Office of Information Technology

OIT Role & Strategy to Support Campus Goals

Wednesday October 6, 2010

Marc Hoit, Ph.D.
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

• **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~