

To: Mark Hamilton, Steve Jones
From: Steve Smith
RE: UAF/ Statewide IT Consolidation Update
Date: 3/2/2005

Narrative

February was a month of digging into details and moving ahead with the integration.

All IT departments involved in the integration were tasked with a 60 day Review and Remediation for all primary systems. A primary system, for purposes of this work, was defined as any system that provides services at least 5 days per week, 8 hours per day to more than one department. The systems will be reviewed for single points of failure and weak links. The remediation portion of the task is to put an action plan together for remedying those systems with single failure points. These plans will be reviewed internally and externally. All that can be put into action within the existing budget will move ahead immediately.

Statewide IT budget staff with CAT, DCC and telephone Utilities on their management reports. Budget operations for Telephone Services have been transferred from Facilities. A Billing Clerk position for Telephone Utilities is at UAF HR for review.

The UAF IT Advisory Council held an initial meeting on Wednesday, February 16. It was primarily an organizational meeting. Their next meeting in March will be primarily concerned with review of the new organization plan.

A major focus for February was on putting together the transition plans. The first area for specific concentration include library IT service, video conferencing and IT administrative and budget support. A draft plan for consolidated administrative services was completed and is under review. June 30 has been set as the hard date for transitioning all administrative support.

The overall reorganization plan also received considerable effort. The core transition group worked in teams of three to develop reorganization options. These were refined down to three rough drafts. An all day off-campus work session was held with all IT supervisors and managers to work those down to a single draft plan. This plan is currently under review by IT staff and will be presented to the UAF IT Council at their March meeting as well as to the UAF and Statewide administrations for comment. It will also be shared with the UAA and UAF administration for comment. Finally, a revised draft, based on comments received, will be shared with the campus and statewide staff for a period of comment before being put in final form and a detailed transition put into action.

Discussions took place and a contract will be signed early in March for an external consultant to review the reorganization plans.

This activity is all still on target with the original timeline proposed last fall.

Recommendations

There are no new recommendations for this month.

Meetings

UAF Department Meetings

2/3 – Cory Schwartz, Athletics

2/4 – Ann Ringstad, Advancement & Community Engagement / University Relations

2/8 – Syun Akasofu, IARC

2/10 – Abel Bult Ito, Faculty Senate

2/18 - Deb Horner, Campus & Space Planning

Transition Team Meetings -

2/15 – IT Transition Team (prep)

2/21 – IT Transition Team (full day)

Other Meetings -

2/8 – Staff Alliance

2/9 – SAA

Follow-up

The campus January e-mail outage was resolved; however, technicians have not yet positively identified the exact cause of the outage and continue to research root causes.

Spam filtering was put in place for the primary campus e-mail system. Thus far there appear to be no major problems.

The telephone billing fell behind again. UAA was consulted since they use the same billing system. There is an acute lack of resource in trained staff to handle billing. A vacant billing clerk position (vacant for more than a year) is in the process of being filled. In the interim workloads are being adjusted to try to catch up.

Monitoring of calls concerning cessation of university dial-up service continue to be a trickle. A favorable contract was negotiated with the local telecom provider in Dillingham to provide university dial-up service at almost a third of the normal price. This represents a monthly cost much more in line with other communities.

The search for an Integration/Consolidation Director continues. Additional possible candidates were suggested by external consultants and these are being aggressively pursued.