

WEBVTT

00:07:20.377 --> 00:07:23.157

OK, perfect. Alright. We're gonna go in and get started.

00:07:23.257 --> 00:07:24.157

At 2:00 o'clock.

00:07:27.587 --> 00:07:30.897

So let me quickly go to the first first.

00:07:30.897 --> 00:07:32.217

Thanks everybody.

00:07:32.417 --> 00:07:36.267

From another time on side load to.

00:07:36.267 --> 00:07:39.427

schedule and all these town halls on a monthly.

00:07:39.427 --> 00:07:42.527

basis. So like in somewhere.

00:07:42.527 --> 00:07:44.107

is gonna call these.

00:07:44.177 --> 00:07:47.607

So that's not talking of Tuesday, but Townville Tuesday, so ideally.

00:07:47.607 --> 00:07:51.037

we'll have we'll downtown halls, every every thought on a Tuesday.

00:07:51.037 --> 00:07:54.377

and so the.

00:07:54.377 --> 00:07:57.607

of course you have you update of where we are, we're headed accomplishments.

00:07:57.607 --> 00:07:58.137

and so on.

00:08:00.187 --> 00:08:03.547

A lot of you already so it.

00:08:03.547 --> 00:08:07.297

hasn't changed. We'll start with something introductions.

00:08:07.297 --> 00:08:10.757

And I thought I would do is I'll start.

00:08:10.757 --> 00:08:13.867

and then I'll ask my team of direct reports to come up and.

00:08:13.867 --> 00:08:16.897

introduce themselves because some of them you may not know.

00:08:16.897 --> 00:08:20.057

some of them you work with them for quite a while, so some not so much.

00:08:20.057 --> 00:08:23.157

So I'll start and then and then we'll.

00:08:23.157 --> 00:08:26.497

look at the next page and go through. I'll start with campus leadership.

00:08:26.497 --> 00:08:29.737

and then go through the system side. So those of you.

00:08:29.737 --> 00:08:30.817

have not met.

00:08:32.187 --> 00:08:35.307

I have been in this role for systems CIO for about a year and.

00:08:35.307 --> 00:08:38.527

a half now, and then and then before that a little over 2 1/2 years.

00:08:38.527 --> 00:08:41.567

of Health Science center. So combined four years with sort of the unit.

00:08:41.567 --> 00:08:44.647

enterprise altogether. Before that I was.

00:08:44.647 --> 00:08:48.227

the error ambulance air medical company.

00:08:48.227 --> 00:08:51.747

or Christopher and Chris Fulton.

00:08:51.747 --> 00:08:55.097

and a few folks that are that are that are on our team.

00:08:55.097 --> 00:08:56.447

work together.

00:08:56.687 --> 00:09:00.587

For over 10 years, 12 years.

00:09:00.587 --> 00:09:03.957
so we agreed that company in instead of.

00:09:03.957 --> 00:09:03.967

00:09:04.047 --> 00:09:07.637
Seriously, the largest company.

00:09:07.637 --> 00:09:08.097
in the world.

00:09:08.477 --> 00:09:09.137
I think.

00:09:09.247 --> 00:09:12.547
During this meeting that American Airlines and the other.

00:09:12.547 --> 00:09:13.487
of the company so.

00:09:13.567 --> 00:09:13.757
Right.

00:09:14.227 --> 00:09:17.007
Let me quickly go through through.

00:09:17.907 --> 00:09:21.377
My direct reports, and we're gonna start with campus.

00:09:21.377 --> 00:09:24.407
leadership, so James is.

00:09:24.407 --> 00:09:27.397
sick, so he's remote, but you can start off.

00:09:34.447 --> 00:09:35.507
We can hear the word.

00:09:39.417 --> 00:09:41.087
Hang on one second, James.

00:09:44.977 --> 00:09:45.967
Please remove remote.

00:09:54.287 --> 00:09:54.877
No.

00:09:54.947 --> 00:09:55.447

Or.

00:09:55.527 --> 00:09:58.787

That's actually connected to James Patrick batteries here.

00:09:58.787 --> 00:10:01.977

I'll let him introduce himself like you took.

00:10:01.977 --> 00:10:02.347

the lunch.

00:10:04.667 --> 00:10:07.697

They're getting. I think there's some big we're working.

00:10:07.697 --> 00:10:10.657

on it. Yeah. Are you able to? Sorry about that. Are you able to hear me?

00:10:11.827 --> 00:10:12.747

Please note.

00:10:16.167 --> 00:10:17.547

Are you guys able to hear me?

00:10:20.327 --> 00:10:21.077

Good afternoon, everyone.

00:10:21.147 --> 00:10:21.637

Yeah.

00:10:23.647 --> 00:10:24.047

MIT.

