

ALL HANDS MEETING

Technology Updates. Celebrating People.



Remarks



Barbara R. Snyder, President, CWRU



UNIVERSITY TECHNOLOGY
CASE WESTERN RESERVE
UNIVERSITY

Remarks



W. A. “Bud” Baeslack, Provost + EVP, CWRU



Centralization Overview - Personnel



"Since joining University Technology, my team has begun building and strengthening relationships with IT staff from across the university. This includes shared projects such as server migration/consolidation, grass-roots efforts such as the new campus web developers group and professional development opportunities such as the MOR Leadership program. As we learn about the strengths and capabilities of our colleagues throughout UTech, we will realize increased efficiencies and improve the impact of our services."

Eileen Connell, [U]Tech, Weatherhead School of Management



Centralization Overview - Personnel



- 71 IT professionals from six UGEN units, all the Schools and the College have joined UTech – all have gone through HR processes
- Continue transitioning Medical School at department level
- Identified representatives from all the UGEN units, Schools and College to ensure needs are being met

Centralization Overview - Personnel



Centralization Overview - Personnel



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

Management Center	Research Admin	Student Affairs/ Campus Svcs	Facilities	Library	Law	SOM - Academic and Administrative Computing	WSOM - ITG	Nursing	WSOM Classroom Tech	University Relations and Development	MSASS	Dental	CAS	CSE	Security Systems
Month Transitioned	July 2016	July 2016	July 2016	July 2016	July 2016	Aug 2016	Aug 2016	Aug 2016	Oct 2016	Dec 2016	Dec 2016	Dec 2016	Dec 2016	Dec 2016	Dec 2016
# of Filled Positions	4	6	1	1	6	13	8	2	2	1	3	5	4	6	0
# of Open Positions	0	0	0	1	0	1	2	1	2	2	0	0	0	0	0
Total # per Month								27	4						
Cumulative at Month End					19			46	50						71

Does not include IT staff reporting to researchers nor two individuals in Public Safety

Centralization Overview - Personnel



- Next:

- ✓ Ongoing communication and engagement
- ✓ Skills assessment
- ✓ Emphasis on UTech culture; Core Value Awards

Centralization Overview – Service Management



- Assessed and evaluated current model
- Developing larger organizational model
- Gathering requirements for new service management platform
- Determining best business case for desk side support



Centralization Overview – Hardware + Infrastructure



"Relocating the law servers to the UTech data center went very smoothly. We retained all of the access to the servers our team required, but we no longer had to worry about maintaining our own physical data center. We gained enterprise quality monitoring, access controls, etc., as well as better support from UTech engineers. Overall, it was a huge improvement."

Tron Compton-Engle, [U]Tech, Law School

"The process was quite painless and very efficient, mostly due to the staff's professional attitude."

Tom Franchina, [U]Tech, MSASS

Centralization Overview – Hardware + Infrastructure



- More than 700 servers identified for relocation, virtualization or decommissioning
- Moved 45 servers, decommissioned 21 servers

Centralization Overview – Hardware + Infrastructure

Server Homes: As Is



Server Homes: To Be



- Two data center locations on campus, plus an external source and cloud services
- Enterprise firewalls and security team

