

UKIT Town Hall Meeting

Vince Kellen
CIO, University of Kentucky

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A quick look back at 2010-2011

- Pilot programs for automated alerts in Chem 104/105 & 107/108
- Design breakthrough on incremental student data warehouse loads
- UKMobile on iPhone, Blackberry and Android. Course registration about to go live
- Installation of Echo360 in 36 classrooms, streaming media server
- Apply online for graduation, grant internal approval workflow
- Began student email migration to Google and MS
- Implemented new HPC in record time without major incident
- Completed ATG alignment with other UKIT groups

A quick look back, more

- Added Drupal as a service, working with COC on a support plan
- Completed print management selection, began implementation
- Started supplier relationship management in SAP implementation
- Made recommendations for the CNS funding model (converged fee/'kill the bill', now implementing)
- Got governance groups going: LMS coordinating, HPC governance, academic computing, IT coordinating
- Began desktop and server configuration management task force with the Dean's IT
- Now reporting regular IT service metrics, incident SLA metrics

A quick look back, and more

- Finishing a great 2010-2011 leadership development program (LDP)
- Implemented employee self-service in SAP
- Blackboard Mobile Learn
- SAP Cloud proof of concept (POC)
- Expanded Adobe Connect pro licenses and infrastructure
- Finishing incident management changes
- Near a breakthrough in service requests (CNS work orders)

Some thoughts on the year

- Big year compared with 2009-2010. Many more projects. Significant changes
- Hard work by everyone, handling the challenge of the projects and internal changes
- Significant inroads in the areas of academic technology
- So many people to thank: CEOG, IOG, ATG, PAF, EAG, AIG
- THANK YOU everyone for the work and achievements

ITIL Update



ITIL Update



OK. ITIL Update

- ITIL training, auditor training
- A cycle of early audit complete, with good and tough feedback
- Service catalog version 2 coming soon
- Service level agreement document template for service owners to complete coming soon
- Good work on incident management, design of service requests
- Complete process definitions over the next seven months
- Complete more rounds of internal audits
- The fun never ends!

TOP 20 UKIT PROJECTS

Project ID	Title	Description
SOC-1	Students of Concern	Centralized system to capture information regarding "students of concern."
ESI-I	Early Student Intervention	Early Student Intervention (clicker automation)
ESI-2	Academic Alerts	Academic Alerts Phase 2 (multiple alerts)
SDW-1	Student Data Warehouse	New model and implementation of university student data for analysis
MblApp-2	UK Mobile App Delivery	UK Mobile App Delivery for Students (phase 2)
BbFace-1	Blackboard Interface Redesign	Improve the look, feel, and usability of the Blackboard interface.
EADCOD-1	EAD College of Design	Experience Analysis College of Design
EADPrgRv	EAD IT Program Review	EAD IT Program Review
Email-1	Email Solutions for Students	Email Solutions for Students (Cloud)
SLAIMP-1	ITSLA Implementation	Develop a structured approach across the sector to measure overall performance.
WOOpt-1	CNS Work Order Process Optimization	CNS Work Order Process Optimization
ETS-1	Enterprise Tracking System	Web and Ticketing Software (Enterprise Solutions)
HCEMR-2	Remote Enterprise Expansion	EMR Remote Enterprise Expansion (~ 80 clinics / 50 bldgs)
UKHCMGN	UK Healthcare Medical Grade Network Upgrade	Includes Healthcare Security Borders Upgrade
PCF-2	Patient Care Facility (Pavilion A)	Patient Care Facility Construction Floors 6 & 7
SRM-1	Supplier Relationship Management	Implement SRM and PPS Modules for E-Procurement
CrsChg-1	Curricular and Program Request System	Course and Program Request Processing System
FndMPh-1	Funding Model	Rollout of new IT Funding Model to entire campus
ECMDOCMG	Document Scanning, imaging and storage	Document Scanning, imaging and storage for UK.
APImp-1	Administrative Process Improvement	Administrative Process Improvement for the Enterprise

