2011 Spring IT Professionals Forum

• Theme: “Vision. Action. Results.”
  – Defining community driven IT initiatives, connecting IT professionals with the tools and resources they need, and highlighting successful collaborative efforts.
Presentation Outline

• Vision
  – ARR IT Objectives and Past Recommendations
  – ECIO Role and Reporting Offices

• Action
  – Current Projects and Collaborative Efforts
  – IT Governance Efforts

• Results
  – Goals and Next Steps
  – Frequently Asked Questions
VISION:
ARR IT Objectives
and Past Recommendations
ARR IT Objectives

- The role of the University Technology Management Team be strengthened
- Continued strategic investments in technology be made to support the core mission and enhance revenues
- Tactical IT investments be made to support administrative functions by enhancing the capabilities of the University’s enterprise IT system to improve business processes and cost monitoring
ARR IT Objectives

Operating costs be reduced by improving efficiency in delivering IT operational services, for example:

- In-sourcing Banner ERP software modifications
- Reduce portfolio of application software
- Consolidate data centers
- Consolidate e-mail and calendaring services
- Reducing power consumption
- Support desktop technology more efficiently through selective standardization
- Shift from Centrex voice service to converged voice and data communications
- Expand reliance on cloud computing and other rapid-response outsourcing
ARR IT Measurements

“Potential savings from the actions recommended here are estimated to accumulate in the range of $17- $19 million per year by fiscal year 2013 and will accrue at all levels of the organization. Savings will come in the form of actual dollars saved as well as avoidance of future costs. It needs to be stressed, however, that there will be continued need to invest in IT in order to build more efficient service delivery systems and to meet the needs of new academic initiatives.”
Review Past Recommendations

• Since 2008, other IT efforts have provided recommendations for evaluating and improving the existing IT environment that are still relevant.
  – IT Governance
  – IT Service Inventories
  – Management Organization
  – Core Services Analysis
  – User Services Analysis
  – Business Process Analysis
VISION:
ECIO Role and Reporting Offices
ECIO Role

- Position approved by BOT March 2011
- Charged with improving enterprise IT services and infrastructure delivered on the University’s campuses and to reduce the cost of delivering these services.
- These efforts include investigating new service models, refining existing services, establishing performance measures, and advancing cooperation and coordination at the University of Illinois.
- These efforts are aimed at providing infrastructure and services to support the mission of the University.
ECIO Role

- The campus central IT organizations will continue to provide services as they currently do. They, along with AITS, now report to the Executive CIO.

- More information:
  - http://www.ecio.uillinois.edu
Reporting Offices

- UA: Administrative IT Services (AITS)
- UIUC: Office of the Campus CIO and Campus Information Technologies and Educational Services (CITES)
- UIC: Academic Computing and Communications Center (ACCC)
- UIS: Information Technology Services (ITS)

More information: http://www.ecio.uillinois.edu/reporting_offices
ACTION:
Current Projects
ITPC Current Projects

• ITPC-0375 Identity and Access Management
  – Goal: The goal of this project is to implement a comprehensive solution(s) to modernize the University’s IAM systems and practices.

• ITPC-0258 Travel and Expense Management System
  – Goal: This goal of this project is to implement a Travel and Expense Management system at the University of Illinois in order to provide increased efficiency and functionality in the entry, accumulation, reconciliation, processing and management of travel and other employee reimbursements and miscellaneous invoice payments.
ITPC Current Projects

- **ITPC-0306 Banner Relationship Management Implementation**
  - Goal: The goal of this project is to implement a tool that can facilitate the enhanced contact and tracking of prospective students as well as assess the efficacy of recruitment and retention campaigns and be able to adjust a campaign dynamically.

- **ITPC-0328 Contract Management System**
  - Goal: This project will implement a contract management application, which is a tool that would enable the university to manage the entire contract lifecycle through contract request, authoring, negotiation and approval.
UIUC Current Projects

• Shared Services Network Initiative
  – Goal: To architect a multi-campus network utilizing the ICCN to provide security access zones for shared services across the University, incorporating the Administrative Network (AN) and reduced firewall rule sets in order to improved performance and reduce latency to University applications (Banner, UC, etc.).

• Hierarchical Storage Management (HSM)
  – Goal: To provide an economical multi-tier managed storage solution for campus.

• Campus Video Surveillance System
  – Goal: In conjunction with Public Safety, to install and operate a system of campus-wide IP based video surveillance cameras.
UIUC Current Projects

• **Campus Wireless System**
  – Goal: to provide additional wireless coverage as necessary and upgrade existing wireless access points from IEEE 802.11 a/b/g to 802.11 n technology.

