



Centralizing IT:  
*Great Universities Require Great Information Technology*

IT Open Forum

02/10/2016



INFORMATION  
TECHNOLOGY SERVICES  
CASE WESTERN RESERVE  
UNIVERSITY

# Goals for Today

- Introduce goals, process and plan for IT centralization
- Answer questions
- Start to build community and trust
- Discussion about SWOT



# While You are Eating

- Small cards on table – anonymous questions
- Website – [case.edu/its/centralize](http://case.edu/its/centralize)





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# The Goals

- Most importantly, 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
- Optimize the university’s investments in information technology



# The Process

- Executive IT Support team created; started in Adelbert Hall
- Assess and optimize UGEN departments delivering IT services
- Schools and College
- Highly collaborative initiative; includes stakeholders from across CWRU
- Initiative focused on moving the culture from “us vs. them” to “we”



# Areas Already Supported by ITS

- Division of Enrollment Management
- Baker Nord Center for Humanities
- Graduate Studies
- 90+ Areas Being supported at a Platinum or VIP Level



# The Process: Offices Supported or Transitioning to Executive IT Support Team

(As of 2/8)

- Budgets and Financial Planning
- Campus Planning and Facilities Management
- Campus Services Administration
- Donor Relations and University Events
- Emeriti Affairs and Faculty Senate
- General Counsel
- Human Resources Administration
- Inclusion, Diversity and Equal Opportunity
- Institutional Research and Planning
- Office of VP Information Technology Services/CIO
- Major Gifts
- Office of Administration
- Office of Risk Management
- Office of the President
- Office of the Provost
- Office of Deputy Provost/Academic Affairs
- Planned Giving
- Student Affairs
- University Marketing and Communications
- University Relations and Development



# The Process: Offices Pending Support by the Executive IT Support Team

(As of 2/8)

- Government Relations and Foundation Relations
- Office of Finance
- Office of Investments
- Office of the Treasurer
- Research Administration
- Trustee programs



# Executive Support Status Update

- Dedicated executive support number and team (complete)
- Introductory meetings (90% complete)
- Equipment inventory (60% complete)
- Unified server-based storage of data (final planning)
- Managed desktop strategy (planning)
- Printing environment optimization (planning)
- AV equipment in meeting rooms (suggested)



# The Process: UGEN Offices Remaining

Leadership meetings are beginning:

- Environmental Health & Safety
- Procurement
- Kelvin Smith Library
- Public Safety
- Registrar
- Advancement Services
- Research Administration

Thanks Lou and Student Affairs IT!

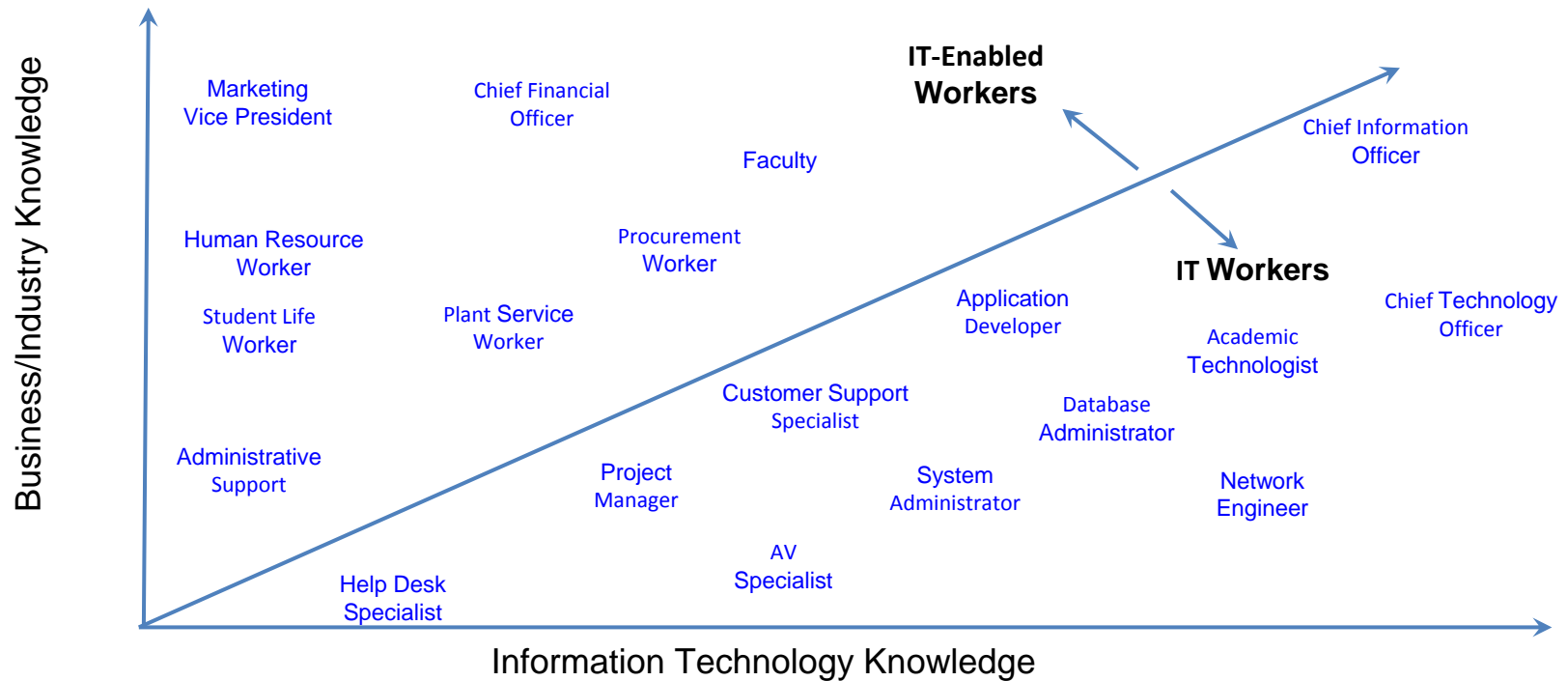


# The Plan

- Leaders and Deans
- CTOs
- Finance Officers
- Faculty Senate Committee on Information Communication and Technology (FSCICT)
- IT Open Forum
- IT Summit



