

A dark blue background with a light blue network pattern of dots and lines. The text is centered in the upper half of the image.

IT Transformation Town Hall Meeting

August 8, 2023

Agenda

- 2:00 p.m. | Welcome & Introductions
 - 2:05 p.m. | Objective of IT Transformation
 - 2:20 p.m. | Progress Update – Key Accomplishments
 - 2:50 p.m. | Lookahead: Next Steps & Milestones
 - 2:55 p.m. | Moderated Q&A
 - 3:25 p.m. | Closing Remarks
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■ Campus IT Leadership

- James Garrison, UNT
- Patrick Holler, UNT Dallas
- Anthony Tissera, UNT HSC

■ System IT Leadership

- Rich Anderson, Security & Compliance
- Jim Buchanan, Ent. Applications
- Rajesh Nayak, Data Analytics
- Robert Ortega, Finance & Business Ops.
- Christopher Pritchard, Ent. Technology

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Objectives

- Better align service delivery, organizational structure, and business interaction model in support of overall enterprise strategies
 - Establishing a cohesive structure is critical to help evolve/mature processes (repeatable, consistent)
 - Unify IT roles and teams, system-wide, under single organizational and leadership structure

Drivers

- Key recommendation of Protiviti-led IT organizational assessment, which evaluated organizational structures/capabilities, as well as operating (capability maturities) and governance models
 - Decentralized IT operations create increased cybersecurity risk and costs
 - Bifurcated structure creates confusion, hinders communication and collaboration
 - Limited career advancement opportunities and inconsistent HR practices (titles, comp levels)
 - Limited ability to scale to meet future needs, innovate, and be proactive
 - Low operational maturity driven by lack of standardized processes and procedures as well as inconsistent implementation and adoption

Initial Priorities Identified (May)

Organizational Design & Structure

- Build strong centralized team while preserving local customer care and teamwork
 - Enterprise | Campus | Specialized Services
- Identify all relevant IT services and resources to move into a unified structure
- Focus on our resources and their knowledge, talents and expertise
- Assess traditional IT roles as well as those embedded within business units and adjacent groups
- Determine org structure last, not first -- “structure follows function”

Governance Model

- Design and implement an effective IT governance model
 - Provide greater insight and visibility
- Ensure agility and responsiveness (vs. slow and complex)



Guiding Principles

-  Focus on the success of our campus partners
-  Provide secure, reliable, and innovative solutions
-  Deliver outstanding customer service
-  Enhance efficiency and effectiveness
-  Enhance accountability
-  Leverage available expertise
-  Minimize redundancy
-  Provide greater insight into decisions and strategic planning

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■ Teams & Operations Unification

- Data Analytics (2022)
- Cybersecurity (2022)
- Campus + System IT leadership (June 2023)
- Infrastructure, Network & Telecom (July 2023)
- Focus on core IT competencies and responsibilities
 - eSports transition (July 2023)
- Standard performance mgmt. methodology for FY24
 - Leverage Objective Key Results (OKR) goal-setting framework
 - OKRs help individuals/teams focus on most critical initiatives, align efforts, and track progress towards achieving objectives



