



[U]TECH

UNIVERSITY TECHNOLOGY

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



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

Hardware + Infrastructure: Update

Server Identifies 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	85	10	3	2	3			
University General	21	0	1	1	7	2	16	750
Engineering	75	318	0		53		572	20,250
MSASS	3	1	2	2	1		100	
Law - Phase 2	0	17	16	7			168	2,756
Medicine	125	54		2	59	7	225	
Weatherhead	5	21	0	4			150	1,788
Dental Medicine	7	12			2			
Nursing	1	5			1			
Total	322	438	22	18	126	9	1,231	25,544

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 antidotal/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.

