

[U]Tech

University Technology

IT Centralization Brown Bag Lunch Series

Presented By: Michael Kubit

Thursday, June 16, 2016

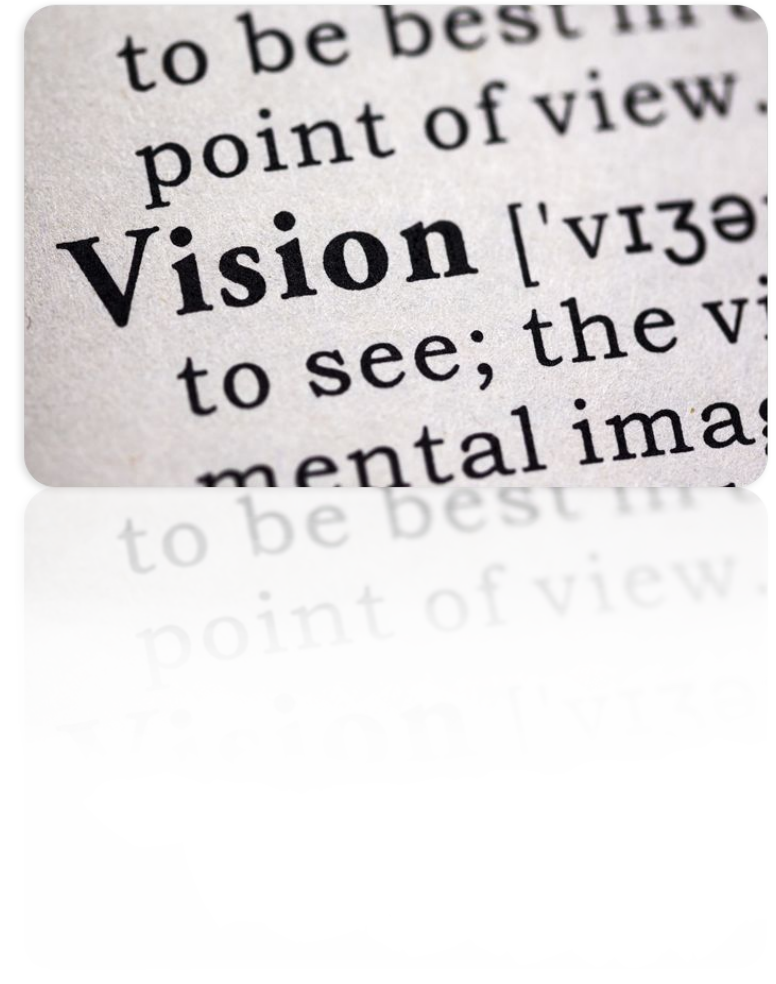
UTech: Mission Statement

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.



UTech: Vision Statement

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



UTech: Core Values

Adaptability: We are committed to remaining flexible and responsive to change. We value the input from all global sectors that employ IT, higher education colleagues and those across our own university. We execute on existing and new initiatives with a focus on excellence in assisting university constituents with teaching, learning and discovery.

Service Excellence: Serving students, faculty and staff is our reason for existing. We continually seek to understand the needs of those who depend on us and strive to exceed their expectations.

Collaboration: We work in a collaborative, cooperative, team-driven environment that encourages both individual and shared excellence in striving to achieve our goals. We value the mutual respect that true teamwork entails.

Innovation: We thrive in a culture that is dynamic. We seek, develop and test new ideas to advance the University. Because there is often no one right answer to a question, we rely on experimentation to drive many efforts in search of solutions and continuous improvement.

Integrity: We revere honesty and adhere to the highest ethical standards in our daily work. We strive for transparency in our operations.

Communications

- New organization – new name
- Centralization website – ongoing updates
- IT Centralization Leadership Summit Monthly Update Meetings; Monthly since February
- Brown Bag Lunch Series; Monthly since March
- Administrative Professionals information sessions; Ongoing since April
- IT Centralization special interest groups sessions
- IT Centralization Communications Assessment Team Sessions
- Alignment with [Re]Imagining IT
- Projects LIVE



