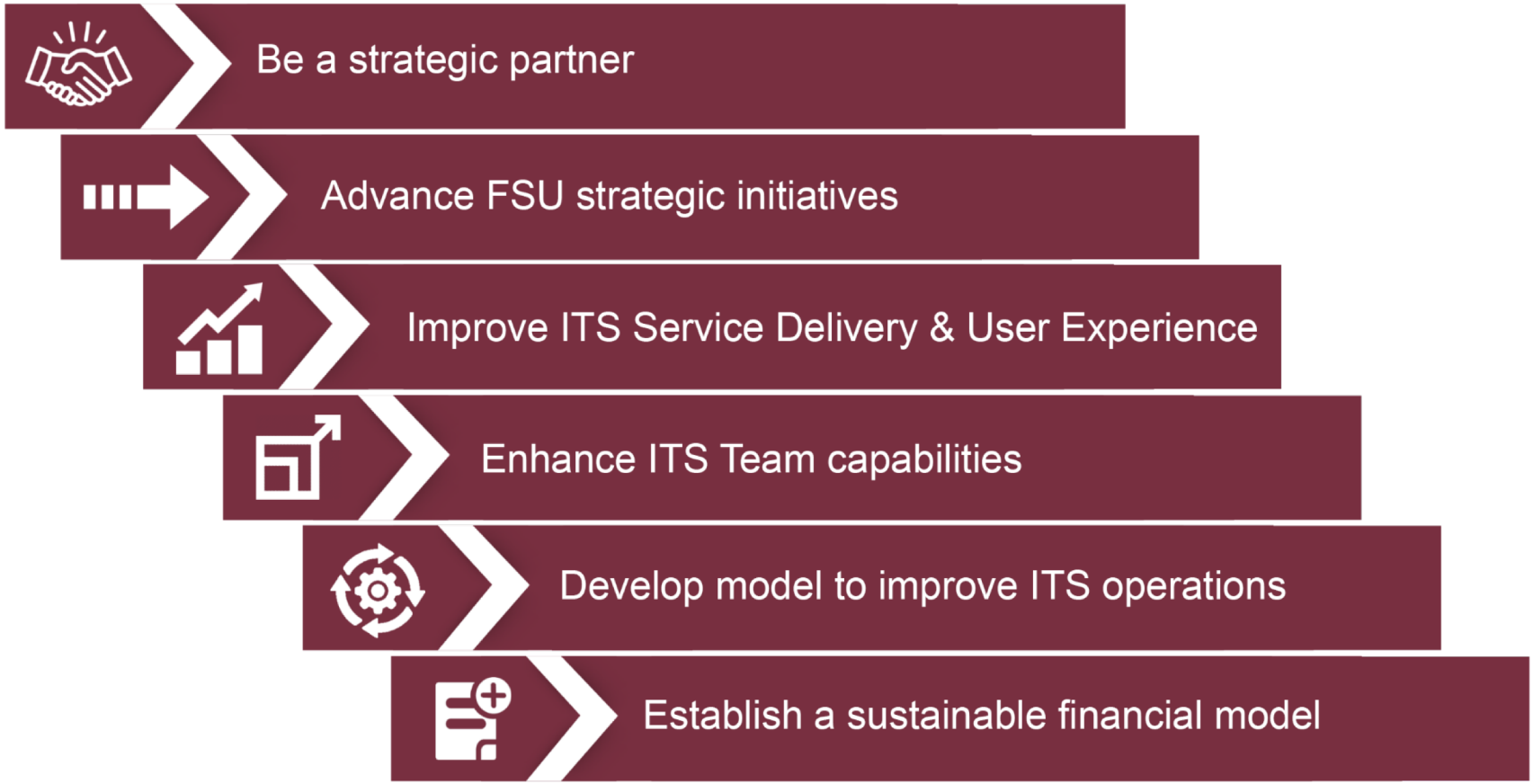
INFORMATION TECHNOLOGY SERVICES

IT UPDATE

Deans & Chairs

Jane Livingston, CIO

ITS PRIORITIES

