



Office of Information Technology

Future Directions for OIT

OIT Staff Meeting
Monday, March 9, 2009

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Vice Chancellor for IT



Goals for Today

- Review the Strategic Operating Plan
- Discuss major projects to improve support to campus
- Discuss current budget issues
- Outline my expectations for OIT
- Answer your questions and concerns

Strategic Operations Plan (SOP)

- 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

- **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.



OIT Operational Goals, con't.

- **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.

Identity and Access Management

- **Purpose:** Provide a unified, authoritative, secure, efficient and cost-effective IAM environment that meets NCSU's current and future IT needs & legal requirements
- **Goals:** Lead, plan & implement new IAM infrastructure for NCSU, e.g. Identity Provider (IdP), Federated Identities, Active Directory, & Enterprise Directory services
- **Scope:** NCSU-wide as well as UNC System institutions as requested
- **Time frame:** Identity Provider (IdP) services in production, 3/31/2009; Project end date, 2010; IAM services - ongoing

Centralized Storage Project

- **Purpose:** To expand & enhance the centralized data storage & backup services OIT offers NCSU
- **Goals:** Consolidate & improve existing OIT storage systems, services & cost models; develop tiered technical and service models; offer streamlined storage services at lower & competitive costs to departments
- **Scope:** Data storage needs of central administrative & academic IT services; current and future college and departmental customers for centralized storage; Phase one does not include desktop backup services
- **Time frame:** Phase one to be completed by August 2009

University Data Mart

- **Purpose:** To develop a data mart, dashboard, and query tools to provide easily accessible, decision-support information for NC State executive officers, deans, and department heads
- **Goals:** Identify, define and build structure to house key data elements and measures NCSU needs for tracking performance, planning, and other business functions
- **Scope:** Project will impact university data users (executive officers, deans, dept. heads); data providers (R&R, Budget Office, Research, Grad. School, Colleges, etc.); and process owners (UPA & EAS)
- **Time frame:** December 2009 for data definitions and project scope, implementation will be phased

Student Email Initiative

- **Purpose:** Review student email services and determine cost-effective options for improvement
- **Goal:** Deliver Task Force report of findings & recommendations to VCIT
- **Scope:** Investigations include student and other stakeholder needs, educational goals, available out-source options, experiences of peer institutions, legal, security, and budget issues
- **Time frame:** Report due March 2009

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 Issues

- **Current year 7% reversion**
 - One time – already covered (part new money, part vacant lines abolished, maintenance changes)
- **Projected 7% permanent for next year (8.5% for OIT – following budget principles)**
 - Continued planning (Final amount unknown – depends on state, as late as June)
 - Vacant lines, software/hardware maintenance, consolidate services, some RIFs

Budget Issues - Continued

- SOP – efficiency and effectiveness are more critical than ever
 - Accelerate proposed changes?
 - Are there things that we can spend on now to gain significant cost efficiencies for next year?
 - Collaborate on services
 - Can we work with colleges/departments/units to find opportunities to share services and reduce costs?
 - Services to discontinue?
 - Can we discontinue underutilized services and replace with more current, more utilized platforms?

My Expectations of OIT

“Live the SOP”

- Customer’s voice critical
 - We are a service organization supporting the university’s mission
- Collaboration is expected
 - New governance model next effort
- Execute and deliver outstanding performance
 - Incident reports for improvement
 - Mistakes are OK – we are all human
 - Learn and improve, don’t repeat them

My Expectations of OIT

“Live the SOP”

- Professional behavior
 - Respectful disagreement is good
 - OIT is a unified team and that is the image to project
- Transparency in our work, budgets, services
- Efficiency and effectiveness
 - Simplify, reduce redundancy, improve reliability
 - Compare alternatives: build, buy, outsource

“Effective leadership is not about making speeches or being liked; leadership is defined by results not attributes.”

~Peter Drucker ~

Questions?