• **PCI/DSS Initiative**
  – Goal: to reduce campus risk to credit card fraud by establishing and installing a Payment Card Industry secure client infrastructure.

• **Web Presence**
  – Goal: To eliminate over 4000 pages of static web content in favor of a Drupal based content management and workflow framework to insure accurate and timely dissemination of information to campus.
UIC Current Projects

• VoIP Rollout
  – Goal: Convert all non-emergency phones by June 2012

• Expand Information Security Group

• UIC CIO Search
  – More information:
    http://jobs.educause.edu/jobs#/detail/4273531
UIS Current Projects

• UIS Next Generation Data Center (NGDC)
  – Goal: create an environment that is scalable, fault-tolerant, and easier to manage. Anticipate significant long term savings from power efficiency and reduced manpower needed for managing the data centers.

• UIS Desktop Refresh Program (DRP)
  – Goal: Ensure that faculty and staff have the most current technology available to fully participate in a technology-enabled work and learning environment, while making the replacement process seamless and cost-efficient.
Collaborative Opportunities

• Audit Findings
  – As of February 2011, there were 180 open audit findings from 27 IT related audit reports by University Audits from audits performed between August 2007 and January 2011.

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Today’s Collaborative Opportunities

• Opportunities for Collaboration Seen Today:
  – Customer Relationship Management – Building Relationships in a Rapidly Changing IT Environment
  – Web Content Management Systems at the University
  – Campus-Wide Student Employee Training Program
  – Configuration Management Database (CMDB)
  – Learning Technologies at Illinois
  – Endpoint Management – Engineering Endpoints: One College's Journey to Endpoint Management
  – Campus IT Pro Training: What Do We Want From Us?
  – Shared Data Center Services Consolidation
  – UC @ Illinois
  – Multimedia at Illinois: An Update on the Center for Multimedia Excellence
Collaborative Opportunities

• Partnering across areas and campuses on:
  – Identity and Access Management (IAM)
  – Shared Data Center Services Consolidation
  – IT Leadership Training Opportunities
    • ITLP
    • IT Pro focused Professional Development
  – Local Solutions → Enterprise Solutions
  – Community Source Initiatives
Collaborative Opportunities

- Partnering across areas and campuses on:
  - Vacation and Sick Leave (VSL) Application Integration
  - Unified Communication (UC)
  - Desktop Standardization
  - Thin Client Efforts
  - Business Process Improvement Shared Service
  - Research Administration Business Process Improvement
  - Performance Management
    - BI/PM Sub-Committee
ACTION:
IT Governance Efforts
Scope of Customers and Providers for IT
Requires a repeatable, rational process to collect ideas, select projects, prioritize
IT Governance Efforts

• UIS – IT Governance website
  http://www.uis.edu/informationtechnologyservices/about/ITGovernance.html

• UIC – Invitations to IT Governance Council
  sent by Provost’s Office

• UIUC – Task force committee created and
  governance workshops scheduled
IT Governance Efforts – UIUC

• IT Governance Committee
  – A committee has been formed to develop the IT governance structure, roles, and responsibilities at the University of Illinois at Urbana-Champaign.
  – Members include:
    • John Unsworth, Chair
    • Panit Lisy, Nick Burbules, Glenda Morgan, Roy Campbell, Deanna Raineri, Mike Corn, Sandra Rodriguez-Zas, Bill Goodman, Beth Sandore, Erik Hege, Chuck Thompson, Paul Hixson, Jake Vermillion, Jimmy Hsia, Michael Hites (ex officio)
IT Governance Efforts – UIUC

- IT Governance Workshops
  - To encourage participation and provide feedback for the IT governance design process, a set of workshops began June 3, 2011 and will continue through the month of June.
  - Leaders from across the campus have been invited to participate in these two-part IT governance planning workshops.
  - More information:
    - http://www.ecio.uillinois.edu/workshop
RESULTS:
Goals and Next Steps
Next Steps

- Complete IT governance structures and charters
- Improve performance measures and cost reporting for IT services
- Formalize process improvement service offering
- Create service improvement plan
- Develop integrated IT planning process
- Create measures for services
- Develop methodology for service inventory and assessment
- Finish collaborative projects
A Few Frequently Asked Questions
Will all campus budgets for IT be transferred to UA?
Is the overall plan to centralize all IT services across the University?
Does this mean that the IT support person hired by individual colleges or departments will now report to UA?
Will the new Executive CIO also be responsible for research computing matters?
Questions

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