Project ID	Title	Description
SOC-1	Students of Concern	In the interest of University safety, a centralized system to capture information regarding "students of concern" is necessary. There are currently several repositories for capturing different forms of this data across campus and this project will provide a centralized alert submission portal, routing based on alert type, and business objects reporting capabilities. This system will leverage much of the functionality and infrastructure already in place from Academic Alerts and build upon it. Phase I will be rolled out to the campus on July 5th, with a subsequent phase expected by late August to include anonymous submissions.
ESI-I	Early Student Intervention	Currently a pilot program to aid in retention, the Early Student Intervention project utilizes the test scores from Dr. Woodrum's Chem 107 and 108 classes (104 and 105 in the fall Semester) to trigger emails to students and associated advisors based on predetermined thresholds regarding exam grades and absences. This information can be used both by the instructor and the advisor to take any necessary action to intervene and assist the student. The next phase of the project will solicit additional instructor involvement and include enhancements surrounding attendance tracking through 'clicker' automation in Blackboard.
ESI-2	Academic Alerts	At the beginning of the fall 2011 semester, UKIT implemented Phase I of the Academic Alerts Project in partnership with Undergraduate Studies. This system, accessed through the portal, allows UK professors and authorized TA's to submit an academic alert for any student showing signs of having academic or even behavioral difficulty. It significantly increases security, decreases the risk of human error, and eliminates a previously manual process. Automated academic alerts are expected to decrease resolution time for advisors and provide information that will lead to increased retention rates for students. Phase II will include enhancements such as the ability to select multiple students at a time.
SDW-1	Student Data Warehouse	In order to support the University's recruitment, retention, and graduation efforts, we are building a new student data warehouse that will contain a complete picture of the student lifecycle at UK. The warehouse will be open, community governed, end-user software independent, and allow for diverse use of the data.

Project ID	Title	Description
MblApp-2	UK Mobile App Delivery	UKMobile is the ongoing development and delivery of mobile applications for students, faculty and other members of the University family. The current plan is to roll out a mobilized version of course registration very soon with many more useful apps following - such as class roster and grading, study enhancement tools, enhanced course catalog, and many more!
BbFace-1	Blackboard Interface Redesign	The purpose of the project is to improve the look, feel, and usability of the Blackboard interface. Areas of need include simplifying first-level interface (login page) and navigation; improving communication and collaboration tools and the interface with the gradebook; improving exam and quiz deployment and experiences; increasing staff support for resolving issues and creating course shells; expanding training materials; investigating proctored testing facilities, and establishing a culture of teaching and technology with faculty incentives for adoption and use. The project team is investigating the support needed to implement those positive changes, and will move next to re-skin and re-launch Blackboard and its support services.
EADCOD-1	EAD College of Design	The College of Design is interested in developing a set of online and hybrid courses and professional development programs. While the discipline of Architecture has been quick to adopt digital tools over the last two decades, it has been more difficult to find ways to offer seminars and especially studio courses in online or hybrid formats. The UKIT EAD team has been conducting research on a senior seminar and junior studio this semester to better understand the faculty and student experience in these courses. The research will aid the College of Design in developing online and hybrid offerings that deliver a high quality educational experience.
EADPrgRv	EAD IT Program Review	Every department is required by SACS to provide a program review every eight (8) years. This review includes a self-study of how UKIT has met their strategic goals, including doing a survey of faculty, students, and staff on service delivery. The self-study and survey results will be studied by a group of UK faculty, staff, and students (review committee), plus an external reviewer. This group will provide recommendations on how UKIT has performed, improved, and what can be done to continue to improve our services.

