

Office of Information Technology

OIT Role & Strategy to Support Campus Goals

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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

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

Major OIT Projects (continued)

- **Postini - Spam & Virus for Faculty & Staff**
 - eDiscovery Retention: ALL email retained for 10 Years Security
- **IT Security**
 - New framework on scanning machines and network
- **Web hosting**
 - Getting final pricing, expect to implement in January
- **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 <)

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**

"If you want to increase your success rate, double your failure rate."

~Thomas Watson, Sr., founder of IBM ~