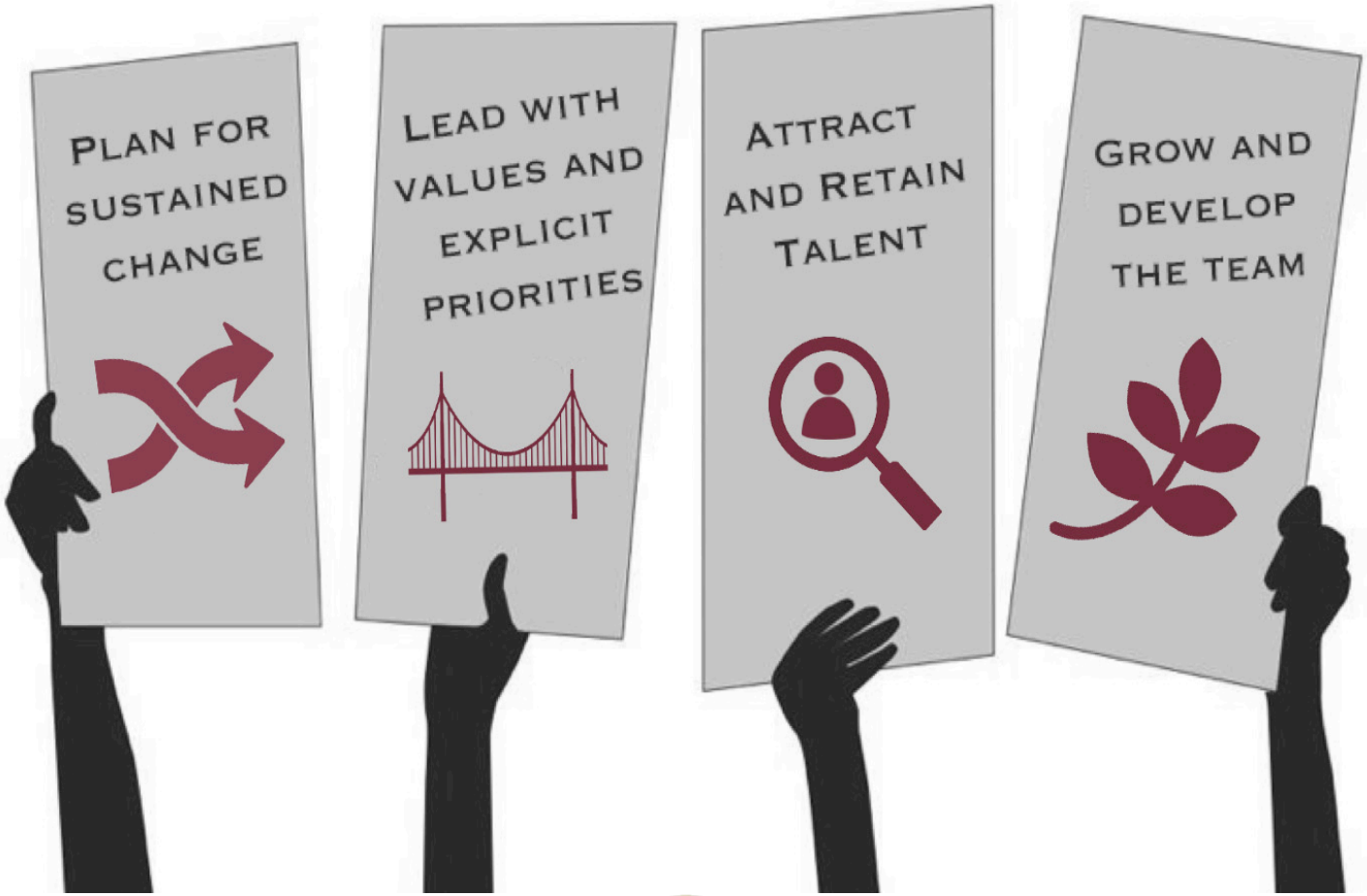


AGENDA

- Where We Were
- Where We Are
- Where We Are Going

WHERE WE WERE

HOW DO YOU BUILD A STRATEGIC ORGANIZATION?



