Office of Information Technology

OIT Strategy & Projects to Support Campus

Faculty Senate
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Vice Chancellor for IT
CIO’s Role at a University

- **Two key roles:**
  - IT Strategy
  - IT Operations

- **Key attributes:**
  - **Facilitator**
    - Help promote use of technology and collaboration
  - **Arbitrator**
    - Make decisions when consensus is difficult
  - **Translator**
    - Translate IT into methods, processes and uses to meet requirements, directions and goals
Directions and Opportunities for OIT

• Three Phase Plan for IT Improvement
  – Develop Strategic Operating Plan
    (Completed Dec 08)
    – Implement high value projects
  – Develop Governance Structure for IT
    (Expected Jan 2011)
  – Develop IT Strategic Plan
OIT Operational Goals

• Collaborative Engagement
   Operate under a culture of collaboration and partnership based on mutual respect, cooperation, knowledge-sharing and resource development within OIT & across campus.

• Proactive Customer Service & Solutions
   Respond to customers’ needs in a timely and effective manner; maintain communications and services that meet or exceed agreed upon customer expectations.

• Reliable Systems & Security
   Design, implement and manage all services and systems to produce predictable system behavior, reliable service delivery, competitive costs, data integrity, integrated security & legislative compliance.
OIT Operational Goals (con’t.)

• **Innovation, Agility and Alignment**  
  Create a responsive, forward-looking and flexible IT environment that encourages strategic partnering and balances acceptable risk; leverage technology for solving business problems; support rapid response to customers’ changing educational and business needs.

• **Pervasive Transparency**  
  Operate all services, projects, units and support in an open and transparent manner.
Major OIT Projects

• Gmail for Students
  – Next phase to make improvements (general calendars, more use of sites, etc)
  – NextGen mail for Faculty & Staff – Gmail pilot groups

• Postini - Spam & Virus for Faculty & Staff
  – eDiscovery Retention: ALL email retained for 10 Years Security

• Managed Desktop Service
  – Provide desktop support with tiered pricing (partner, basic, extended)

• Combined Pricing Initiative
  – New law requiring unified purchasing for UNC
  – 7 Standard configurations (laptops, desktops) + options
  – 3 vendors (Dell, HP, Lenovo) + Apple
  – Exception process for special needs (expect to be <)
Major OIT Projects (continued)

• **Web hosting**
  – Getting final pricing, expect to implement in January

• **Classroom Capture Project**
  – Purchased 50 classroom capture units – being installed

• **Centralized Storage Project**
  – Expand & enhance the centralized data storage & backup services
  – Working on archiving option to meet NSF & DoD data management requirement (research project with CH, Duke and NCSU)

• **Identity and Access Management**
  – Unified, authoritative, secure, efficient and cost-effective IAM environment that meets current and future needs & legal requirements

• **University Data Mart**
  – Develop a data mart, dashboard, and query tools to provide easily accessible, decision-support information for NC State
IT Governance – New Framework

• Launched four task forces:
  – Academic Technology
  – Security & Compliance
  – Support and Help Desk
  – Infrastructure

• New Structure:
  – UITC to be restructured to represent business functions and needs
  – Subcommittees report through UITC for endorsement
  – New Campus IT Directors group (CITD) reviews technical and policy issues

• Results for final structure & committees by Jan 2011
Maps to help with Life

From Christoph Niemann, NYT March 2010, christophniemann.com