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# State of IT at Carolina

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- State of IT at Carolina
- The IT Strategic Plan
- Current Strategic Initiatives
- Planned Strategic Initiatives
- ERP Update
- Opportunities
- ITS Commitment



# State of IT at Carolina

- University is rich in IT expertise
- Highly distributed environment
- Overlapping services
- Lack of cohesive solution set
- Lack of coherent IT infrastructure/architecture
- Competing solutions/standards
- Relatively high costs compared to peers



# IT Strategic Plan

- Initiated by former Chancellor James Moeser in 2006
- Broad campus representation (57 members)
- Intended to define IT as a strategic asset for the University's overall vision and plan
- Final report delivered May 2007
- Not being fully leveraged
- Identified need for increased responsiveness of central IT organization
- Highlights opportunities to improve services and add value



## Areas of Focus:

- Education and Learning
- Research and Scholarship
- Communications and Networking
- Enterprise Applications Management
- Engagement
- Governance Systems



## Goal One: Education and Learning

- Create and ensure IT-accessible learning environments that meet teachers' and learners' needs
- Integrate teaching, research and public engagement
- Improve support for effective teaching and learning methods
- Prioritize and optimize instructional technology resources on campus



## Goal Two: Research and Scholarship

- Create an IT culture and infrastructure responsive to researchers' needs
- Improve core IT services supporting researchers' needs
- Support an IT platform that supports excellence and innovation in research



## Goal Three: Communications and Networking:

- All content is digital
- Ubiquitous connectivity
- Users are empowered to use IT effectively
- UNC operates effectively as a digital community
- Sustainable support mechanisms are in place



## Goal Four: Enterprise Applications Management

- Effective institutional business systems are in place



## Goal Five: Engagement

- Recognized UNC leadership in deployment of advanced IT across the state
- Recognized UNC leadership in helping to make advanced IT to North Carolinians
- Recognized UNC leadership in equipping people and businesses in North Carolina to use advanced IT effectively



## Goal Six: Governance Systems

- A federated governance model is developed and implemented successfully

# Strategic Initiatives Underway . . .



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- For Education and Learning Goal . . .
  - Greater focus on improving teaching and learning
    - ◆ Collaboration between new Center for Faculty Excellence and ITS
  - Improve Learning Management
    - ◆ Implement a more current version of Blackboard
    - ◆ Sakai community source pilot



# Strategic Initiatives Underway

- For Research and Scholarship Goal . . .
  - Expanded definition for research computing (Research Computing Task Force)
- For Communications and Networking Goal . . .
  - Building capability for converged networking solutions
  - Creating a new communication technologies funding model to support a converged network
  - Developing a new messaging strategy



# Strategic Initiatives Underway

- For Enterprise Applications Management Goals . . .
  - Improving enterprise-wide business systems
    - ◆ ERP Companion Projects
    - ◆ Post ERP enterprise applications structure
  - New security strategy
  - Portal
  - Document management
  - Enterprise Web content management
  - Identity management



# Strategic Initiatives Underway

- For Engagement and Governance Goals . . .
  - Formation of Information Technology Executive Council (ITEC) to improve inter-unit communication/coordination and act as advisors to CIO

Where we're going . . .



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# Strategic Needs

- **ITS will be focusing on:**
  - The recommendations of IT Strategic Plan
  - An IT architectural approach to services
  - A comprehensive IT governance structure
  - A proactive approach to information security
  - Disaster recovery, business continuity and resilience
  - Messaging and collaboration solutions to meet campus needs
  - Infrastructure provisioning for the coming “data tsunami”
  - Leveraging virtualization technology
  - Creating a new data storage strategy
  - Dramatically improved campus networking



# Addressing Strategic Needs

- What's needed for the campus IT infrastructure?
  - Create and deploy University IT infrastructure with an architectural focus
  - Hire new Assistant Vice Chancellor for Infrastructure and Operations and CTO
  - Ensure solutions can be broadly adopted and leveraged
  - Begin planning for adding computer room space