- Raised Floor
- Universal Power Supply
- CRAC Units

Centralization Overview – Hardware + Infrastructure



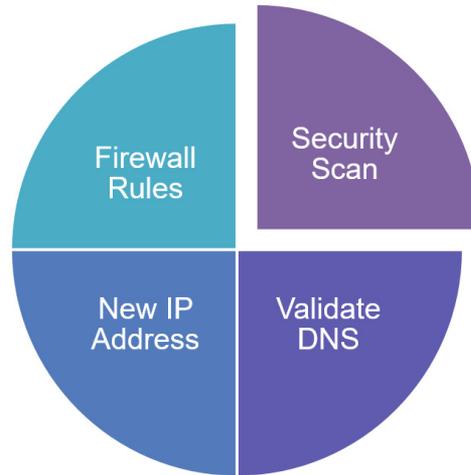
Servers Identified Outside Data Center*

Management Center	# of physical servers	# of virtual servers	# of physical /virtual servers moved	# of physical servers identified to be shut down	Servers not under warranty	Operating System not supported	Square Footage Gained
Arts & Science	15	12	10	2	3		
University General	35	0	5	2	7	2	16
Engineering	77	343	0		53		572
MSASS	3	1	4	2	1		100
Law - Phase 2	0	17	17	7			168
Medicine	87	51	2	2	59	7	225
Weatherhead	5	21	0	4			150
Dental Medicine	6	31	0		2		
Nursing	2	5	7	2	1		80
Total	230	481	45	21	126	9	1,311

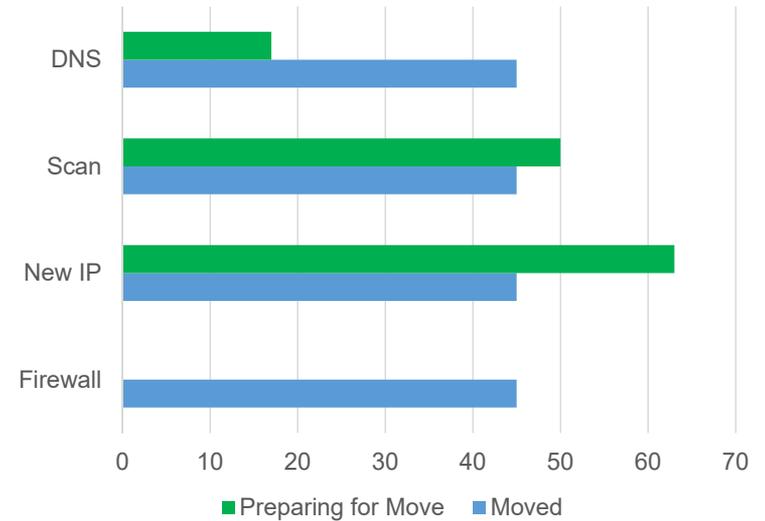
Centralization Overview – Hardware + Infrastructure



Preparing Servers for the Data Center



Preparation Progress



Centralization Overview – Hardware + Infrastructure



Case School of Engineering: Largest Server Population

- 400+ Servers
- Well-consolidated population
- Three phases
 - ✓ Beginning planning now
 - ✓ Major phase scheduled between Spring and Summer Semesters





Questions + Answers

Centralization Overview – Finance + Administration



Aligning with the Strategic Plan - Initiative VIII:
Attract, Retain and Empower Technology Team Members

Putting the right people with the right skills in the right roles,
in order to enable the University's success, achieve [U]Tech's strategic
objectives and optimize the work environment

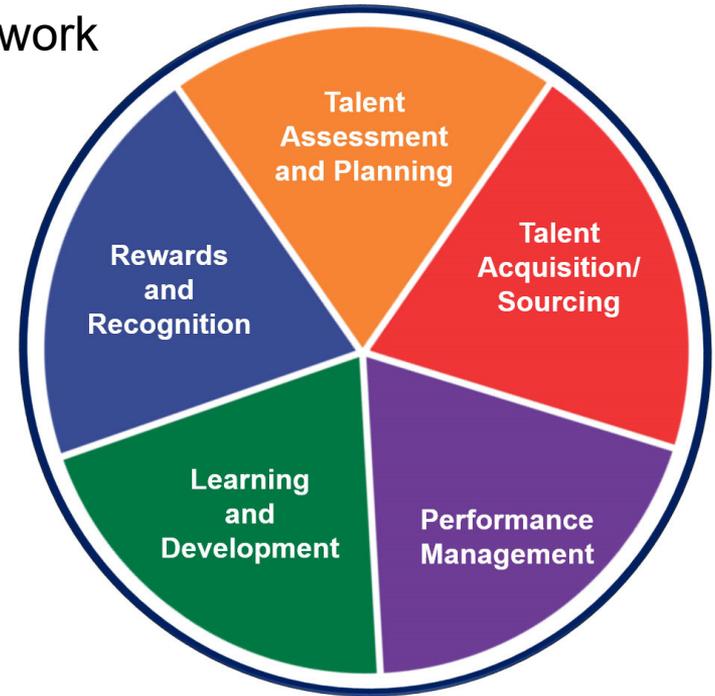
[U]Tech Vision

*To be a preeminent organization that empowers CWRU's transformational
teaching, learning and research*

