Office of Information Technology

OIT Strategy to Support Campus Goals
Finance & Business Retreat
Thursday, July 30, 2009

Marc Hoit, Ph.D.
Vice Chancellor for IT
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
  • Develop IT Strategic Plan

• Major Projects

• Budget Strategies
Strategic Operations Plan (SOP)

• Organize the merged OIT into a responsive, cohesive and customer focused organization
  • Articulate the OIT vision and mission
  • Create shared OIT operational goals and strategies
  • Improve OIT operations, teamwork and collaboration
  • Launch several implementation projects that will yield significant benefits to NC State
OIT Vision Statement
Be the IT organization people seek out as a partner for providing visionary strategies, creative solutions, objective information, and effective and efficient services in order to help them achieve their mission and goals.

OIT Mission Statement
To provide nimble, effective, efficient and collaborative IT services, solutions and strategies in a timely and helpful manner that assists the university, state and nation in achieving their strategic goals.
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 SOP Projects

• **Identity and Access Management**
  • Provide a unified, authoritative, secure, efficient and cost-effective IAM environment that meets NCSU’s current and future IT needs & legal requirements

• **Centralized Storage Project**
  • Expand & enhance the centralized data storage & backup services OIT offers NCSU

• **University Data Mart**
  • Develop a data mart, dashboard, and query tools to provide easily accessible, decision-support information for NC State executive officers, deans, and department heads

• **Student Email Initiative**
  • Review student email services and determine cost-effective options for improvement
Additional Major Ongoing Projects

- WolfWise Messaging
- Service Planning -- ITIL framework for Service Catalog
- Risk Assessment for OIT
- Update Organizational Resilience Plan (Business Continuity and DR)
- Data Security Guidelines (portable devices, etc)
- Web Services & Hosting
- PeopleSoft: Absence Mgmt, Asset Mgmt, Financial Aid
Budget Reduction Strategies

• Five strategies are being investigated for cost savings:
  • All faculty and staff move to WolfWise Email
    • Investigate outsourcing
  • Expect student to use Laptops – remove $\frac{1}{2}$ lab seats campus wide
  • Web hosting – move to content mgmt
  • Desktop management and virtualization
  • Purchasing – PC and printer combined contracting
• Collaboration with Chapel Hill on Enterprise Systems
  • Working on combined development of HR & Finance
My Expectations of OIT
“Live the SOP”

- Customer’s voice critical
- Collaboration is expected
- Execute and deliver outstanding performance
- Transparency in our work, budgets, services
- Efficiency and effectiveness
“Effective leadership is not about making speeches or being liked; leadership is defined by results not attributes.”

~Peter Drucker~