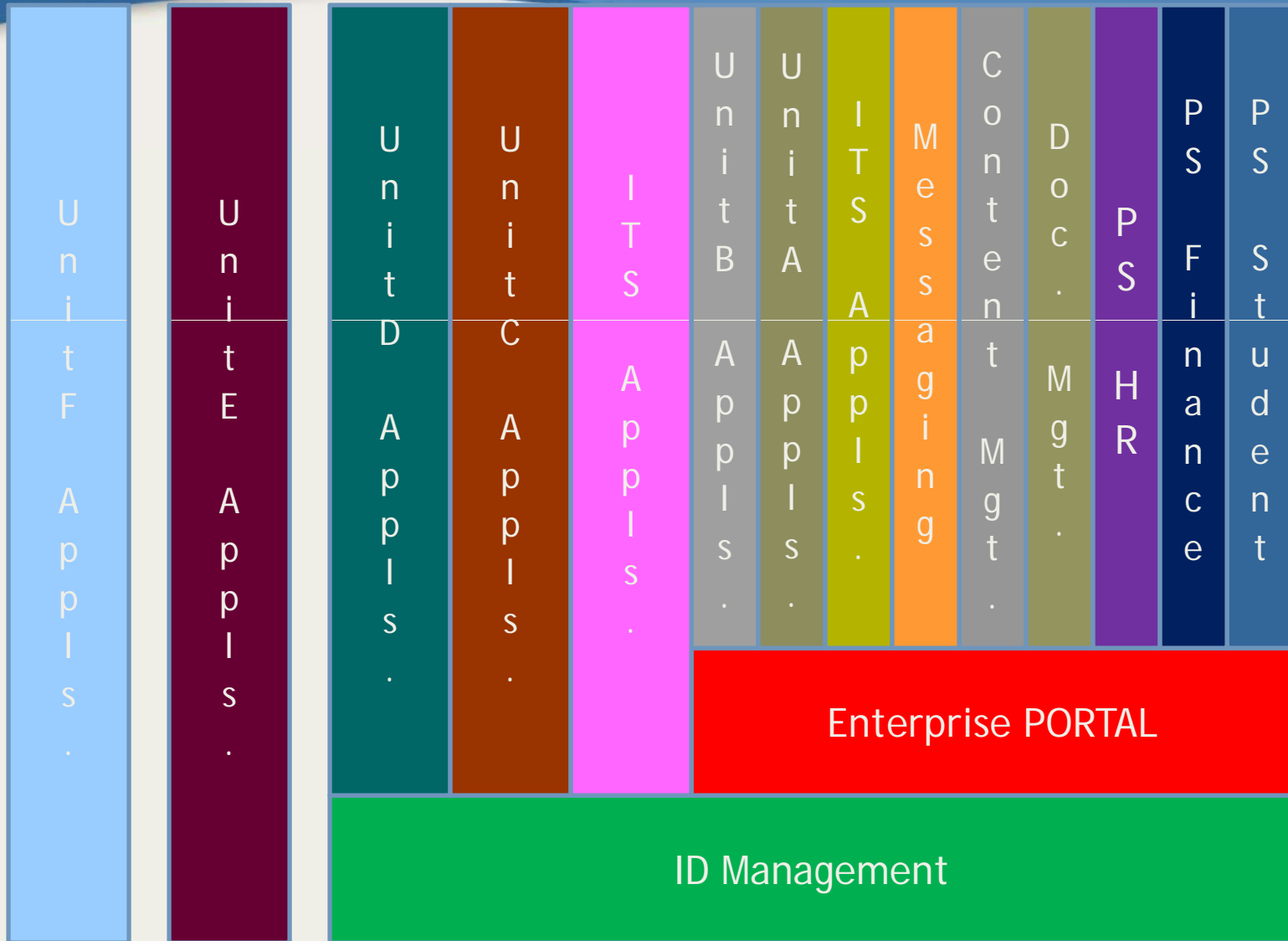


# Addressing Strategic Needs

- Services which will be part of our IT architecture
  - ID management
  - Portal
  - Content management
  - Document management
  - New security strategy
  - New messaging strategy
  - New data storage strategy