- Communication
- Collaboration
- Contact & Process Confusion
- Continuous Support

VOICE OF THE COMMUNITY

CHANGES IN RESPONSE

Built New Teams – Brought Teams Together

- Deployment + UX+ Marketing = Change Leadership & Planning
- EAPPS+ERP = Enterprise App. Services
- Infrastructure +Middleware + NCT= Shared Infrastructure

Building New Shared Services Model

- Project & Portfolio Management
- Organizational Change Management
- Professional Development Series
- New Funding Model
- Relationship Management

Improved Collaboration & Shared Governance

- Open House and Poster Sessions
- Roadshows
- Technology Conference
- Technology Architecture Committee
- Regular Stakeholder Meetings

Contact & Process Confusion

- Implementing Salesforce
- Developing Concierge Service
- Created “Fast Pass” for IT Partners
- Automating Forms Approval
- Redesigned Service Catalog

Improved Communications & Outreach

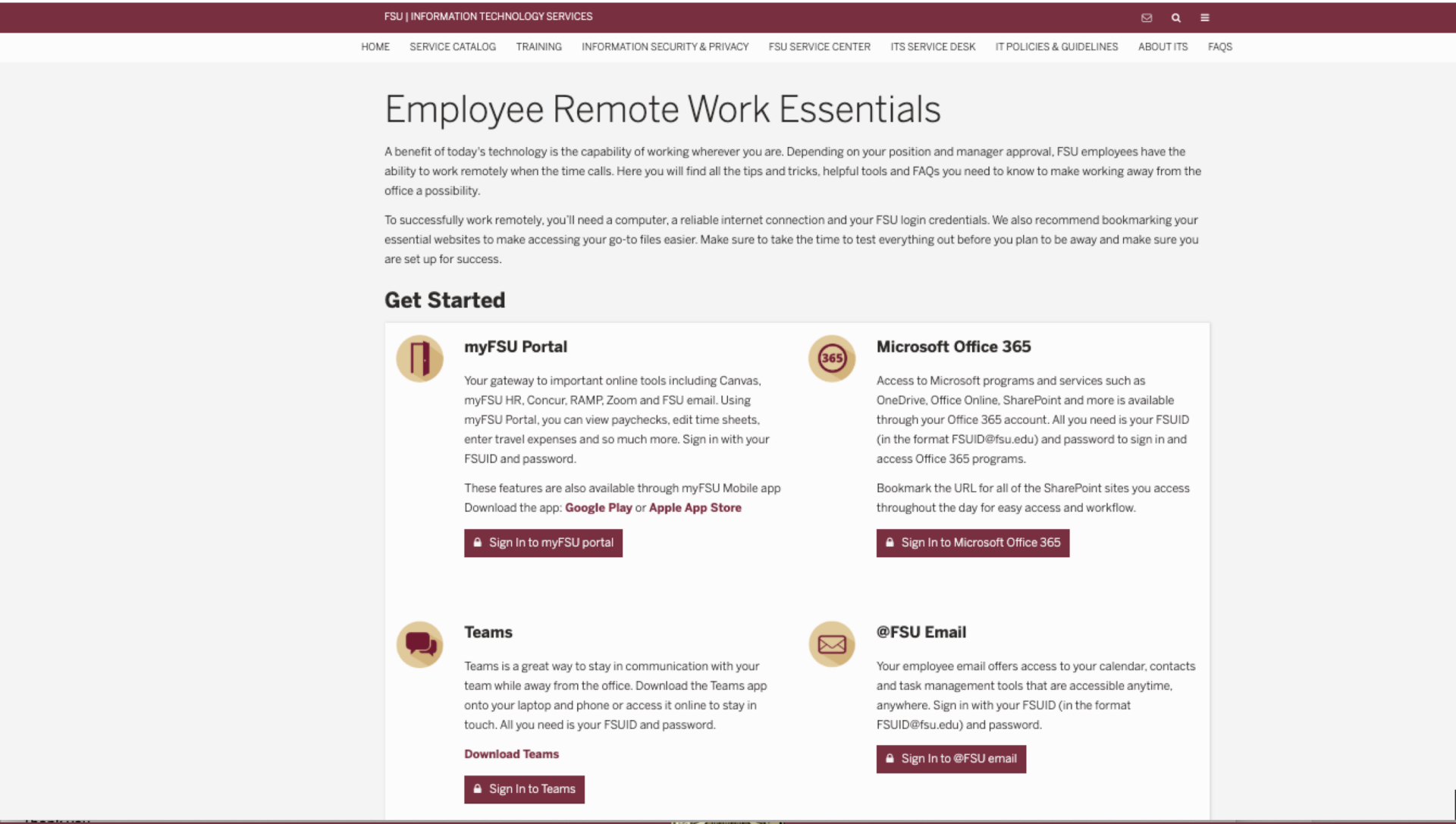
- Town Hall Meetings
- Social Events for staff
- ITS Pursuits Newsletter
- Working groups for projects (VOC, IAM, etc)