Centralization Overview – Finance + Administration



Talent Management Framework



Centralization Overview – Finance + Administration



Talent Assessment and Planning

Currently:

- Vacancy assessment / replacement justification
- Job families / classifications

3-6 Months:

- Core and Technical Competency Identification (Skills Assessment Database)
- Retention / Attrition Assessment (ongoing)

Centralization Overview – Finance + Administration



Talent Acquisition and Sourcing

Currently:

- Orientation / onboarding
- Buddy program
- External job advertisements

3 – 6 Months:

- Inform all staff of UTech openings via website
- Assess and enhance onboarding program (continuous)

Centralization Overview – Finance + Administration



Performance Management

Currently:

- Annual performance review with self-assessment
- Management Coaching
- Performance Improvement Plans

3-6 Months:

- Performance Assessment Pilot
- Train managers and staff to do quality performance reviews
- Shift all [U]Tech staff to a July 1 review date
- Change culture on giving and receiving feedback

Centralization Overview – Finance + Administration



Rewards and Recognition

Currently:

- Recognition of staff promotions
- Community building activities/functions
- Service Anniversary recognition

3-6 Months:

- [U]Tech Core Value Awards
- Improve recognition around successes

Centralization Overview – Finance + Administration



Learning and Development

Currently:

- University Training Programs
- MOR Leaders Program
- Dively Executive Education Affiliate Program
- DISC Workstyle Assessments
- Vendor-supported technical training
- Memberships in professional organizations
- Staff-led common interest groups
- Staff development workgroup

Centralization Overview – Finance + Administration



Learning and Development

3 – 6 Months:

- Expand involvement in Staff Development workgroup
- Expand participation in Dively Exec Ed Program
- Participate in university-wide programs
- Customized ALICE (Active Shooter) Training
- Assess professional development needs for all of [U]Tech (continuous)
- [U]Tech staff development website

Centralization Overview – Finance + Administration



CASE WESTERN RESERVE UNIVERSITY EST. 1826

University Technology, [UTech]

Home Service Status Students Faculty Staff About help.case.edu

UTech Employee Training + Resources

UTech Employee Training + Resources Home

- Workflow Management
- Business Writing
- TRAC
- PeopleSoft HCM
- Job-Specific Training Requirements
- Other CWRU Training Opportunities

UTech has established a training program to aid our staff in building their skills to be successful and in its mission of operational excellence.

Working, learning and teaching resources.

Every member of the University Technology team is essential to the success of delivering our mission to support and enhance the academic and research mission of Case Western Reserve University through responsive service, enabling infrastructure, effective administrative systems and innovative solutions. To ensure the UTech team has access to training + resource information, this website has been developed.



Questions + Answers

[U]Tech Culture Change – I am [U]Tech

- Culture change; celebrating success
- Reminder of the importance of individuals
- Working to ensure everyone feels a part UTech
- Core Value Awards; much more to come

I AM DEDICATED I STRIVE FOR SERVICE EXCELLENCE I AM CREATIVE I have a path I listen actively I AM RESPECTFUL I think positively I AM ACCOUNTABLE I TAKE ACTION I always think "we" I am valued I THINK FIRST I enjoy challenges I am responsive I do my best the first time I am open minded I ask questions I am a leader I AM COLLABORATE I am aware of resources I am an outstanding communicator I am passionate I AM GENUINE I TAKE RISKS I seek innovative solutions I SEEK OPPORTUNITIES I demonstrate adaptability I make a difference I value others' opinions I am resilient

I AM [U]TECH

Retirement Celebration - Evan Komito + Pat Greene