Project ID	Title	Description
Email-1	Email Solutions for Students	The migration of student email to Google Apps and Microsoft Live@Edu began a few weeks ago, and it is proceeding well. We have about 29,000 mailboxes to move, so the migration will take a while. We've moved a few thousand mailboxes so far, and the pace is picking up. There have been very few student visible problems, and most students seem happy with the new functionality. Very few students (approximately 4%) are choosing a provider. If this rate continues, almost all of the mailboxes will be moved to Google Apps. Deadline for completion is August 1, 2011.
SLAIMP-1	ITSLA Implementation	With the implementation of the ITIL framework, it was imperative that UKIT establish a Service Level Agreement (SLA) to communicate to our "customers" what their expectations should be for our service. We also began the transition to have all incident reports go through the CSC. On January 15, 2011, the Customer Service Center (CSC) began reporting metrics on Priority 1, Priority 2, Priority 3 for incidents (trouble tickets) for all of UKIT. We held training sessions for UKIT personnel on the Remedy Action Request System (ARS). We report (on all priority incidents) response and restore rates. The process to bring in all UKIT service requests has been outlined (and is being piloted by the CNS Work Order Desk) and will be in full implementation by the end of June 2011.
WOOpt-1	CNS Service Request Process Optimization	Since early March, representatives from the CNS and CSC groups have been working on a project to optimize the IT service request process. The plan also includes a new web-based application that offers a more seamless experience for the customer. The new model will be piloted in the CNS area but has been designed with the scalability to accommodate all IT service requests in the near future.
ETS-1	Enterprise Tracking System	The Enterprise Tracking System replacement project began with the Deans' IT Group requesting a transparent way for customers to view their Remedy tickets and check the status of service requests. After a thorough study (and RFI), Remedy's Action Request System was selected. This will be a brand new install, not an upgrade. The ARS currently in use has been customized to support our former work processes and is a scaled-down version of a true incident management system. It is our goal for customers to have the ability to not only open tickets via the web, but also be able to track the status of all their tickets. Another goal is to include the Deans' IT Group (Colleges and Departments) in the incident management system so that they can use a central resource to manage their incidents.

Project ID	Title	Description
HCEMR-2	Local/Remote Enterprise Expansion	Involves UKIT performing Estimates and Design work for the ~80 clinics encased within the Healthcare Network. Most of these fall physically within Fayette County. In an effort to modernize the medical process and transition to electronic patient records, Healthcare has requested an overview of their clinics to bring them up to Medical Grade Standards. The Medical Grade Network standard involves full redundancy (connection and power), higher speeds for the user, VOIP, and wireless technologies. Basically the pinnacle of a modern network with the redundancy required to perform healthcare operations. I believe the eventual goal is to fund this project (probably in pieces) and overhaul the Healthcare networks to give the technological backbone required to move their patient care efforts into the digital age. Within the EMR scope, there are also several other important projects. The new Georgetown clinic that is being brought online with these standards in mind as a kind of Proof of Concept and the All Scripts project which gives a vast storage application for patient data. The All Scripts project provided new servers and storage serviced by new Nexus switches with a completely up to date approach at Cisco's unified datacenter concept. Which bundles storage and other networks generally segregated from data traffic in with that traffic within the datacenter for a single robust Networking design that is greatly simplified and more reliable.
UKHCMGN	UK Healthcare Medical Grade Network Upgrade	The UK Healthcare Medical Grade Network upgrade is a large project designed to bring areas of the Healthcare network that are sub-standard (either through previous design, funding limitations, or legacy equipment) up to the newly established Medical Grade Network guidelines published by Cisco. This design process involves redundant high speed distribution paths from the distribution block to the access layer and gives users at least a 1 gigabit Ethernet connection. This bundles in voice support and wireless coverage that is also VOIP capable. It is the most resilient network design to this point allowing failure in multiple devices within the topology without losing any or few users. This design also incorporates redundant power supplies to support networking equipment in the advent of power failures within a building for at least 1 hour. When this project is fully funded, all of the patient care areas of the Healthcare network will be brought up to this standard to provide the absolute best networking support.
PCF-2	Patient Care Facility Floor 6-7	The Patient Care Facility (Pavilion A) is opening 2 patient floors (6th and 7th floor) on May 22nd at 0500 to provide additional "beds" to the UK Healthcare System. UKIT is providing the networking for this area, including data connections to users and clinical devices at 1 gig speeds with a 10 gig backbone, VOIP telephony, and robust wireless coverage that will support VOIP in the form of the new ASCOM phone system chosen by Healthcare. This is the next step in the complete buildout of the Patient Care Facility before the Operating Rooms and supporting floors opening January 2012.