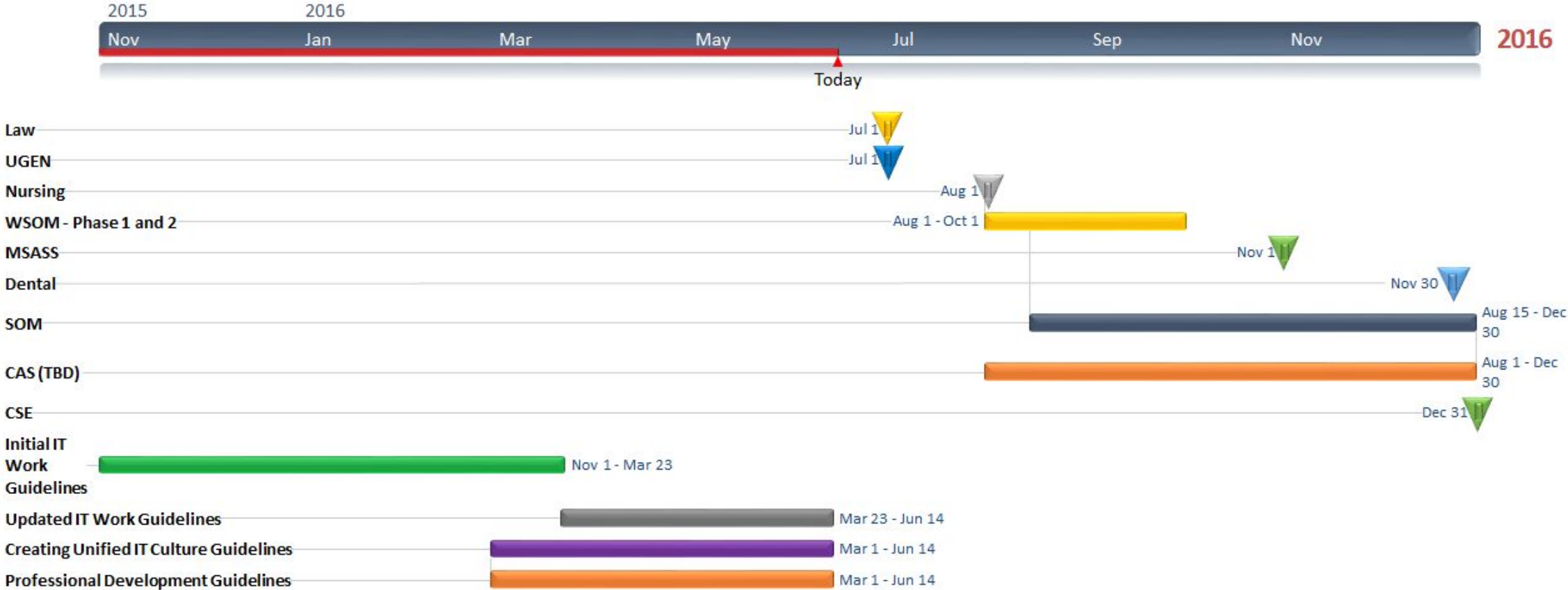
Personnel

- Revised guidelines for IT work vs. non-IT work to clarify roles of business analysts, process analysts, systems analysts and programmer analysts
- Finalized guidelines for orientation of IT staff to the new IT organization
- Finalizing guidelines for professional growth/development of IT staff
- Adding job descriptions, duties/responsibilities, professional growth/development plans and any other missing information to IT staff census
- Clarifying support for systems used for physical security, facilities and plant services as IT work versus non-IT work

Project Status

Initiative: Personnel Transitions

Status Period: June 2016



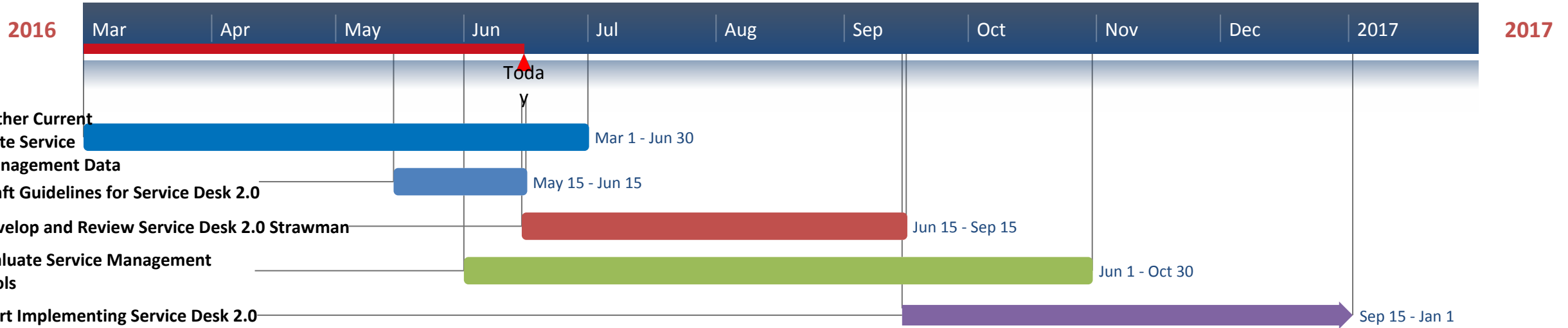
Service Management

- Gathered high-level service management data; Need to identify current state volume of distributed IT areas
- Gathered detailed list of services from distributed IT areas; Organizing those services into categories
- Gathering Future State requirements
- Ongoing discussions with CDI to continue to improve level of service; Focusing on Self-Help, better Dashboard, cleaning up Knowledge Base articles and Service Desk to Resolver issues