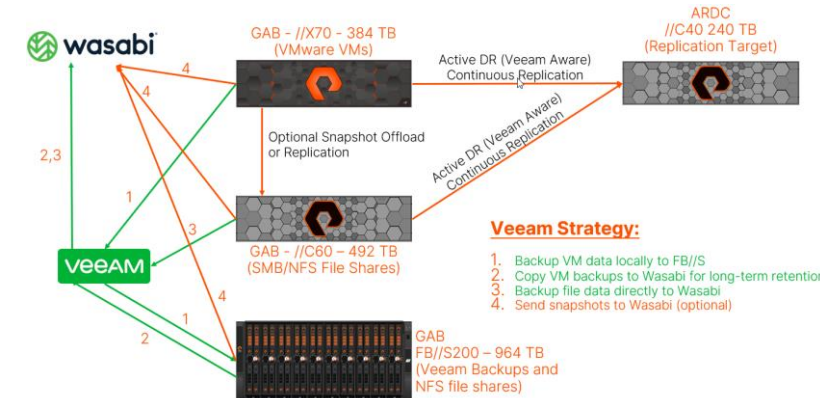
Better Together



**Courageous
Integrity**

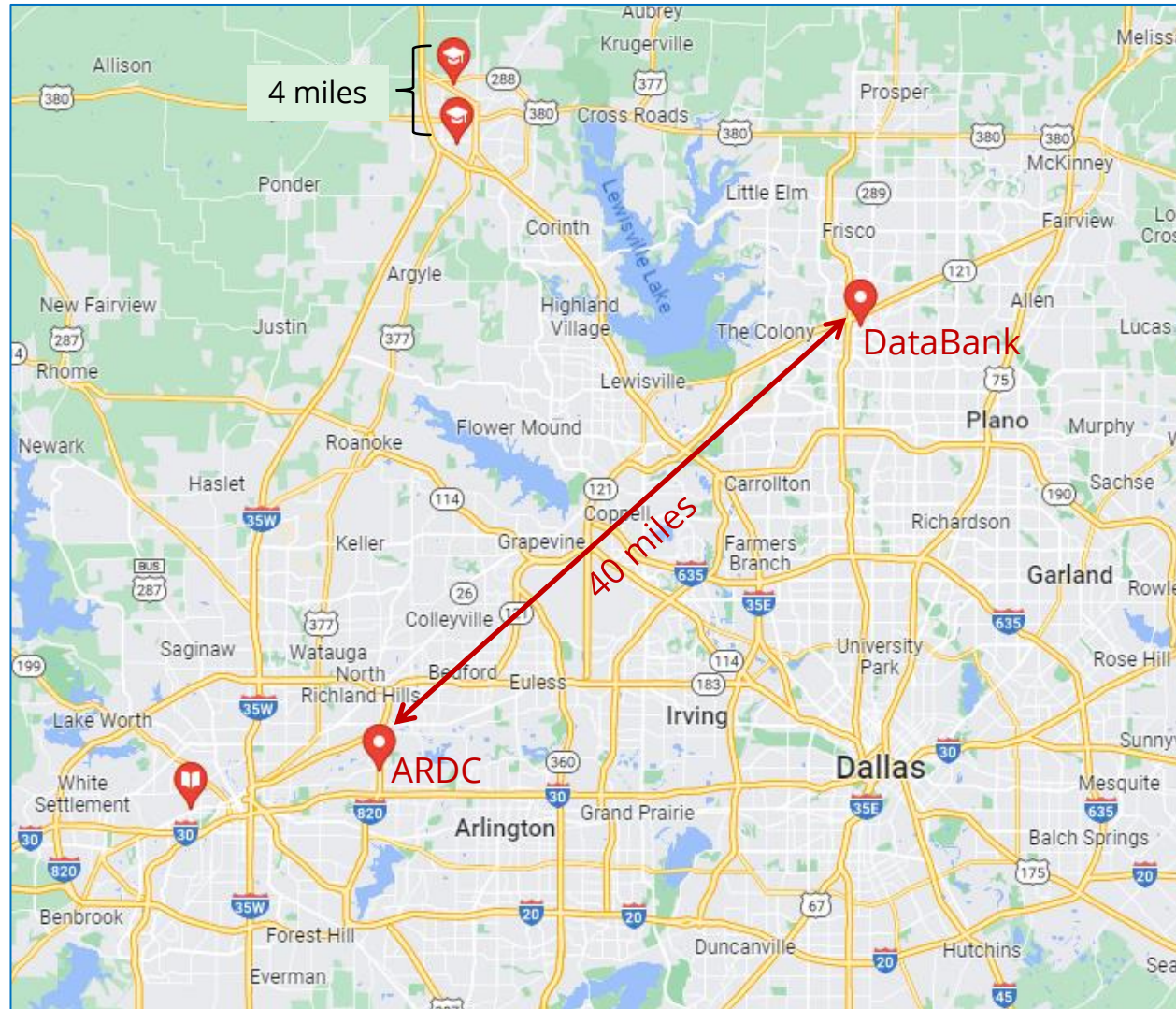
■ Technology

- Unified storage, backup and recovery platforms deployed
 - Strong support on Hammerspace migration



