

To: Mark Hamilton, Steve Jones
From: Steve Smith
RE: UAF/ Statewide IT Consolidation Update
Date: 1/27/2005

Narrative

January work on the IT integration (the terms integration and consolidation are used throughout in reference to the same process) began in earnest. Through multiple works sessions, the transition team is completing work on three draft integration plans. These three drafts will be reviewed and reworked into one draft IT integration recommendation in a one day work session with all current IT managers in the consolidated departments. This recommendation will be shared for review and comment with the university community. The transition team is also revising and adding detail and depth to the integration timeline previously distributed.

Transition Team: The transition team is composed of 13 IT managers from the consolidated departments. The CITO leads this group until the Integration Director is in place. The transition team has four tasks.

1. Coordinate and monitor all integration activities
2. Establish timeline, monitor and communicate progress
3. Produce draft plans and other integration documents for broad consideration.
4. Assign secondary transition work teams as necessary

Regular operations continue and are beginning to coordinate across the UAF and Statewide departments; however, much work remains to be done in this area. Help desks are coordinating activities. Network staff are reviewing bids for bandwidth and Internet access. Michael Scott, CAT Director, is bringing together all providers of video conferencing services across UAF to work on coordinating operations. Statewide administrative and budget IT staff are beginning to assume more of the administrative operations, though this will take some reorganization of resources since all the UAF departments have received administrative support from other staff not part of the consolidation.

Individual meetings with UAF Deans and Directors began to answer questions on the consolidation and to better understand their needs. Common themes that have emerged include:

- improving response time from the help desk
- need for more and easier to operate (more reliable) smart classrooms
- need for more wireless coverage across campus
- need for faculty training to use technology
- questions about funds to pay for technology refresh
- need for web support for department pages

Semester start-up took place with only normal and anticipated increase in workload for all departments. No major disruptions except for email outages during the third and fourth weeks of January. The immediate email has been resolved but I believe there are root problems that require more work. All IT departments have been put on a 60 day review and remediation schedule for primary systems. Neither UAF nor Statewide help desks report significant calls concerning the cessation of modem service.

Recommendations & Action Items:

Appoint the UAF IT Advisory Council and hold the first meeting so they are ready to consider the draft reorganization recommendation and other IT issues of importance to UAF. (This council would act in an advisory capacity to the UAF administration to review UAF IT strategic and tactical plans, alignment with MAU strategic plans, and IT priorities [near, mid, and long term].)

Appoint Chair for the UAF Technology Advisory Board.

Set a deadline for the Network Fee Committee to forward recommendations for use of those funds. I recommend not obligating the funds to a specific recurring cost so they can be applied in future years to priority areas that best meet student technology needs.

I recommend a mechanism be established for IT to articulate needs and ideas to the newly formed UAF Planning and Budget Committee.

Consolidation Meetings and Activities

UAF Directors & Deans Meetings

Brian Barnes	IAB
Tim Barnett	Student Affairs
Susan Henrichs	Grad School
Bernice Joseph	CRA
Wayne Marr	SOM
Paul McCarthy	OSP
Phyllis Morrow	CLA
Roger Smith	GI
Frank Williams	ARSC

First meeting with Chancellor's Cabinet.

Met with Facilities and agreed that cable installation will not stay with telephone utilities but migrate back to facilities. IT role will be in cabling standards and quality assurance.

Transition Team

Two half-day Meetings resulting in four draft integration plans. These drafts are being refined and collapsed to three potential plans. These three interim drafts will be discussed and reduced to one draft recommendation integration plan for consideration by the university community.

Multiple meetings by IT staff with Provost's Office, Library, and Facilities to work out the administrative and financial logistics of the consolidation.

Continued work on recruitment of IT Integration Director but no firm candidates to forward.

Began work with the Western Cooperative for Educational Telecommunications to assist with IT integration and consolidation plans and implementation.

Tasked combined staff with a 60 day examination and remediation action for all primary systems and services. Primary is defined as:

- service availability 5 days or more per week
- provides or supports a core process for:
 - communication
 - academics (instruction and student services)
 - research
 - business
- Provides services across two or more departments

These include but are not limited to:

- HR Information Systems
- Student Information Systems
- Financial Information Systems
- Telephone Services
- Email
- Calendar System
- Course Management System
- Conferencing (Video, audio and computer)
- Content Servers
- Security
- Network Connections
- Central Web Sites

The task is to review the components of these systems for single failure points both human and technical and put into action remediation to provide secondary and tertiary redundancy. These analyses and action plans will be validated with internal and external review.

Carry over from previous status report:

Additional capacity for toll calls:

Resolution: Additional lines installed and operational by 1/26/2005

Phone Billing overdue

Resolution: Reorganizing work processes for staff and hiring unfilled billing clerk position.

Email Spam control:

Testing complete. Documentation in process. Implementation delayed from January to February by staff reallocated to resolve email problems.