Project ID	Title	Description
SRM-1	Supplier Relationship Management w/ PPS	SAP has now developed a process where UK can move procurement for goods and services to a web based platform. This will allow for UK to create online catalogs for users to easily search and purchase goods quickly and easily. PPS delivers additional tools for more effective management of purchasing documents and workflow.
CrsChg-1	Curricular and Program Request System	This is a project to create web forms for course and program requests as well as workflow processing to automatically route the requests through their approval routing. The project is to be completed by mid-August of 2011.
FndMPh-1	Funding Model	The rollout of the new IT Funding Model to the entire campus on July 1, 2011 will provide faculty, staff, and students "access" to information, services, and capabilities which will provide for the long-term viability of the network, to enhance UK's competitiveness in attaining Top 20 status, and to streamline information access to key decision-makers. A "converged" fee model will be billed quarterly.
ECMDOCMG	Document Scanning, imaging and storage	This project will provide an enterprise wide solution for document management, imaging, research repository and storage for documents and media files. It will make administrative processes more efficient and effective by reducing paper processes. It further will help us reduce physical storage and provide cost savings for the University.
APImp-1	Administrative Process Improvement	Administrative Process Improvement for the Enterprise. Phase I will incorporate Travel, Payroll, and Purchasing.

Looking forward



What's up for 2011-2012

- Ongoing efforts in student success/retention
 - Online learning, student retention, advising, student experience
 - Retention/enrollment analytics & BI
 - Blackboard “Face” project, other Bb improvements
 - Further expansion of Echo 360, classroom technology
 - Mobile, mobile, mobile

- Rethink the student technology fee
 - ‘Clean sheet’ design on future of labs, physical and virtual

- IT Infrastructure
 - SAP Cloud POC and beyond
 - HPC cloud POC and beyond
 - Desktop virtualization POC and beyond
 - Storage virtualization

What's up for 2011-2012

- Critical academic technology
 - Find and implement a research repository
 - E-books, open educational resources
 - Tackle difficult technology adoption challenges in teaching and learning technology
 - Raise our HPC impact, provide for student opportunities in HPC

- Continue to find productivity and efficiency opportunities
 - Enterprise content management (ECM)
 - Supplier relationship management

- ITIL – moving beyond the basics
 - ISO 20000 certification
 - Refine and improve metrics, continual service improvement
 - Bring Lean and Agile concepts to ITIL Service Management

What's up for 2011-2012

- Take enterprise architecture to the next level
- Continue with the LDP & invest in leadership development
- Push the PMO further along, improve project management skills outside of the PMO
- Use ITIL to reduce maintenance time, free up project time, seek further uptime in critical systems
- Offer additional business process improvement and IT workforce consulting services
- Improve security and risk management, education and outreach
- Coordinate consistent workstation and server configuration management across campus

Final thoughts

- We see signs of tectonic plates shifting. Higher education is under intense scrutiny, funding challenges. Our role (and government's) in society is undergoing some intense questioning and challenges
- The business world is also very quickly shifting into a post-recession recovery with potentially big global implications
- Information technology continues to evolve rapidly and innervate everything. The scale and sophistication of computing is getting to be breathtaking
- We will need all the passion, all the skill and all the teamwork possible to advance in these dynamic times
- Many things are possible. *Never* underestimate yourself or others
- Next year looks to be a great (and fun) year!

Questions?