00:10:24.617 --> 00:10:25.047

Password.

00:10:25.537 --> 00:10:29.127

So they can, like you, took the money.

00:10:29.127 --> 00:10:29.127

00:10:31.467 --> 00:10:35.127

I think there's a big one. We're working on it, yeah.

00:10:36.757 --> 00:10:40.047

Hey, good afternoon, Anthony, to Sarah's executive director called.

00:10:40.047 --> 00:10:43.177

the ACT team again I represent.

00:10:43.177 --> 00:10:46.197

several IP teams spotted the Health Science Center campus.

00:10:46.197 --> 00:10:49.497

and also the sort of the primary point of contact.

00:10:49.497 --> 00:10:53.317

between education research clinical organizations.

00:10:53.317 --> 00:10:57.877

s and the enterprise it on vacation. Even though you see going.

00:10:57.877 --> 00:11:00.677

on 14 years right now. So a bit of an old time.

00:11:02.617 --> 00:11:05.807

We let's turn into the system team.

00:11:05.807 --> 00:11:07.827

generally, they're.

00:11:10.197 --> 00:11:13.487

Alright, Jim Buchanan, executive director for enterprise.

00:11:13.487 --> 00:11:16.527

applications. So this is your PeopleSoft and things.

00:11:16.527 --> 00:11:19.587

like that and all these related to it been here.

00:11:19.587 --> 00:11:22.687

for about 10 years, not all with the with system.

00:11:22.687 --> 00:11:26.187

started out event computer science and engineering working there so.

00:11:26.187 --> 00:11:29.307

yeah loved it. It's great bunch of.

00:11:29.307 --> 00:11:29.777

school thing.

00:11:30.397 --> 00:11:30.747

Yep.

00:11:31.037 --> 00:11:31.737

It hasn't.

00:11:32.047 --> 00:11:32.347
OK.

00:11:33.587 --> 00:11:35.337
Hello everyone this is addition.

00:11:36.177 --> 00:11:39.767
I'm executive director for Xunit system.

00:11:39.767 --> 00:11:42.467
might know me from just see there.

00:11:42.567 --> 00:11:42.817
Also.

00:11:42.977 --> 00:11:45.037
You're nothing but for large.

00:11:45.237 --> 00:11:45.607
OK.

00:11:45.727 --> 00:11:47.057
Month or so and that.

00:11:48.187 --> 00:11:49.287
So did you fix it?

00:11:49.357 --> 00:11:49.867
Instance.

00:11:52.787 --> 00:11:56.237
And I'm Robert Ortega. I'm the senior director of finance at vendor management.

00:11:56.237 --> 00:11:59.257
Unlike some of these people have been here longer. I've only been here since.

00:11:59.257 --> 00:12:02.357
January. Before that, I was also saying paramedical company.

00:12:02.357 --> 00:12:02.917
that wanted.

00:12:08.057 --> 00:12:11.107
I'm told her. Just kidding. Somebody will get that somebody.

00:12:11.107 --> 00:12:14.247
went on Christopher Pritcher. They're on the CT0 for system I've.

00:12:14.247 --> 00:12:17.287

been here a little over a year. Part of that well.

00:12:17.287 --> 00:12:20.527

ally, I wasn't working with him. That was a little bit before, but.

00:12:20.527 --> 00:12:23.567

I was running man consulting firm and I was in manufacturing.

00:12:23.567 --> 00:12:27.247

company for a few years, doing a lot of different things and that was.

00:12:27.247 --> 00:12:30.407

working with blonde. And so I think you from.

00:12:30.407 --> 00:12:33.877

n infrastructure perspective, it's all things networks allowed.

00:12:33.877 --> 00:12:35.407

to go storage data center.

00:12:36.327 --> 00:12:39.837

All that good stuff. So good to see you all here.

00:12:39.837 --> 00:12:39.837

00:12:39.907 --> 00:12:40.157

Cool.

00:12:45.117 --> 00:12:46.017

James.

00:12:46.167 --> 00:12:49.287

Online. So let me.

00:12:49.287 --> 00:12:52.277

turn it back over to you and see if we can hear in the right.

00:12:53.427 --> 00:12:54.247

Are you able to hear me?

00:12:57.347 --> 00:13:00.147

Yes, the same thing again again.

00:13:01.467 --> 00:13:02.237

Are you able to hear me?

00:13:02.897 --> 00:13:04.127

Right.

00:13:04.937 --> 00:13:05.787

We know we know what.

00:13:06.987 --> 00:13:08.757

We can. We can hear you can hear.

00:13:14.097 --> 00:13:14.937

Was there was there with us?

00:13:15.017 --> 00:13:15.327

Sorry.

