



UNIVERSITY TECHNOLOGY
CASE WESTERN RESERVE
UNIVERSITY

Brown Bag Presentation Centralization - October Update

**Michael Kubit – Deputy Chief Information Officer
Thursday, October 20, 2016**

Introduction



- To date, 46 IT professionals representing 4 UGEN units, and 4 schools have become part of [U]Tech.
- An additional 39 IT professionals representing 2 UGEN units, 3 schools and the College of Arts and Sciences will transition by the end of the calendar year.
- Cross-institutional team identified 760 servers for relocation, virtualization or decommissioning; moved 29 to date.
- Efforts underway to document services and complete a university-wide skills inventory of IT professionals.

Goals



- Critical improvements to the university's information security and business continuity efforts
- Remove barriers to the delivery of a consistent IT experience across the university
- Optimize the university's IT investments by reducing redundancies and enhancing economies of scale in services and purchases
- Provide additional professional development opportunities for the CWRU IT professionals



Mission, Vision + Core Values

Mission



We support and enhance the academic and research mission of Case Western Reserve University through responsive service, enabling infrastructure, effective administrative systems and innovative solutions.

Vision



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

Core Values - ASCII



Adaptability

Service Excellence

Collaboration

Innovation

Integrity

UNIVERSITY TECHNOLOGY

Guiding Principles



- 1** - Moving to a Culture of “We”
- 2** - Honoring What Is and Has Been.
- 3** - A New Destination

Strategy



- Learning the Landscape
- Building Awareness and Support
- Engaging People in the Change Process
- Using Power and Influence to Further Build Support
- Incorporation of Changes
- Demonstrating and Documenting Results

Campus Engagement



- Monthly Brown Bag Lunch Series; 3/17, 4/21, 5/19, 6/16, 8/18, 9/15
- Administrative Professionals Information Sessions; 4/21, 4/28
- Dedicated Website; Highlights/Archives Centralization Activities; case.edu/utech/centralize
- Projects LIVE - Monthly Broadcasts
- [U]Tech Orientation - UGEN, Law, Nursing, WSOM, SOM; August
- Law School Faculty/Staff Meeting; August
- Ongoing Updates to President's Cabinet and Board of Trustees

Professional Development



- Greater opportunity for the growth and development for IT professionals
- Accomplishments/opportunities
 - ✓ Meetings between [U]Tech staff and the Deputy CIO
 - ✓ Goal-Focused Development Plan
 - ✓ Compiling Skills Database
 - ✓ MOR Advanced Leaders Program

Personnel Updates



Personnel Transitions															
2016															
2017															
JAN 5		JULY 1		AUG 1		AUG 15		OCT 1		NOV 1		NOV 30		DEC 30	
Initial IT Work Guidelines		JAN 5 - MAR 23				Creating Unified IT Culture Guidelines				MAR 1 - JUN 14					
Updated IT Work Guidelines		MAR 12 - JUN 14				Professional Development Guidelines				MAR 1 - JUN 14					

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		
Month Transitioned	July 2016	July 2016	July 2016	July 2016	July 2016	Aug 2016	Aug 2016	Aug 2016	Oct 2016	Nov 2016	Nov 2016	Nov 2016	Nov 2016	Dec 2016		
# of Filled Positions	4	6	1	1	6	13	8	2	2	5	3	5	4	6		
# of Open Positions	0	0	0	1	0	1	2	1	2	1	0	0	0	0		
Total # per Month						27			4	18					6	
Cumulative at Month End						19	46			50	68					74