# IT Architecture Example





- What's needed for IT Governance?
  - Creation of an umbrella steering committee to:
    - ◆ Prioritize budget initiatives
    - ◆ Oversee execution of IT Strategic Plan
  - Creation of Key Subcommittees for
    - ◆ Data governance
    - ◆ Enterprise applications governance
    - ◆ Teaching and learning
    - ◆ Research computing
    - ◆ Communication technology



# Addressing Strategic Needs

- What's needed for research computing?
  - Improved coordination across campus units
  - Provision of additional support staff
  - Strengthening of core services
  - New discipline-based research computing education options to develop computational expertise
  - Exploration of new funding options



# Addressing Strategic Needs

- What's needed for teaching and learning?
  - Improved LMS functionality and usage
  - Training faculty in “best practices” by leveraging a new collaboration with the Center for Faculty Excellence
  - Assessing CCI effectiveness and improving integration with the curriculum
  - Improving classroom planning and coordination



# Addressing Strategic Needs

- What's needed for information security?
  - Develop new information security strategy
    - ◆ Current level of risk unacceptably high
    - ◆ Communicate that poor security = \$\$\$
    - ◆ Constantly evolve strategy in highly dynamic environment
    - ◆ Identify key information security challenges and priorities
    - ◆ Multi-layered, multi-year plan approach
    - ◆ Focus on sensitive information and mission critical servers
  - Share work/expense with campus units
  - Establish a new GA Security Officers group



# Addressing Strategic Needs

- A “straw-man” for messaging and collaboration
  - A new Web client for Webmail
  - Outsource student e-mail to Microsoft (Exchange option)
  - Implement Exchange as the centralized e-mail system for faculty and staff
  - Leverage Exchange to provide improved collaboration options
  - Deploy Blackberry Enterprise Server for integrated PDA support
  - Leverage use of Outlook as part of the MS Campus Agreement

# ERP Update



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- Where we are today . . .
  - PeopleSoft Student System project on schedule
  - Online admissions application in final development
  - Graduate admissions delayed without impact to overall schedule
  - Formation of change management group to engage the Carolina community



- What's next for the ERP project?
  - Implementation of HR and Finance
    - ◆ Planning phase now underway
    - ◆ Oversight group formed
    - ◆ Review of present business practices
    - ◆ Decision point: HR or Finance first?

# Opportunities



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# Leverage Central Services

- Leverage central IT investments and expertise:
  - Use of ITS computer room space
  - Hosted server options
  - Hosted storage options
  - E-mail
  - Web site hosting
  - Web design and development
  - Systems administration support
  - User support



- Improve ability for campus units to leverage central IT investments
  - Make unused ITS computer room space available to campus units
- Identify, experiment with, and deploy successful new technologies with full ITS support



## Engage with...

- MCNC (NCREN)
  - To upgrade their core network to 10 Gb
  - To improve the NC Internet2 connection to 10 Gb
  - Would then be able to utilize current NLR 10 Gb
- National LambdaRail network
  - Carolina has taken over the NLR membership from Duke
  - Working to build a new partnership with NCSU, RENCI, and the Oakridge National Lab



- Engage with partners around the State to provide improved connectivity to targeted North Carolina rural communities
  - Interest here at Carolina
    - ◆ UNC Tomorrow
    - ◆ School of Medicine
    - ◆ School of Public Health
    - ◆ Lineberger Cancer Center
    - ◆ Others?

# ITS Commitment to Campus



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# “If We Do It Right...”

- We'll establish an IT environment on campus where:
  - Campus unit and ITS services are seamless and interoperate
  - Central infrastructure investment is leveraged for the greater good
  - Duplicated services are reduced to free up campus unit resources
  - Successful campus unit innovations migrate to the broader campus community

# Questions?



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