00:13:15.367 --> 00:13:25.367

00:13:30.007 --> 00:13:33.037

Try right again. James, how are you able to hear me now?

00:13:33.037 --> 00:13:33.037

00:13:36.027 --> 00:13:37.287

Sorry.

00:13:37.917 --> 00:13:38.447

So what?

00:13:40.317 --> 00:13:43.807

What will look back on this end of the we can get?

00:13:43.807 --> 00:13:46.967

Hello. Yes. James is going to.

00:13:46.967 --> 00:13:49.267

get a cover. So wanted to show some that is.

00:13:51.177 --> 00:13:53.677

There's a speaker, alright, I mean.

00:13:57.397 --> 00:14:00.627

Speaker. OK, I'm saying.

00:14:00.627 --> 00:14:01.437

that's the bad.

00:14:01.957 --> 00:14:05.227

Go back to get back to the I wanted to start with.

00:14:05.227 --> 00:14:08.787

the brief reminder overview of objective.

00:14:08.787 --> 00:14:11.157
of the transformation. We're just unifications.

00:14:11.477 --> 00:14:12.697
And then.

00:14:13.317 --> 00:14:16.467
Progress progress updates some of the projects that we made.

00:14:16.467 --> 00:14:19.017
there and then really look ahead and that's what James.

00:14:19.107 --> 00:14:22.507
So that's clearly into the.

00:14:22.507 --> 00:14:22.507

00:14:23.367 --> 00:14:26.387
Methodology and the process that we're using, we're, we're.

00:14:26.387 --> 00:14:29.727
partnering with Floyd on this process, so we'll,

00:14:29.727 --> 00:14:30.647
get to that in a second.

00:14:31.777 --> 00:14:35.007
So it's a little bit of background as.

00:14:35.007 --> 00:14:38.047
Spencer Williams and Alex back in mid May.

00:14:38.047 --> 00:14:38.047

00:14:38.137 --> 00:14:41.157
Yeah, after sort of we've.

00:14:41.157 --> 00:14:44.337
seen that the result of the idea organizational assessment that was
done by.

00:14:44.337 --> 00:14:47.517
productivity wanted to take a different approach and really.

00:14:47.517 --> 00:14:50.857
look to unify as all from.

00:14:50.857 --> 00:14:54.177

an IT delivery perspective under Wanda organization so.

00:14:54.177 --> 00:14:55.317

really the main objective.

00:14:55.457 --> 00:14:58.727

Things that belong there seemed really better. Align us like.

00:14:58.727 --> 00:15:02.947

our service delivery organization structures.

00:15:02.947 --> 00:15:06.087

and ultimately how we interact with the business, right?

00:15:06.087 --> 00:15:09.267

in support of our overall enterprise strategy. So this.

00:15:09.267 --> 00:15:11.587

year for this calendar or this fiscal revenue.

00:15:13.207 --> 00:15:13.777

For the.

00:15:14.777 --> 00:15:18.117

The three institutions that system came together and then put.

00:15:18.117 --> 00:15:21.507

together a comprehensive and integrated strategic.

00:15:21.507 --> 00:15:23.677

plan that is the strategic plan.

00:15:24.457 --> 00:15:27.497

It's one year, and if you could argue it's fairly tactical, but.

00:15:27.497 --> 00:15:30.787

the plan outlines.

00:15:30.787 --> 00:15:34.127

and focuses on really 33 key areas.

00:15:34.127 --> 00:15:37.437

First and foremost people. And so there's a whole set.

00:15:37.437 --> 00:15:40.867

of objectives around that second of course.

00:15:40.867 --> 00:15:45.067

e, student success research excess over and.

00:15:45.067 --> 00:15:48.287

one is our financial strength, right, so there's.

00:15:48.287 --> 00:15:52.307

some key initiative around that. So we have that.

00:15:52.307 --> 00:15:55.477

in place. So want to make sure that we're able to support that effectively.

00:15:55.477 --> 00:15:55.477

00:15:56.337 --> 00:15:59.407

Now to effective like the point that we.

00:15:59.407 --> 00:16:02.607

need to make sure that we have the right structure in place.

00:16:02.607 --> 00:16:05.737

and that we can ultimately come together.

00:16:05.737 --> 00:16:09.407

and help evolve and mature and advance our processes.

00:16:09.407 --> 00:16:12.627

but sort of repeatable and consistent because I want to make sure.

00:16:12.627 --> 00:16:15.687

that our four it processes are even though.

00:16:15.687 --> 00:16:18.707

it may live in different places that we're we're all.

00:16:18.707 --> 00:16:20.347

doing the same things consistently.

00:16:20.947 --> 00:16:24.117

OK. So it's so to do that we need to really unify our.

00:16:24.117 --> 00:16:27.257

teams or roles system one, so this.