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

Service Management Updates

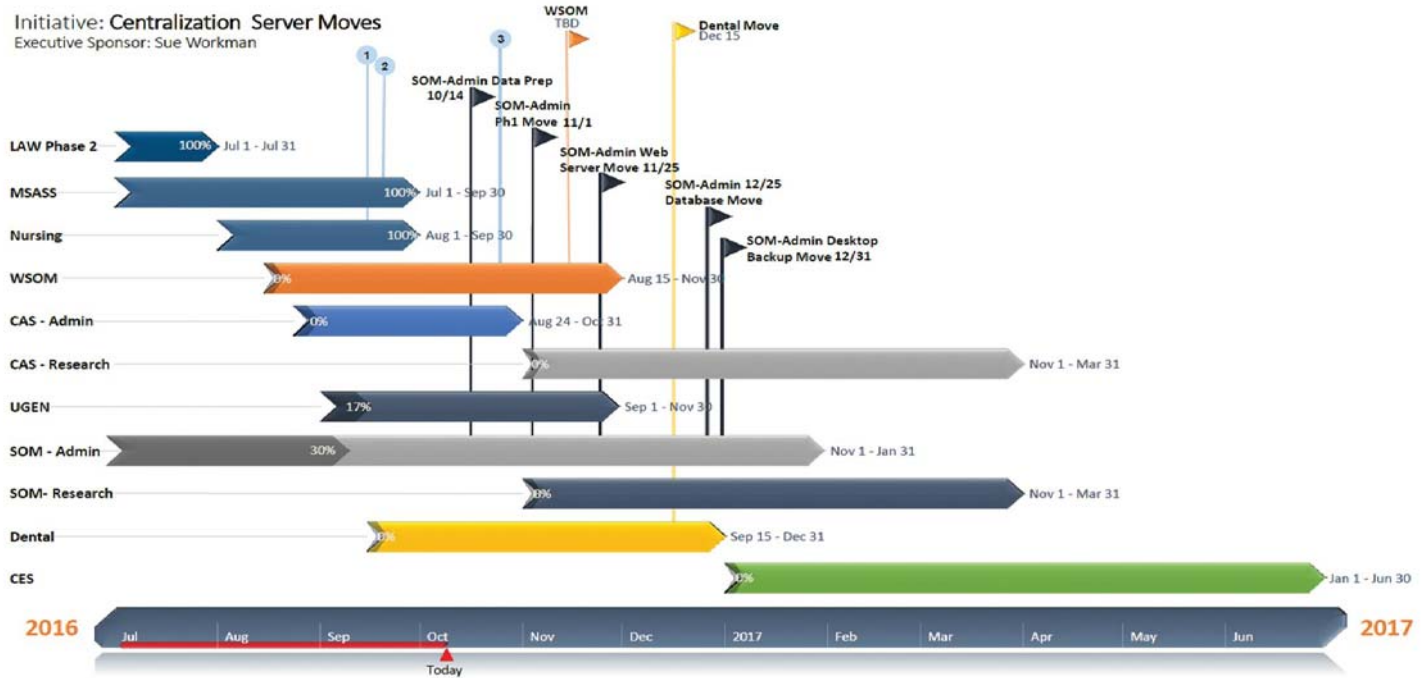


- Assessed and evaluated the current model to determine the best way to deliver services in a new, centralized environment
- Utilized information in developing the larger UTech organizational model
- Gathered requirements to complete an analysis and recommendations for a new service management platform
- Drafted business case for bringing deskside support back in-house

Hardware + Infrastructure Update



Initiative: Centralization Server Moves Executive Sponsor: Sue Workman



Hardware + Infrastructure Update



Servers Identified Outside Data Center*

Management Center	# of physical servers	# of virtual servers	# of physical servers moved	# of physical servers identified to be shut down	Servers not under warranty	Operating System not supported	Square Footage Gained	Estimated Wattage Identified
Arts & Science	15	11	0	2	3			
University General	25	0	1	2	7	2	16	750
Engineering	75	318	0		53		572	20,250
MSASS	3	1	4	2	1		100	
Law - Phase 2	0	17	17	7			168	2,756
Medicine	85	54	0	2	59	7	225	
Weatherhead SOM	5	21	0	4			150	1,788
Dental Medicine	7	12	0		2			
Nursing	2	5	7	2	1		TBD	TBD
Total	217	439	29	21	126	9	1,231	25,544

Hardware + Infrastructure Update



Project Status + Achievements

1. Nursing Completed, Sep 17
2. MSASS Completed, Sep 22
3. CAS-Admin Move, Oct 24
4. Ongoing ORA Server Move to Data Center
5. Received Server Census Data for CAS-Research/UGEN Departments
6. Continued Migration of SOM Server Data to Data Center
7. Completed Review Meeting with Dental School to Discuss Virtual Server Move
8. Working with [U]Tech Network Engineering Manager to Resolve Resource Conflicts

Near-Term Planned Activity (2 Weeks)

- Continue Census of the Remaining UGEN Departments
- Test the VM to VM Migration Process for the Dental School PACS Server
- Complete Server Move for Office of Research Administration
- Continue Migration of SOM Server Data to KSL

Reevaluating Centralization Focus



- Unique approach; Not using traditional methodology
- Shifting focus from “central” to “individual units”
- Assessing the skills of professionals in the distributed IT units
- Examining services in each unit
- Reviewing the projects underway in each unit

Reevaluating Centralization Focus



- Skills assessment exercise to identify two, different types IT professionals:
 - ✓ Highly specialized
 - ✓ Commodity
- Further train professionals to hone their areas of expertise
- Provide professional development opportunities
- Identify capacity to enable innovation



Questions + Answers