

Information Technology Services Update



UNIVERSITY *of* NORTH CAROLINA WILMINGTON

Organizational Change



May 2014 – ITS Assessment Report

July 2014 – ITS shifted to Business Affairs, interim CIO

Major goals of the change initiative:

- Reinforce support of teaching and learning.
- Strengthen linkage to the university's strategic priorities.
- Solidify leadership, direction and management framework.
- Increase operational efficiencies and eliminate redundant services.
- Incorporate more effective shared governance.

Operating Principles



Provide efficient, effective technology services to students, faculty and staff.

Maintain resilient and reliable technology infrastructures.

Facilitate the implementation of new technology to improve learning, teaching and work environments.

Major Initiatives from October 2014 ITS Forum

- Continue network modernization.
 - *STATUS: Emergency upgrades completed; major refresh project slated to begin July 2015.*
- Support expansion of Distance Education initiatives.
 - *STATUS: Supported more than 125 academic courses in the Distance Education classrooms, employing emerging DE technologies for course delivery, including virtual classroom, Tele-Presence and mobile soft-client technologies.*
- Leverage organizational realignment to enhance service delivery.
 - *STATUS: Reinforced existing and developed new partnerships across campus, implementing customer-focused IT Service Management framework across the department.*



Major Initiatives from October 2014 ITS Forum

- Begin email and file storage upgrade initiative.
 - STATUS: *Office 365 migration begins July 2015.*
- Revamp IT planning and shared governance processes.
 - STATUS: *Completely re-designed IT project request intake and evaluation process; introduced new IT shared governance framework.*
- Enhance data security protocols.
 - STATUS: *Deployed additional tools, reviewing security team structure and resource needs.*
- Adopt improved project analysis and management tools/procedures.
 - STATUS: *Fast-tracked implementation of new project/portfolio management system; going live August 2015.*





New Initiatives

- New initiatives kicking off in the areas of:
 - next-gen tech support for teaching/learning (in collaboration with faculty).
 - improved identity/access management.
 - more flexible infrastructure support for researchers.

- Expanding opportunities for students to gain applied IT experience across the department.

- Search initiated to fill CIO position.