



## Office of Information Technology

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# OIT Strategy to Support Campus Goals

Finance & Business Retreat  
Thursday, July 30, 2009

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# Directions and Opportunities for OIT

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- 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)

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- 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

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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

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- **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.)

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- **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

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- **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

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- 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

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- **Five strategies are being investigated for cost savings:**
  - All faculty and staff move to WolfWise Email
    - Investigate outsourcing
  - Expect student to use Laptops – remove ½ 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”

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- Customer’s voice critical
- Collaboration is expected
- Execute and deliver outstanding performance
- Transparency in our work, budgets, services
- Efficiency and effectiveness

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

*~Peter Drucker~*