Centralization Brown Bag Lunch Series
Hosted by: Michael Kubit, DCIO
Thursday, September 15, 2016
Centralization: Goals

- Reduce and effectively manage the risk profile of CWRU;
- Ensure business continuity and disaster recovery readiness by leveraging best-practices across the university;
- Improve the "IT experience" across all areas of the university; and,
- Optimize the university's investments in information technology.
Centralization: Guiding Principles

- Moving to a Culture of "We"
- Honoring What Is and Has Been; and,
- Establishing a New Destination for All.
Centralization: Leading Phases

- Learning the Landscape
- Building Awareness + Support
- Engaging People in the Change Process
- Building Further Support
- Incorporation of Changes
- Demonstrating + Documenting Results
Centralization: Campus Engagement

- Brown Bag Lunch Series; 3/17, 4/21, 5/19, 6/16, 8/18, 9/15
- Centralization Leadership Summit Monthly Meetings; Feb. through July 2016
- Administrative Professionals Information Sessions; 4/21, 4/28
- IT Centralization Working Groups Meetings; Ongoing as Needed; Assessment and Initial Recommendations Completed; Transitioning to Operational Focus
- Dedicated Website; Highlights/Archives Centralization Activities
- Projects LIVE - Monthly Broadcasts
- [U]Tech Orientation - UGEN, Law, Nursing, WSOM, SOM; 8/10
- Law School Faculty/Staff Meeting; 8/17
- Ongoing Updates to President’s Cabinet and Board of Trustees
Personnel: Update

<table>
<thead>
<tr>
<th>2016</th>
<th>Personnel Transitions</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>JAN 5</td>
<td>JULY 1</td>
<td>AUG 1</td>
</tr>
<tr>
<td>Initial IT Work Guidelines</td>
<td>JAN 5 - MAR 23</td>
<td>Creating Unified IT Culture Guidelines</td>
</tr>
<tr>
<td>Updated IT Work Guidelines</td>
<td>MAR 12 - JUN 14</td>
<td>Professional Development Guidelines</td>
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</table>

Staff from Decentralized IT Transitioned into Utech by Month and Management Center

<table>
<thead>
<tr>
<th>Management Center</th>
<th>Research Admin</th>
<th>Student Affairs/Campus Svs</th>
<th>Facilities</th>
<th>Library</th>
<th>Law</th>
<th>SOM Academic and Administrative Computing</th>
<th>WSOM - ITG</th>
<th>Nursing</th>
<th>WSOM Classroom Tech</th>
<th>University Relations and Development</th>
<th>MSASS</th>
<th>Dental</th>
<th>CAS</th>
<th>CSE</th>
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</thead>
<tbody>
<tr>
<td># of Filled Positions</td>
<td>4</td>
<td>6</td>
<td>1</td>
<td>1</td>
<td>6</td>
<td>13</td>
<td>8</td>
<td>2</td>
<td>2</td>
<td>5</td>
<td>3</td>
<td>5</td>
<td>4</td>
<td>6</td>
</tr>
<tr>
<td># of Open Positions</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Total # per Month</td>
<td>27</td>
<td>4</td>
<td>13</td>
<td>13</td>
<td>13</td>
<td>20</td>
<td>10</td>
<td>2</td>
<td>2</td>
<td>5</td>
<td>3</td>
<td>5</td>
<td>4</td>
<td>6</td>
</tr>
<tr>
<td>Cumulative at Month End</td>
<td>19</td>
<td>46</td>
<td>50</td>
<td>50</td>
<td>50</td>
<td>70</td>
<td>46</td>
<td>46</td>
<td>23</td>
<td>18</td>
<td>52</td>
<td>56</td>
<td>50</td>
<td>74</td>
</tr>
</tbody>
</table>

Does not include IT staff reporting to researchers nor two individuals in Public Safety
# Hardware + Infrastructure: Update