- Hybrid infrastructure roadmap and cloud strategy defined
 - Effective collaboration on data center provider evaluation
 - Efficient teamwork and partnership during GAB to Sycamore relocations
 - Strong cooperation on how to effectively leverage cloud services (Azure, Wasabi)

Hybrid Approach & Strategy



» Cloud Computing (Azure)

- » Targeted services
 - » Storage, web hosting, platform services
- » Disaster Recovery (DR)/out-of-band solutions
 - » Authentication services
 - » Tertiary location for critical ERP servers
 - » Secure research enclaves

» DataBank - Primary (Critical Prod. Systems)

- » Purpose-built, highly secure facility
- » 100% Uptime SLA
- » 24 x 7 x 365 Remote Hands
- » Meets all compliance requirements
- » Robust network connectivity options
- » Value-add services
- » Nationwide presence

» ARDC - Secondary (DR & Less Critical Systems)

- » Robust data center offering
- » Cost-effective (\$600/rack/month vs. power-based)
- » Convenient location

■ Efficiencies / Synergies

- Current efforts have led to the convergence of 1 redundant and vacant Infrastructure role (not backfilled) with an additional 2 vacant roles identified
- Shifted administrative support workload from UNTD to SYS IT Finance & Bus. Ops.
 - Leverage available resources and expertise
 - Free up capacity for UNTD Finance team and the need for an admin support position

■ Processes

- IT Governance Workshop
 - Build/optimize governance structure and processes
 - Establish accountability for decision making
 - Plan transition to optimized structure and processes
- IT Vendor Management
 - Key initiative roadmap defined and underway
 - Comprehensive process flows & vendor matrix documented
 - Current cost avoidance over \$150,000 in the next 3 years
- Asset Management
 - Data gathering process underway



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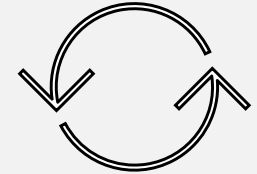
Methodology Overview

Key Project Phases

1. Project Management Planning & Current State Discovery

Planning the project and understanding the effort

- Leadership Alignment
- Program Branding
- Communication Channels Established
- Assessment Approach Defined



2. Operating Model & Organizational Design

Designing the vision and model for the future

- IT Governance
- **Financial Modeling**
- **Job Architecture**
- **Job Titling and Sizing**
- **Job Description Structure** (incl. Competencies)
- Performance Management
- **Compensation Benchmarking**

3. Organization Transition Planning & Implementation

Strategizing the change and implementing the change

- Transformation Playbook
- Detailed Analysis of Current to Future Work
- OGC and HR Sign-Off
- Onboarding Program

