Graduate School Dean
  - Bob Adler, School of Law Dean (interim)
  - Cindy Berg, College of Social and Behavioral Science Dean (interim)
  - Lynn Powell, College of Dentistry Dean
  - College of Architecture + Planning Dean (interim) – TBA
  - John McConnell, College of Education Dean (interim)
What’s Changing at the U?

- How we admit students
- How we manage scholarships and financial aid
- How we onboard employees
- How we manage sponsored research projects
- How we purchase stuff
- How we manage identities
- How students plan their coursework
- How we design courses/programs
- How we govern data
- How we do just about anything …
We provide the U with great services that evolve with the U’s needs
9 IT Themes (cio.utah.edu)

1. UIT Governance
2. IT Cost and Funding Model
3. Strategic Investments in Teaching & Learning Technologies
4. Strategic Planning & Funding Model for Research Computing
5. Self-Service Catalog, Provisioning, and Departmental Roles
6. Modernize Administrative Services
7. Position the Network for the Future
8. Balance IT Security, Privacy, and Access
9. Improve Communication and Collaboration Services
9 IT Themes (cio.utah.edu)

1. Support committees
2. Implement strategic decisions
3. Metrics
9 IT Themes (cio.utah.edu)

2. IT Cost and Funding Model

1. Identify services, costs
2. Create funding model and implement plan
We have some challenges

UIT Funding Sources FY2014

- **VP Admin Services**: $170,170 (1%)
- **Voice Service Fees**: $9,102,873 (27%)
- **Student Computing Fees**: $3,144,452 (9%)
- **Research Overhead**: $7,209,095 (21%)
- **HETI - State Approp**: $1,250,000 (4%)
- **Inst. Maint (VP Tax)**: $1,807,407 (5%)
- **U of U Funding One Money**: $7,456,850 (22%)
- **Other**: $653,984 (2%)
- **CCCC**: $3,200,000 (9%)
9 IT Themes (cio.utah.edu)

1. Media infrastructure migration
2. Strategic plan

Strategic Investments in Teaching & Learning Technologies
1. Strategic plan
2. Funding model
9 IT Themes (cio.utah.edu)

1. Service Catalog
2. Service continuous improvement
3. Configuration Management Database
9 IT Themes (cio.utah.edu)

1. Identity & Access Management
2. Business Intelligence
3. Process Engineering
4. Application Architecture
5. UI/UX overhaul
6. QA Testing Environment
7. Reference Objects
8. Workflow automation tool & implementation
9. Kuali Rice
10. Kuali Student
1. Backbone upgrade
2. Campus Wireless assessment

Position the Network for the Future
1. Hire CISO
2. PCI compliance
3. Vulnerability Management

Balance IT Security, Privacy, and Access
1. Hire Unified Communication Director
2. Voice RFI
3. Strategic Communication

Improve Communication and Collaboration Services

9 IT Themes (cio.utah.edu)
Critical Success Factors

- Governance
- Funding
- Services (excellent engineering & operations)
- Students
- Compensation strategy
- Open Source
- Responsiveness
Anything changing?
“This discovery of yours will create forgetfulness in the minds of those who learn to use it … You offer your students the appearances of wisdom, not true wisdom. They will be hearers of many things and will have learned nothing … they will appear to be omniscient and will generally know nothing …

-- Plato’s criticism of the inventor of writing in *Phaedrus*
“… the world has got along perfectly well for six thousand years without printing, and has no need to change now” (Filippo di Strata)

“Printed books will never be the equivalent of handwritten codices … The simple reason is that copying by hand involves more diligence and industry” (Johannes Trithemius, *In Praise of Scribes*)
Be careful when you say something can't change

Berlin Wall - November 1, 1989
November 9, 1989
Be the change you want to see in the world.

-- Gandhi
Questions?
Questions Received Online

- UIT/ITS Realignment & Vision for UIT’s future (9)
- Employee compensation & engagement (6)
- Student employees (3)
- UIT Facilities & tools (3)
- Communication (2)
- UIT Funding model (2)
- Partnerships with U organizations (1)
- All-Hands meetings (1)
- Working with UIT Management (1)
cio.utah.edu