## Server Identifies Outside Data Center*

<table>
<thead>
<tr>
<th>Management Center</th>
<th># of physical servers</th>
<th># of virtual servers</th>
<th># of physical servers moved</th>
<th># of physical servers identified to be shut down</th>
<th>Servers not under warranty</th>
<th>Operating System not supported</th>
<th>Square Footage Gained</th>
<th>Estimated Wattage Identified</th>
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</thead>
<tbody>
<tr>
<td>Arts &amp; Science</td>
<td>85</td>
<td>10</td>
<td>3</td>
<td>2</td>
<td>3</td>
<td></td>
<td></td>
<td>125</td>
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<tr>
<td>University General</td>
<td>21</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>7</td>
<td>2</td>
<td>16</td>
<td>750</td>
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<tr>
<td>Engineering</td>
<td>75</td>
<td>318</td>
<td>0</td>
<td>53</td>
<td></td>
<td></td>
<td></td>
<td>20,250</td>
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<tr>
<td>MSASS</td>
<td>3</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>1</td>
<td></td>
<td></td>
<td>100</td>
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<tr>
<td>Law - Phase 2</td>
<td>0</td>
<td>17</td>
<td>16</td>
<td>7</td>
<td></td>
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<td></td>
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<tr>
<td>Medicine</td>
<td>125</td>
<td>54</td>
<td>2</td>
<td>59</td>
<td>7</td>
<td></td>
<td>225</td>
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<tr>
<td>Weatherhead</td>
<td>5</td>
<td>21</td>
<td>0</td>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td>1,788</td>
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<tr>
<td>Dental Medicine</td>
<td>7</td>
<td>12</td>
<td></td>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nursing</td>
<td>1</td>
<td>5</td>
<td></td>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>322</td>
<td>438</td>
<td>22</td>
<td>18</td>
<td>126</td>
<td>9</td>
<td>1,231</td>
<td>25,544</td>
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</tbody>
</table>
Hardware + Infrastructure: Update

Server Migration - Work in Progress
Service Management: Update

- Consolidating Campus Support Operations to a Single-Service Management Platform;
- Developing a New Framework for Incident Response and Service; and,
- Completing Analysis to Bring Deskside Support Back "In-House".
Commonly Shared Ideas + Results

- Getting to Know Each Other
  - Orientation with Ambassadors
  - Scope Creep
  - Picnic/Open House/Holiday Party
  - Projects LIVE Broadcasts

- Building a Sense of Team/Communities
  - Daily Operations Call
  - Creating Communities of Interest
  - Making the Strategic Plan Operational
Commonly Shared Ideas + Results

- Professional Development Opportunities
  - Skills Assessment
  - MOR Leadership Program
  - Goal-Focused Development Plans

- Shifting Focus to Distributed Units
  - Service Catalogs
  - Electronic Newsletters
  - Success Story Video Campaign
Success Story: MSASS Virtual Desktops

- At MSASS, [U]Tech successfully piloted a prototype of virtual desktops using Amazon Workspaces for the CWRU IT user community.

- The cross-functional, [U]Tech team included Rimas Biliunas and Mark Marietta (School of Engineering), Martin Hines, David Miller, Jim Nauer, Chet Ramey, Nassif Nassif and Jeff Gumpf.

- With experience in running a Citrix virtual desktop and AppStreaming environment, the School of Engineering had the confidence of the entire team to take operational responsibility for the project.

- MSASS now working with [U]Tech on the virtual desktop needs for students.
Success Story: UMC Converts to Wordpress

- UMC partnered with [U]Tech to transition *the daily* - CWRU’s electronic newsletter - to Wordpress on Amazon Web Services (AWS).

- The cross-functional, [U]Tech team included Nassif Nassif, Sarah Bailey and Dan Farst from the College of Arts and Sciences, Chet Ramey, Jessica Becker and Zach Burkland from UMC and Jeff Gumpf.

- Successful transition that strengthened relationships and the newsletter platform for better campus engagement.
Success Story: Making the Strategic Plan Operational

- [U]Tech formed a cross-functional team, including Eileen Connell from Weatherhead, to operationalize the organization’s strategic plan.

- The team was charged with creating a process for tracking and reporting progress on the operational goals of the plan - including antedotal/success stories.

- Currently, the team is reaching out to valuable resources throughout the university to create an approved process to track and report progress on the plan.