DoIT Responses to the IT Restructuring Work Group Report
April 4, 2011

This is an update on the DoIT response to the IT Restructuring Report. For more information on each of these initiatives please consult the following documents:

- Original report of the committee

- DoIT response to the report

1. **Move student email to Google or Microsoft (Fall 2010)**

   Actions:
   - July 1, 2010 – signed contract with Google.
   - August 10, 2010 – migrated incoming students to Google.
   - January 20, 2011 – migrated all student email to Google
   - March 26, 2011 – migrated DoIT staff to Google Calendar

   Upcoming actions:
   - June 2011 – migrate existing Oracle Calendar users to Google Calendar.

2. **Reduce computer labs by establishing recommended laptops for students and launch the Virtual Computing Lab (VCL) pilot (Fall 2010)**

   Actions:
   - Fall 2010 – developed plan with Montgomery College to develop VCL pilot launch in Spring 2011.
   - December 2010 – Presented plan to USM CIO's and held meeting with Dell.
   - January 28, 2011 – Developed MOU with Dell to fund a pilot program from Virtual Desktops in four USM institutions, including UMBC.
   - February 22-23, 2011 – Held two-day meeting with Dell to finalize initiative plans.
   - March 2011 – Receiving equipment from Dell

   Planned actions:
   - Summer 2011 – Launch pilot with Dell for UMBC
   - Fall 2011 – Launch multi-institution USM pilot. UMBC will have 100 seats of virtual desktop capacity.

3. **Revise UMBC's cell phone policy (Spring 2011)**

   Actions:
   - Fall 2010 - Cell phone policy redrafted based on USM headquarters standard.
   - January 2011 – Met with VP's & Deans on policy
   - February 2011 – Met with the University Steering Committee
   - March 2011 – Met with PASS and departments with large numbers of cell phones.

   Planned actions:
   - April – Bring report back to VP & Deans
   - May – Communicate with campus
   - July 1, 2011 – Begin implementation of new policy.

4. **Review software site license support (Spring 2011)**

   Actions:
   - November 2010 – IT Steering committee created a working group to review this issue and report back to in September 2011 to the Faculty Senate Computer Policy Committee and the IT Steering Committee meeting. Committee is co-chaired by Mike Carlin and John Fritz and has faculty representation.
   - March 2011 – data gathering phase pulling data on licenses and costs.

   Planned Actions:
   - August 2011 – draft report circulated.
   - September 2011 – Present report findings to committees and seek input.
   - Fall 2011 – discussion on recommendations
   - Spring 2012 – If necessary, submission of request for budget support to address critical needs.

5. **Migrate Oracle calendar users to Google Calendar or Microsoft Exchange (Spring 2011)**

   Actions:
   - January 2011 - Hired Kathy Raab, former executive administrative assistant to the President to help with developing training materials and support for offices.
   - March 26, 2011 – DoIT migrated entire department to Google Calendar from Oracle.

   Planned Actions:
   - April 15, 2011 – Announcement to campus of timeline and resources.
   - May 2, 2011 – begin training classes for staff
   - May 2, 2011 – begin supporting the transition to google calendar for those that want too.
   - July 1, 2011 – All existing Oracle calendar accounts will be move to Google.

6. **Facilitate volume computer purchase discounts by leveraging "best pricing" terms of the Provost's annual *Computer Replacement Initiative (CRI)* (Spring 2011)**

   Actions:
   - Nothing done to date.

   Planned Actions:
   - May 2, 2011 - Announce pricing to all divisions and encourage other divisions outside of the academic units to purchase off the CRI contract.

7. **Review campus web development (Spring 2011)**

   Actions:
   - November 2010 – IT steering committee approved the charge and chartered a work group to focus on reviewing web development.
   - January 2011 – Workgroup formed, co-chaired by Bill Shewbridge (DoIT) and Marriam Tillman (OIA).
   - February 23, 2011 – Organized faculty committee to meet with vendor to replace the Faculty Annual Report.
   - March 26, 2011 – Workgroup completed first draft for review and comment.