WHERE WE ARE

CURRENT STATE

- Reorganization
  - New CTO – Bobby Sprinkle
  - DCIO – Search Open
  - Project Management Office
  - Organizational Change Management
  - Relationship Management
- Research Technology
  - Site Visits
  - Strategic Planning

WORK REMOTE PAGE



CYBER SECURITY AWARENESS TRAINING

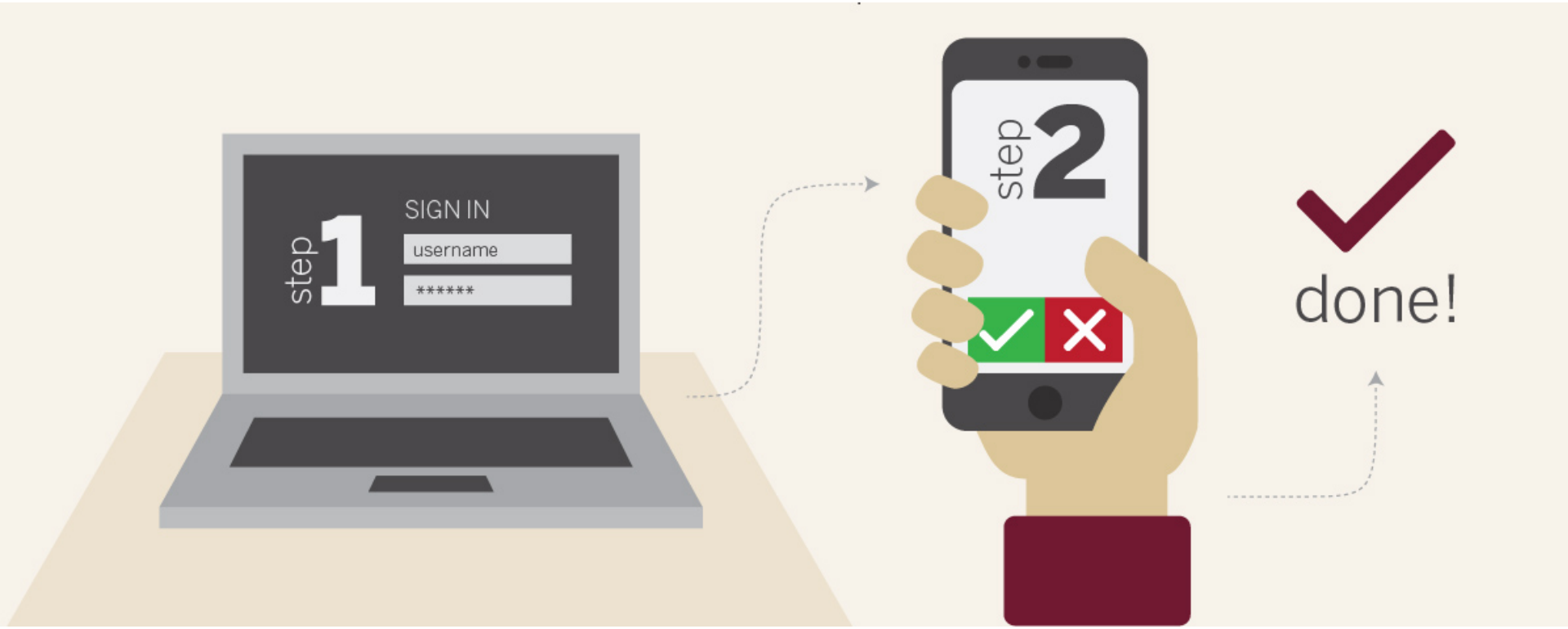
- Thank You for Your Continued Support!
- 78% Compliance (as of March 9)

Roadmap:

Date	Message
February	Individuals directly notified of requirement, announce it is not optional
March	Reminder 1: Training to be completed by May 1; warning of consequences of inaction
April	Reminder 2: Reiterate deadline is pending; suspension is the consequence of inaction
May 1	Stated Deadline
May 15	Accounts disabled for remaining noncompliant employees