Project Status

Initiative: Service Management

Status Period: June 2016



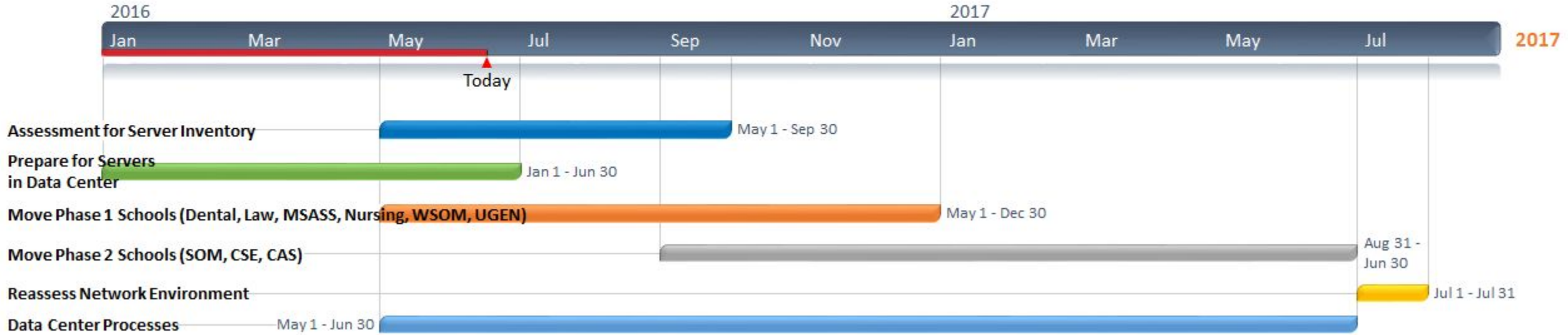
Hardware, Infrastructure + Applications

- Two sub-committees formed – Server Risk Assessment and End-Point Strategy
- Server Risk Assessment Committee: See timeline
- End-Point Strategy Committee: Defining scope, principles, project plan and implementation plan

Project Status

Initiative: Server Transition

Status Period: June 2016



Security

- Working group defined prioritized policy updates
 - Needed policy updates identified
 - New policies to be prioritized
 - Working group disbanded
- Security Committee will continue policy work/approval
 - Some members of the working group also on Security Committee
- Hired summer student to assist in documentation/policy updates
- Adopted proposed new University policy format
- NOTE: Additional updates will include replacement of pervasive ITS with UTech or University Technology terminology in all policies and standards

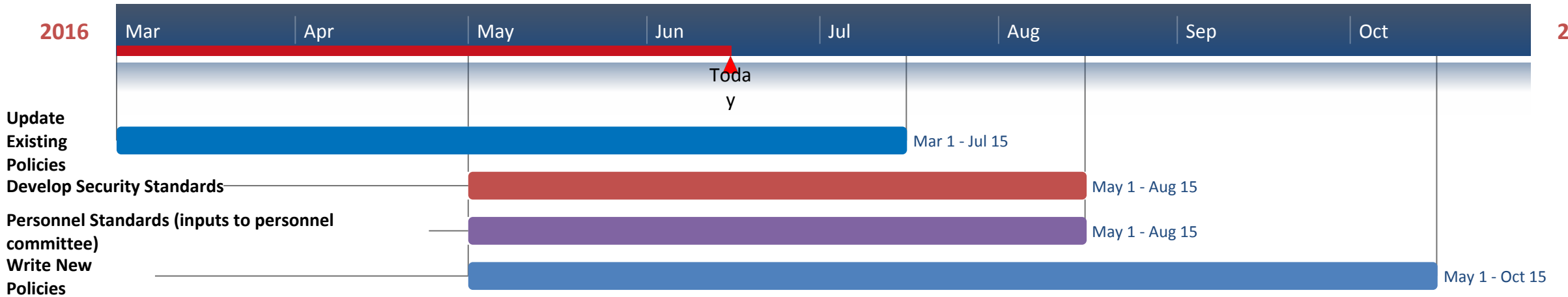
Project Status

Initiative: Security

Status Period: June 2016

2016

2016



Budget + Finance

June 2016: Gather IT expense data from various sources

June – August 2016: Individual meetings with Business Officers and others from distributed IT organizations to assess expense

May - October 2016: Meetings with assessment committee

October 2016: Deliver recommendation for treatment of IT expense to CIO

October 2016 – 2017: Ongoing discussions on various considerations impacting finances related to Centralization

Discussion Topics

Q1 - How can we bring the new Core Values to life and make them part of our culture?

Q2 - Many have built personal relationships with their local IT professional(s). How do we broaden that “circle of trust” to include the broader IT organization?

Q3 - What are some ways to improve communication with IT professionals across the university?

Q4 - What are some ways that we can begin to build relationships and trust among IT staff across the university?

Q5 - What should the new service management support model look like? What are some examples of how we can raise the level of service university-wide?

Q6 - What specific actions will encourage valuable and strong employees to stay as part of the CWRU team?