# The Plan: Distinguish IT Workers from IT-Enabled Workers



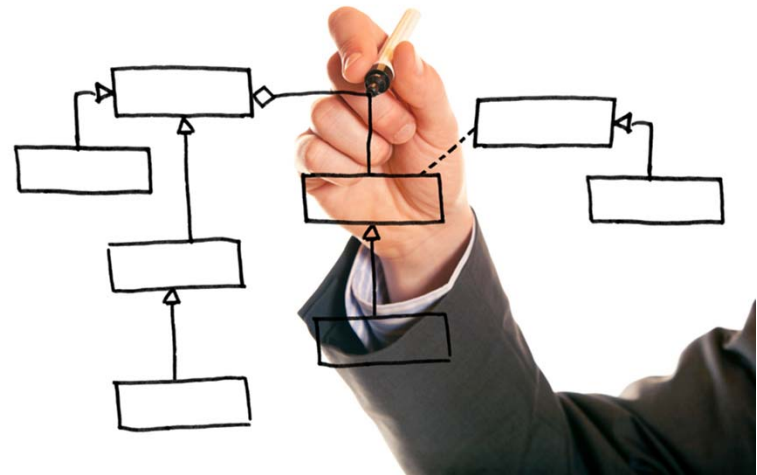
# The Plan: Our People Matter

- Professional development
- Peer help
- Career path



# The Plan: Next Steps (Inclusive and Collaborative)

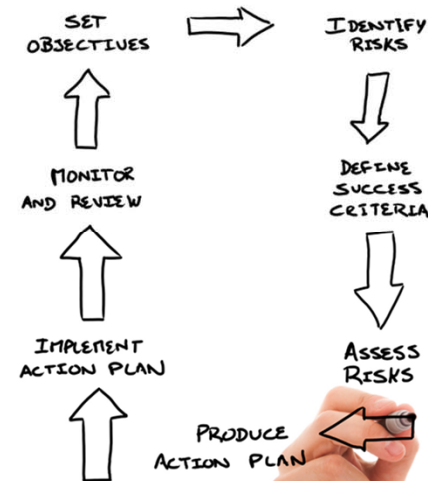
- Planning
  - Retreat with CTO's
  - Meeting with Financial Officers
  - Meetings with Executives and Deans
- Assessment
  - Services
  - Infrastructure
  - Personnel
- Optimization
  - Utilize industry best-practices
  - Maximize return on investment
  - Leverage IT talent on behalf of the university





# The Plan: Methodology

- Leadership summit
- Project planning
  - Current state
  - Future state
  - Action plans
- Full IT assessment
  - Personnel
  - Skill set
  - Infrastructure
  - Budget
- Organizational design proposal and staffing strategy
- Training, conversion, and communications





# The Plan: Critical Success Factors

- Executive leadership support
- IT leadership buy-in
- Faculty buy-in
- Communications
- User experience



# The Plan: Benefits

- Consistent approach to security, business continuity, disaster recovery
- Inventory and asset management
- Readiness for RNC
- Leveraging the total IT human resource
- Enterprise scale – equipment, software, classrooms
- Allow leaders and faculty to concentrate on their value add



# The Plan: First School

Case Western Reserve University School of Law



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# The Plan: Aligning with the IT Strategic Plan



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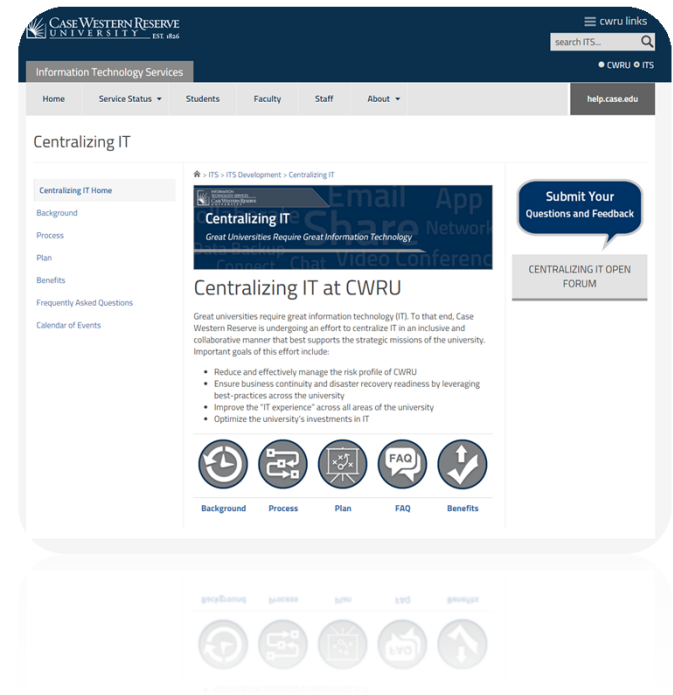
# Table Exercise

- Table will be assigned S, W, O, or T
- SWOT (Strength, Weakness, Opportunity, Threat)
- Use LARGE cards to capture ALL thoughts
- Report out



# Where to Address Future Input?

- [case.edu/its/centralize](https://case.edu/its/centralize)
- Email me directly [sue.workman@case.edu](mailto:sue.workman@case.edu)







Discussion, Feedback and Questions



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