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## MEMORANDUM

**TO:** Mark Hamilton  
Steve Jones

**FROM:** Steve Smith

**DATE:** April 6, 2005

**SUBJECT:** UAF / Statewide IT Consolidation – March Update

### **NARRATIVE**

March was the month to bring form to the consolidation plan and begin to get feedback from UAF on it. The draft consolidation plan is appended to this report as well as the Power Point presentation made to the UAF IT Council and to a meeting of all the consolidated IT staff.

### **Draft Consolidation Plan**

I met with the UAF IT Council on March 9 for two hours and presented the initial draft plan to them. The council reviewed the plan and came together again on March 23 to provide feedback. I was unable to attend that meeting but several IT department representatives attended to answer questions and collect comments. It is reflective of the group work going into this plan that I believe any of the top level IT managers understands the draft consolidation plan well enough to present it to other groups and answer questions.

The UAF IT Council approved the consolidation draft plan and recommended it be reviewed by others at UAF. I sent a message to Paul Reichardt, Mark Neumayr, Bernice Joseph and Paul McCarthy with an offer to meet with their respective councils, committees or staffs to present the draft for their consideration. The draft is also being shared with executive staff at Statewide. In April it will be shared with system wide councils (business, IT and academic) as well as system wide staff and faculty governance. We will also offer to meet with UAF Faculty Senate and the UAF IT tech support group.

Revisions will be made to the draft plan based on feedback and a second draft will be published to the consolidation web page in late April and made available to the all UAF campuses and Statewide staff for comment. The intent is to have a final consolidation plan in place the first week of May and immediately begin transitions of staff and departments.

One Statewide staff person has been reassigned for the remainder of this fiscal year to act as consolidation coordinator to make sure we stay on track and work proceeds. A contract was also entered into with the Western Cooperative for Educational Telecommunications to provide external review and advice on the consolidation plan.

## **UAF IT Meetings**

Meetings continued with UAF Deans and Directors. These have been most helpful to identify critical areas of need and understand future needs for technology. The same themes continued to emerge: reliability, web assistance, responsiveness and clarity on who provides what services.

There was a meeting of IT and library representatives to work on transition of library IT support. The librarians presented three scenarios. They plan to meet separately and refine those options for another meeting to move to closure on this transition. At issue are what staff and resources will remain under the library and what staff and resources will reside in the new IT department.

There was a meeting of the 2% Network Fee Committee. Unfortunately, other than the committee chair, the only people in attendance were three of us representing IT. This made it difficult to move ahead. A suggestion will move forward to use this year's funds on improvements to smart classrooms.

## **Additional FY 06 Instructional Equipment Request**

A prioritized list of additional instructional IT equipment for FY 06 was developed and distributed to UAF administrators for review. There is a request in the UA FY 06 budget for \$1 million in operating or \$1.4 million in capital for instructional equipment. Should either of these requests be funded (deemed unlikely at this point) UAF will be ready with a vetted list of items. That memorandum is attached to this report.

## **Staff Work**

The staffs are beginning to work together and support one another. For example, network technicians from both UAF and Statewide worked on the Bethel campus in March on some needed network infrastructure upgrades. At the same time, due to miscommunication there was an unnecessary network outage to part of the UASF campus one March Sunday when some core network hardware was upgraded. I believe significant progress won't be made until the actual transitions begin to take place and there are consolidated departments.

At the end of March all IT departments turned in their respective Systems and Services Review and Remediation. This is to identify single points of failure and weak in every system and service and put in place remedies immediately available within existing resources and map out a plan for those needing additional resources. The review of those reports, both interally and externally, will take place in April.

## **RECOMMENDATIONS**

### **Network Fee Committee**

I recommend the current Network Fee Committee complete its work for this semester and then be dissolved and that function be folded into the UAF IT Council. This will keep us from spreading out into too many IT committees and overburdening already over-committed staff.

## **UAF Strategic Planning Group**

Someone representing IT should be on the UAF Strategic Planning Group. First, I believe someone knowledgeable in IT can bring value to the efforts of that group. Second, it sends a message to the campus that IT is an integral piece of infrastructure important to UAF.

## **Reorganization Draft Comments**

I recommend a meeting with the Chancellor's Cabinet to review the draft consolidation plan.

## **MEETINGS**

### UAF Dept Meetings

3/1 VCAS Director's Mtg  
3/2 Joan Braddock – CNSM  
3/7 Tony Nakazawa – CES  
3/10 Claudia Clark – Enrollment Mgmt  
3/22 Mike Castellini – IMS  
3/22 UAF Network Fee Committee

### Other Consolidation Related Meetings

3/2 – Chancellor Jones  
3/3 – IT Transition Team Mtg  
3/9 – UAF IT Council  
3/15 - Library Transition Team Mtg  
3/16 – All IT (UAF/SW) Staff Meeting  
3/23 – UAF IT Council (Scott/Merdes)

## **FOLLOW-UP**

### **Telephone Bills**

Telephone bills got back on track and by the end of March phone bills through January had been sent out. By the end of April bills should be going out in a 30 day cycle. A vacant billing clerk position was recruited and filled at the end of the month with a start date of mid-April.

### **Spam**

The UAF e-mail Spam filter appears to be working. I have only received positive comments for this enhancement to the e-mail service.

### **Integration/Consolidation Director**

Talks are progressing with a couple of external (to UAF and Statewide) candidates for this temporary position with a possible start date of July 1.