

OIT Town Hall

October 22, 2013

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Vice Chancellor for IT and CIO

Agenda

- Overview of the State of OIT
- Questions

Budget Cuts and future

- Recent budget cuts = \$1.2M
- Resulted in:
 - 9.75 vacant positions and 1 filled position lost
 - \$438K in operational cuts
- Future:
 - University looking to generate \$75M over next 5 years (Fund university strategic plan)
 - Need to find ways to save or generate these funds

State of OIT - 30,000 Ft View

- **IT Strategic Planning**
 - Almost ready for Governance to develop implementation plans
- **Major projects:**
 - Identity Management - Phase I
 - PCI Compliance
 - Data Marts - new service using SAS
 - Improve DR capability (PeopleSoft, MCNC)
 - Data Center II - cooling upgrade
 - Migration of Postini to Vault
- **Portfolio & Project Management ongoing, but shifting**
- **NCSU Clickwrap licensing process**
 - ~340 clickwrap agreements reviewed (270 approved, 33 conditionally approved, 33 denied), 7 licenses under review, 20 Google apps
- **Major efficiency improvements**
 - Major update to managed desktop
 - Novell migrations and retirement
 - Legacy network migration and retirement (including checkpoint)
 - E25 K retirements

IT Partnering for NC State

- SAS - Visual Analytics, developing intern program, data marts, DHS biosecurity grant
- GigU/NCNGN - community broadband
- Internet2 & MCNC - video, storage, people
 - 100 GB, custom lambdas – research focus
 - **New:** NSF grant (\$500K)
- SURA
 - Library project (Data Management)
 - **New** EMS collaboration effort
- Involvement with Educause constituency groups
 - E.g.IT Accessibility CG leadership and collaboration

Innovation, agility, alignment

- PeopleSoft enhancements
 - Graduate Student Support Plan (GSSP) & NextGen Grad Admissions implemented in SIS
 - Major enhancements underway to streamline processes & support BOCs
 - Tools upgrades for SIS/Portal complete; Fin & HR in progress
- Progress continues on implementing Phase 1 of OIM
- More focus on mobile
 - Updated [On Campus mobile app](#) for iOS and Android devices
 - 13 NC State mobile apps registered between the Apple App Store and Google Play for Android
 - AirPrint print services - allowing printing from personal devices, including MacOS and iOS.
- WebEx Pilot launched and well received thus far

Innovation, agility, alignment (continued)

- NCSU Clickwrap licensing process approved and implemented
- Continued expansion of PaperCut and FollowMe printing service
- Bringing new groups (College of Sciences) into OIT Managed Desktop service
- Move from Business Objects to SAS in progress
- Imaging conversion from Singularity to OnBase in progress
- Planning for transition of PeopleSoft web and application tiers to x86 Linux platform

Pervasive transparency

- IT Governance processes continuing to evolve
- [Daptiv reports](#) to see projects across OIT
 - Discontinuing Daptiv, looking for other methods for sharing/tracking
- New Staff Relations Team (SRT)
- Distribution of [OIT Internal Incident Communications Procedures](#)
- Implementing components of OIT Strategic Communications plan
- [Annual OIT financial status report](#) on web

Collaborative engagement

- Library: Research Data Management Pilot (Dataverse)
- Univ Comm: OnCampus app & Social Media policies
- Student ETF funding support (increase requested to start in 2014)
 - DELTA: Mediasite (classroom capture) integration into classrooms and class schedule data
 - Wireless Access
- Campus: GitHub and other tools for mobile app and web tool development - code sharing, maintenance and upgrades
- Campus: Implemented SCCM 2012
- Environmental Health & Safety: Alertus desktop notification software
- IRB (Institutional Review Board) representation & guidance

Proactive customer service and solutions

- Many dedicated staff, many nights & weekends, planned maintenance and numerous upgrades
- Web Registry Service: New social media plugin; also using to generate SLAs for hosted web environments
- About 20 hosted WordPress sites; 33 hosted Drupal sites; 260 WordPress blogs
 - Many more sites within cPanel environment
- Working with BOCs, such as Onboarding Center, to support new business processes and provide training

Proactive customer service and solutions(continued)

- Migration to the Windows AD environment for managed desktops
- Migration from QIP to Bluecat (foundational DNS services)
- Transition to Digital CATV Planned for Winter Break
- Academic/Admin IPTV service launched
- Automated accessibility scanner now has visual context tools
 - Has helped Web developers correct >300,000 errors since March
- With UNC system partners, exploring moving Casper service to hosted environment
- Increasing support and training for Google, particularly Docs/Drive and use of Hangouts

Reliable systems and security

- Endorsement of Frameworks (Data Sensitivity Framework, [ISO 27002](#))
 - [Latest DSF documents](#) are being reviewed for final publication
- Revised [Employee Separation Checklist](#) & Developed a [System Access Checklist](#) in partnership with HR
- [Cyber Security Awareness](#) month & Data Privacy month campaigns
- Deployment of SANS Securing the Human training videos
- Progress on PCI Compliance efforts
- Significant effort monitoring & investigating phishing attacks/incidents

Reliable systems and security (continued)

- Moving OpenAFS database servers to new x86 based hardware running Linux
- Transitioned Legacy Checkpoint firewalls and associated networks
- Retired Real Media, Cascade web publishing service & Novell Service
- Migrated all Citrix applications except PeopleTools to WolfTech VM farm
- IOI 1 and now 2 in DC1 have power below the critical UPS thresholds.
- New Sysnews tool helps monitor cPanel environment
- Successfully tested the payroll resiliency solution (run previous payroll)

Areas for Improvement

- Develop IT Strategic Plan implementation plans
- Continue to improve communication
 - Improve incident/issue communication (new plan)
 - Increase OIT feedback opportunities (> once per year)
 - Enhance our internal professionalism
- Increase use of portfolio & project management
 - Structured projects and sharing information still critical - need efforts without Daptiv
 - Help balance demand and available people/skills
 - Staffing resource challenges, not as deep in many areas
- Continue automation efforts, reducing operational demand & redundant solutions
- Continue to improve integrated service management process and service catalog - integrated with projects

Forward looking -- where we are headed

- Focus on implementing IT Strategic Plan
 - Meeting the needs of the University Strategic Plan
 - Improved prioritization of efforts
 - Enhance campus wide collaboration
 - Better resource sharing
- Continue to support research, teaching and outreach
- Continue drive to reduce operational demand

Questions?