

29 – Community Engagement

Action Item Template Response

General Action Item Information

Lead Division/Office: Communication and Support

Action Item Number: 29

Action Item Short Name: Communication and Support

Dependencies with other EP Action Items: 27, 28, 43

Implementation leader (name & email): Bob Flynn (reflynn@indiana.edu), Momi Ford (moford@indiana.edu), Todd Herring (therring@iupui.edu), Jim Kippenbrock (jkippenb@iupui.edu)

Senior Manager: Duane Schau (dschau@iu.edu)

I. DESCRIBE YOUR PLANS FOR IMPLEMENTING THIS ACTION.

Constituency demands for new and innovative approaches to support and access to IT services call for restructuring and repurposing the current leveraged support model. UITS will begin by establishing new structures for collaboration with constituencies in the IU community. These structures will engage the IT professional community at the center and at the edge to leverage activities that deliver a higher return for the university's technology investments. Included in Action Item 29b are proposed changes to the leveraged support model designed to improve agility, innovation, customer service and accountability. These adjustments are necessary if we are to meet current and future constituency demands. By engaging the entire IU community, UITS intends to address ways that technology and IT services can best be designed to support research and teaching.

Implementation will involve:

- Improving collaborative capacity and dialog between UITS and the IU community.
 - Growing community involvement for strategy and governance.
 - Establishing roles and decision rights for strategic IT decisions at the center and edge.
 - Leveraging constituencies for a thriving organization.
- Realigning IT support services to improve agility and service delivery, and to promote trust, so as to provide:
 - Streamlined services
 - Dynamic delivery of services to meet constituency demands
- Creating new frontline services, including:
 - Efficiency and security audits
 - Client services team
 - Aggregation of non-enterprise services

Sub Actions/Projects

A. Improve Collaborative Capacity

Cultivate existing or create new structures for formal and informal engagement with the IU community to adapt IT services for research and education. Create new and fortify existing structures for community involvement and governance. Current thoughts include:

- Establish roles and decision rights for center and edge for strategic IT decisions.
- Evaluate, repurpose, or create new structures to ensure a continuous, timely dialogue and flow of information.
- Leverage constituencies for a thriving organization.

B. Realign UITs Internal and External Support Structures

Realign support services to deliver an exceptional customer experience that promotes trust internally and with distributed IT partners.

- Streamline services to address today's technology needs.
- Develop and deliver unambiguous accountability measures.
- Work more closely with campuses, schools, and departments, to integrate the highest level of services with the greatest efficiency and effectiveness.
- Establish clear and identifiable governance roles and decision rights so IT professionals may act on shared strategic decisions.

C. Establish Frontline Services Model

Partnering with new UITs resources like HELPnet, LSP services, and school and departmental IT leadership, organize and deliver new services that measurably simplify technology overhead making possible greater innovation for the core mission of research and teaching. Newly proposed services include:

- Above the campus
 - Cloud-based application store
 - Cloud-based delivery of desktop as a service (DaaS)
 - Cloud-based delivery of applications as a service (AaaS)
- Commodity Services Group
 - Desktop services
 - File and print services
 - Virtual server administration
- IT Staff Augmentation
 - Desktop
 - Server administration
 - Application Development
- Static Services Group
 - Server Administration
 - Services Group
 - PGP
 - Footprints
 - Others
- Dynamic Client Services
 - Migration services
 - Onetime migration campaigns
 - Audits

ACCOMPLISHMENTS

Winter, 2012

A great deal has been accomplished on this action. The OneIUIT team concept has formed and we are finding momentum with edge, leverage, and trust, building relationships and enhancing IT leadership. Work by the Managers of Community Partnerships has brought all campuses closer together for the selection of digital signage software and helped unify coordination of projects and information to Deans, Associate Deans, and IT Professionals. The IT Managers Council was included in the IT Leadership training, continues to flourish and create a closer and leveraged community. Overall, the result is greater trust.

HELPnet was brought into UITS, which is leveraging the name and brand to provide IT services previously not available. We now offer UITS management to schools like Engineering and Technology, SPEA, Geological Science, and Public Safety and Institutional Assurance.

The LSP Services unit has been repurposed as IT Professional Services and Support to offer expanded and more specialized assistance to IT professionals from all campuses. Greater inclusion of the edge occurred in the leadership and assessment of the CEV proof-of-concept (Action 29). IT leadership will continue to grow through planning and edge involvement.

Discussion commenced at IUPUI to provide front-line support and first contact for Dawn Rhodes' IT operation, which covers all non-academic units except for UITS. The Support Center is now providing front-line support in total for IUS.

In progress

- Enterprise adoption has begun in adopting common good services, toward the move away from local peak resourcing to enterprise peak resourcing.
- We are integrating with Action items 1 and 2 to assist financial and academic leadership in schools, campuses and departments about best practices to reduce IT overhead returning funds back to research and teaching.
- Several actions are underway to address common services modeling and resourcing.
 - ACS Application store
 - ACS desktop as a service (DaaS)
 - ACS applications as a service (AaaS).
- Staff are repurposing around common good services (STC-ITPS):
 - IUanyWARE: Rollout is underway
 - Desktop Services –Enterprise SCCM 2012 is under construction with new release candidate, and a January deliverable
 - Storage (SharePoint): Rollout is underway in Informatics, RecSports, School of Education, and Auxiliary IT.
 - Virtual server administration: Rollout is underway
 - Print services: Enterprise licensing and extended modeling
 - Electronic Document Storage: Rollout underway in
 - Informatics
 - RecSports
 - School of Education
 - Auxiliary IT
 - Virtual server administration: Rollout underway

II. WHAT ARE THE POLICY AND PRACTICE IMPLICATIONS OF YOUR PLANS?

Successful implementation of this vision would result in a fundamental shift in the IT culture of IU, away from a model of multiple IT organizations and professionals operating independently, to a collaborative model, where services and their delivery are organized with the maximum efficiency, minimizing operating cost and freeing up resources on the edge for research and teaching.

Continual community engagement will provide a means for edge units to work with the center to identify new leverage opportunities, offloading services to the center wherever possible. UITS will encourage schools, units, and regional campuses to actively participate in the development of these new services provide optimal benefit. The implications and outcomes will produce a values-based collaborative model where IT professionals give their best efforts in a mutually supportive environment.

III. IDENTIFY STAKEHOLDERS.

- IT managers
- Campus CIOs
- Non-support IT professionals
- Newly structured governance and strategy councils
- IT Operations Committee (ITOC)
- IT deans (IUPUI)
- Faculty Council IT subcommittees
- Student government and IT-related student groups