   Planned Actions:
   - April 26, 2011 – Present report to the IT Steering Committee
   - Summer 2011 – Implement new Faculty Annual Report application
   - Summer 2011 – Implement recommendations in Web Review report
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8. **Develop Library & DoIT Support Plan for the Student Learning Center (SLC) (Spring 2011)**

   Actions:
   - Winter 2011 – Larry and Jack met bi-weekly to discuss opportunities for collaboration in the RLC.
   - February 21 – DoIT reassigned an existing staff member to focus on RLC implementation.
   - March 2011 - DoIT and Library developed a joint vision document and shared with staff. Designated a workgroup of staff from library and DoIT to develop a plan for fall 2011 implementation.

   Planned Actions:
   - April 15, 2011 – Draft 1 of plans are submitted

- April 25, 2011 – Plan is finalized
- Summer 2011 – implementation of RLC
- August 2011 – DoIT Helpdesk moves to Library RLC.

9. Create Educause or Internet2 accounts for all campus IT staff (Fall 2011)

There should be more focus on the professional development of all IT staff on campus to support better performance in their job and better alignment of activities. Educause membership would give all IT staff access to comparative benchmarking for central and decentralized IT organizations. Estimated cost savings: No anticipated cost savings, but efficiency and effectiveness of professional development may be improved.

Action:
- Done.

10. Use RT request tracking system for all IT service requests (Fall 2011)

Now used by DoIT, Enrollment Management, Human Resources, Financial Services, Graduate School, and OIR for tracking IT and service requests in PeopleSoft, this would improve communication and service to campus users, and help quantify IT trends and support demands. Estimated cost savings: TBD

Actions:
- Fall 2010 – moved Enrollment Management to RT
- November 2010 – moved COEIT office to RT
- February 2011 – Moved Graduate School, Bursar and Financial Services over to RT
- March 2011 – Moved Residential Life to RT
- April 2011 – Moved the Library to RT

Planned Actions:
- Summer 2011 - Work with department IT staff to move over to RT
- Summer 2011 – upgrade RT system and streamline the help interface.

11. Use Confluence knowledge base wiki for all campus IT documentation (Fall 2011)

There needs to be easier ways to share information across DoIT and Departmental IT staff. Use of a shared knowledge base such as the DoIT wiki system would provide a standard location for developing local internal documentation. No estimated cost savings, but efficiency may be improved.

Actions:
- May 2010 - Business continuity committee formed.

- Fall 2010 – business continuity survey completed.

NOTE: Many groups are deciding to move to Google instead of confluence.

12. Provide DoIT trained student web development program (Spring 2012)

Many departments hire students to support their IT needs (especially web pages) with mixed results. In partnership with Career Services, DoIT should examine the feasibility of providing a centrally-trained and supervised pool of student IT support workers. This would be a charge-back service to departments, which might pay higher rates, but require fewer hours for web development support. Estimated cost savings: TBD.

Actions:
- None – waiting on recommendations of web development committee

13. Develop hybrid staffing model and pilot 1-2 examples (Spring 2012)

Across DoIT and the campus there are approximately 125 FTE IT staff, with about 40 percent of those staff working in departments. Aligning activities that leverage central support allows departmental IT staff to provide the greatest local value. The goal would be to develop written service level agreements and identify win-win opportunities to better utilize staff or to adjust open positions. A pilot with one or two examples will be initiated Fall 2010 with the target of establishing a working model protocol to be in place by Spring 2012. Estimated cost savings: TBD

Actions:
- Summer 2010 – developed a split position for a Unix System Admin with Hilltop Institute.
- March 2011 - Library/ DoIT plans for RLC
- March 2011 – working with Financial Services to take over management of IT support staff in Financial services.

Planned Actions:
- Summer /fall 2011 – private discussions are underway with other departments on sharing resources or DoIT providing management oversight.