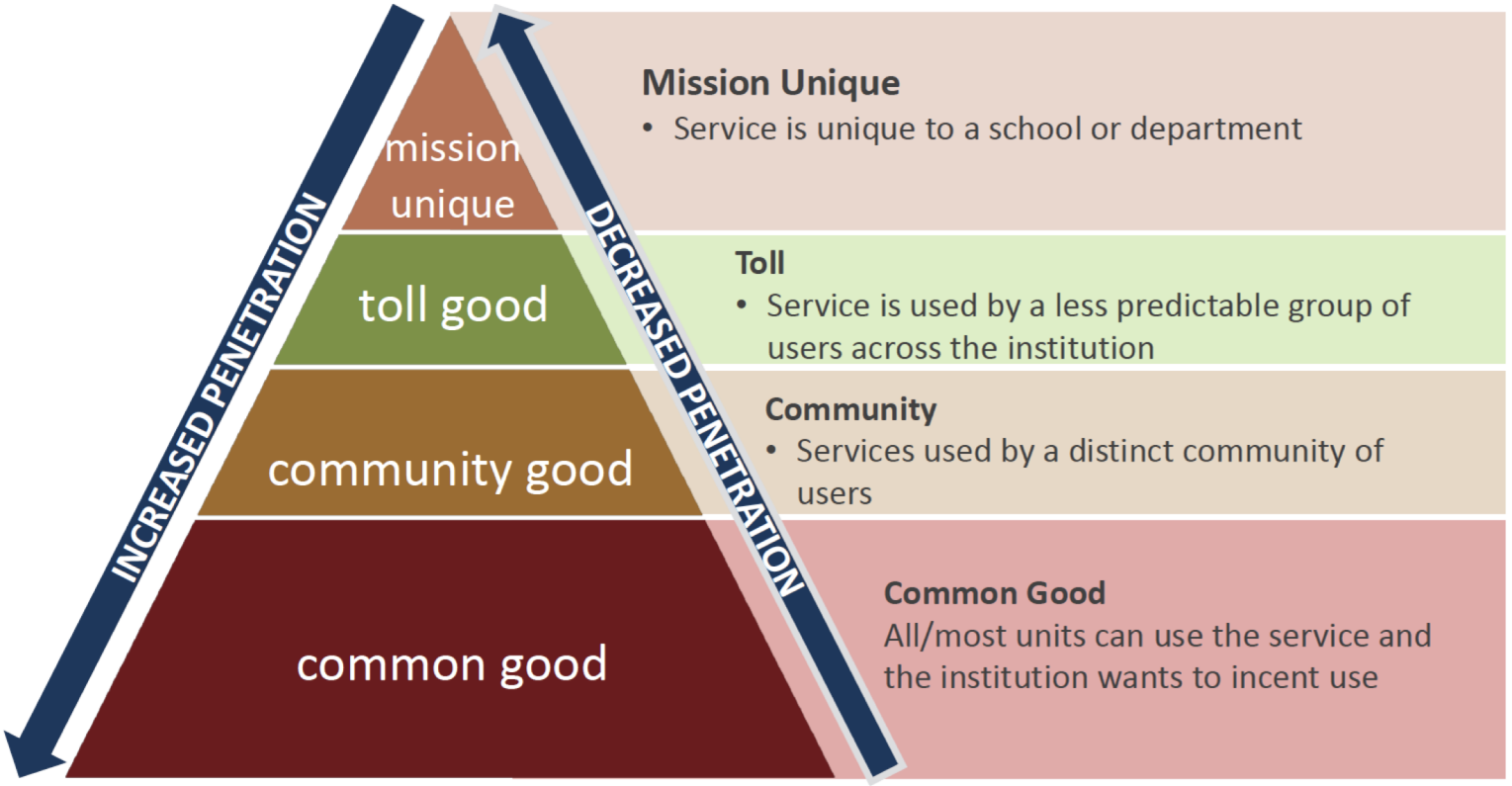
WHERE WE ARE GOING

DUO TWO-FACTOR AUTHENTICATION



MODERNIZING CRM AND DIGITAL ENGAGEMENT

SERVICE TRIANGLE



FIVE SERVICES RECONSIDERED

- Network
- Wifi
- Telephones
- Enterprise software
- Data storage

LEVELING THE FIELD

PARTNERSHIP & USERS

QUESTIONS & COMMENTS