Organizational Change Management & Communications

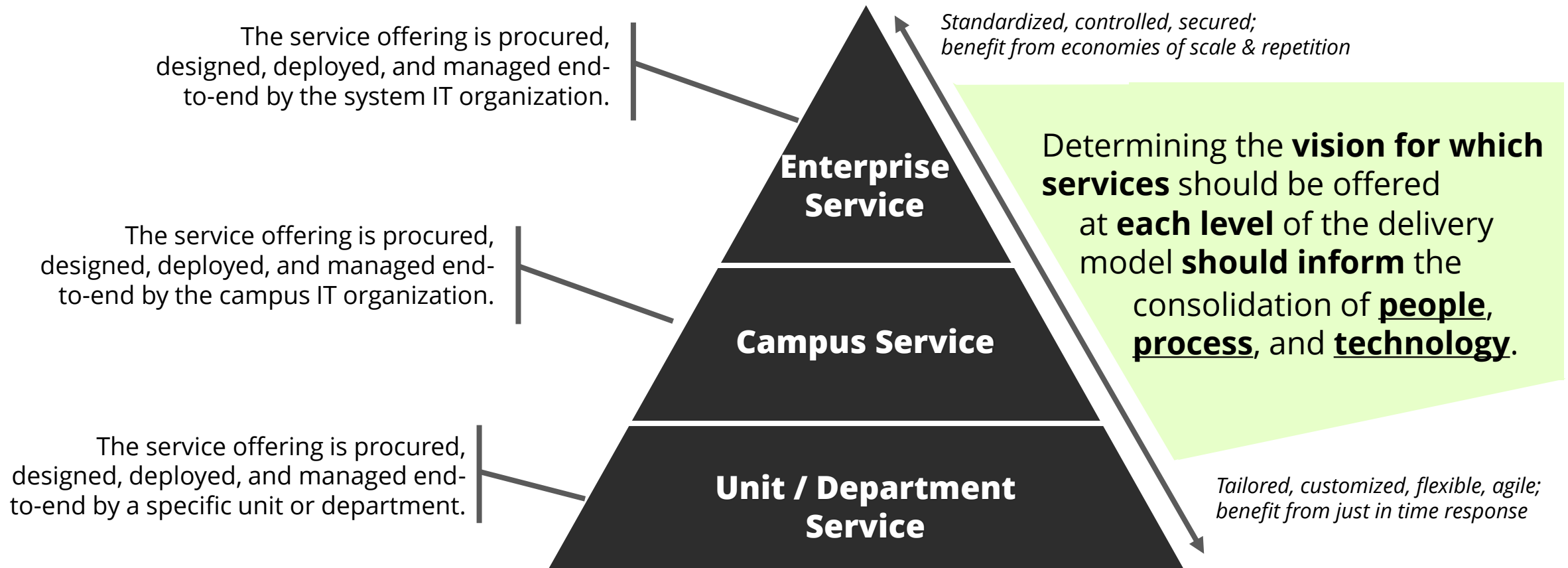
Bringing university executives, IT customers, IT leaders, IT managers/supervisors, IT staff, and the public (as necessary) along for the transformation journey

IT Service Catalog & Ownership Mapping

Admin & Business Systems	Communication & Collaboration	Desktop & Mobile Computing	Infrastructure	IT Professional Services	Research	Information Security	Teaching & Learning
Alumni & Advancement	Conferencing & Telephony	Desktop & Mobile Device Support	Business Continuity & Disaster Recovery	IT Communications	Lab Management Systems	Identity & Access Mgmt.	Assessment Systems
Athletics	Email & Collaboration	Hardware Lifecycle Services	Data Center & Cloud Services	IT Strategy	Research Admin Systems	Secure Computing	Learning Analytics
Auxiliary Systems	Mass & Emergency Communications	Printing & Related Services	Database Mgmt.	IT Governance	Research Computing Systems	Security Consulting & Education	Academic Tech & Support
Business Capabilities	Media and A/V	Software & Apps. Distribution	Integration Services	Enterprise Architecture	Research Data Services	Incident Response & Investigation	Instructional Technology
Facilities Mgmt. Systems	Web Services		Monitoring & Alert Mgmt.	Portfolio & Project Management	Research Software	Security Policy & Compliance	Learning Mgmt.
Financial & Procurement			Network & Connectivity Mgmt.	Training & OCM			Lecture Capture
HR Systems			Server & Storage Mgmt.				
Library Systems							
Medical & Health Systems							
Data, Reporting & Analytics							
Student Information Systems							

Determining Appropriate IT Service Ownership

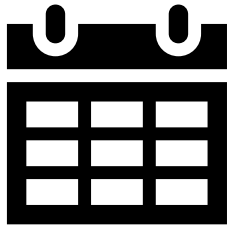
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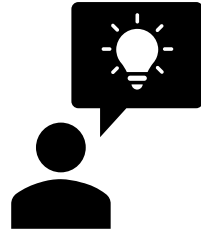
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UPCOMING COMMUNICATIONS, RESOURCES AND EVENTS

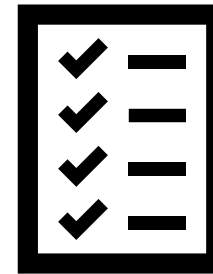


Monthly Town Halls



Dedicated Website*

*Including FAQs and other
key information on our journey*



**Survey and Email
Capabilities**



**Targeted
Communications**