

**Office of Information  
Technology**

**OIT Strategy &  
Projects to Support  
Campus**

**Faculty Senate  
Tuesday Nov 2, 2010**

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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

- **Gmail for Students**
  - Next phase to make improvements (general calendars, more use of sites, etc)
  - **NextGen mail for Faculty & Staff** – Gmail pilot groups
- **Postini - Spam & Virus for Faculty & Staff**
  - eDiscovery Retention: ALL email retained for 10 Years Security
- **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 <)

# Major OIT Projects (continued)

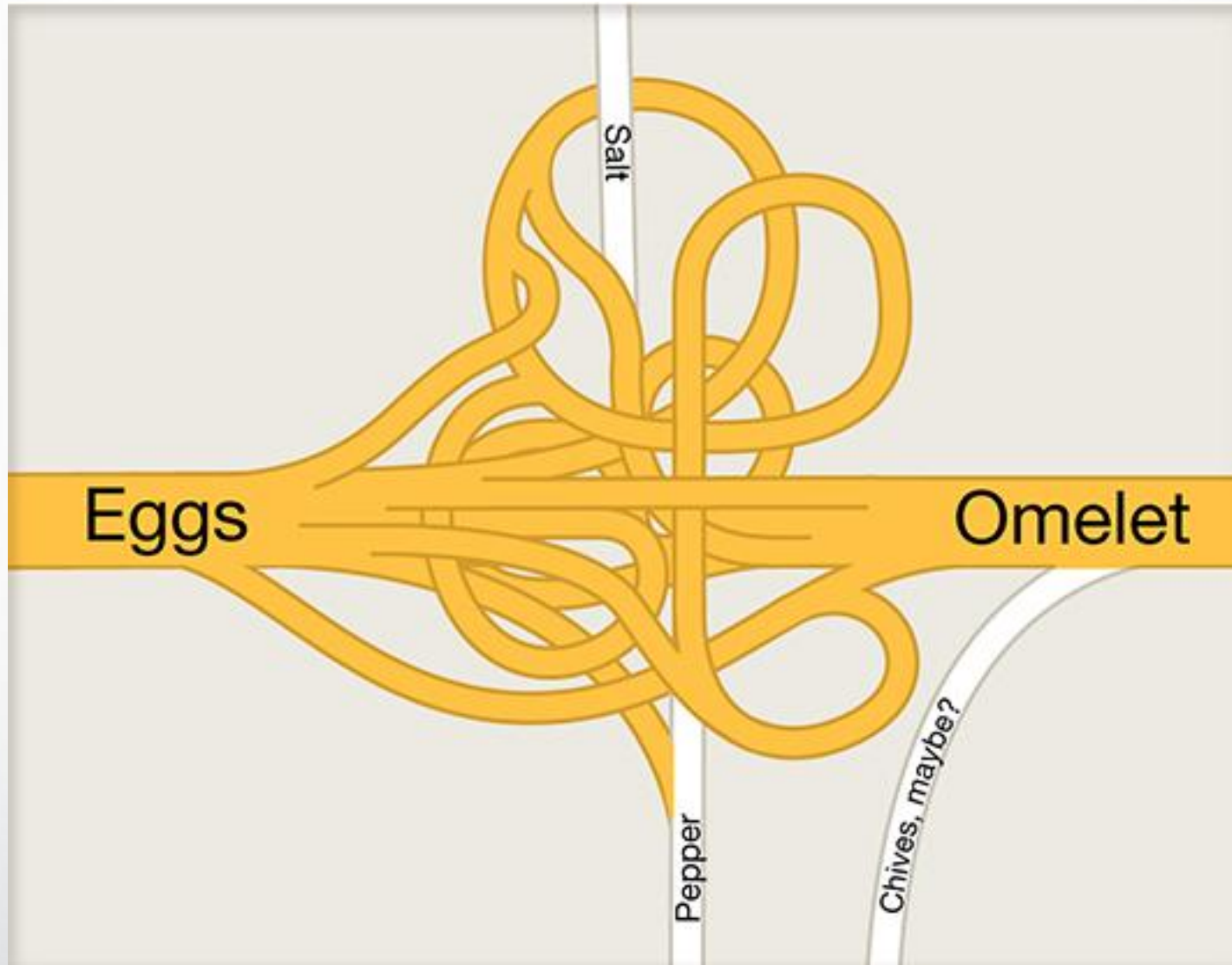
- **Web hosting**
  - Getting final pricing, expect to implement in January
- **Classroom Capture Project**
  - Purchased 50 classroom capture units – being installed
- **Centralized Storage Project**
  - Expand & enhance the centralized data storage & backup services
  - Working on archiving option to meet NSF & DoD data management requirement (research project with CH, Duke and NCSU)
- **Identity and Access Management**
  - Unified, authoritative, secure, efficient and cost-effective IAM environment that meets current and future needs & legal requirements
- **University Data Mart**
  - Develop a data mart, dashboard, and query tools to provide easily accessible, decision-support information for NC State

# 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**



# Maps to help with Life



From Christoph Niemann, NYT March 2010, [christophniemann.com](http://christophniemann.com)