00:16:27.257 --> 00:16:30.467

will be across across the enterprise under single.

00:16:30.467 --> 00:16:33.577

organizational and leadership structure, right. So that is.

00:16:33.577 --> 00:16:33.577

00:16:35.237 --> 00:16:38.267

Four years of tomorrow. This just means that we're all part.

00:16:38.267 --> 00:16:42.067

of the same organization and that there are direct lines responsibility.

00:16:42.067 --> 00:16:43.767

and accountability as we move forward.

00:16:45.217 --> 00:16:48.297

The drivers that are you talk a little bit about this, but really this.

00:16:48.297 --> 00:16:51.687

was one of the key recommendations from captivity and as.

00:16:51.687 --> 00:16:54.767

you may recall, we looked at 10 core IT processes.

00:16:54.767 --> 00:16:57.777

and highlight it really the consistency and maturity of.

00:16:57.777 --> 00:17:01.027

those processes, not that we were doing things wrong, but there's.

00:17:01.027 --> 00:17:04.327

room for improvement and for consistency and for and for.

00:17:04.327 --> 00:17:07.647

evolution. So these are some of the, so the supporting.

00:17:07.647 --> 00:17:10.667

supporting arguments that they came up.

00:17:10.667 --> 00:17:14.167

with, I would I think we would all agree that today.

00:17:14.167 --> 00:17:17.417

our structure creates confusion. I know in the past.

00:17:17.417 --> 00:17:18.187

we've we've had.

00:17:18.797 --> 00:17:22.047

It's a cases heated conversations of who owns what.

00:17:22.047 --> 00:17:25.547
right, who who's responsible for what pieces. So.

00:17:25.547 --> 00:17:29.247
I think we have some opportunities to be more.

00:17:29.247 --> 00:17:32.407
clear about who roles responsibilities.

00:17:32.407 --> 00:17:35.487
and lines of accountability also.

00:17:35.487 --> 00:17:35.487

00:17:36.307 --> 00:17:39.387
I would say we have very limited career advancing opportunities.

00:17:39.387 --> 00:17:42.467
for events and opportunities for employees you.

00:17:42.467 --> 00:17:45.477
have to quit and go somewhere else. We didn't really have any career.

00:17:45.477 --> 00:17:48.897
paths. We also have very we have very inconsistent.

00:17:48.897 --> 00:17:52.017
HR practices, what I call what I mean by that is job.

00:17:52.017 --> 00:17:55.207
titles are different across the board.

00:17:55.207 --> 00:17:58.397
and some cases we see job titles, IT job titles.

00:17:58.397 --> 00:18:01.557
assigned to somebody that may not really be doing an IT role, right.

00:18:01.557 --> 00:18:04.617
nd just so that we they can have the right compensation level. So we need to.

00:18:04.617 --> 00:18:07.937
make sure that we look at all that we have consistent titles that.

00:18:07.937 --> 00:18:10.947
we have career advancement opportunities for employees.

00:18:10.947 --> 00:18:10.947

00:18:11.687 --> 00:18:14.807

And most importantly, that one thing that the Chancellor of the.

00:18:14.807 --> 00:18:16.057

President does that came together.

00:18:17.077 --> 00:18:20.367

To determine this next phase.

00:18:20.367 --> 00:18:20.747

for us.

00:18:21.637 --> 00:18:25.427

The one thing that really focused on was our limited ability.

00:18:25.427 --> 00:18:28.487

to scale, right? So this is more about future.

00:18:28.487 --> 00:18:31.727

not about the past. And that's what I want to make sure that you all.

00:18:31.727 --> 00:18:35.187

kind of help us think through how do we get stronger.

00:18:35.187 --> 00:18:38.267

Better Together. So that's really what this is.

00:18:38.267 --> 00:18:38.557

about.

00:18:40.457 --> 00:18:43.647

Back in May, when we announced this, I had come.

00:18:43.647 --> 00:18:46.827

up with this sort of summary summary slide.

00:18:46.827 --> 00:18:50.767

of kind of what are the next steps, right? What are the priority items and I took.

00:18:50.767 --> 00:18:53.987

this image from the presentation from captivity, which by the way the.

00:18:53.987 --> 00:18:57.397

creativity assessment is available out in the website.

00:18:57.397 --> 00:18:57.397

00:18:58.277 --> 00:19:01.817

I don't know if all of you have read it or not, but it is available for you to review.

00:19:01.817 --> 00:19:01.817

00:19:02.477 --> 00:19:05.647

They had put together a pretty comprehensive Rd.

00:19:05.647 --> 00:19:09.167

d map of how do we improve?

00:19:09.167 --> 00:19:12.617

consistency and the.

00:19:12.617 --> 00:19:15.817

capability of our processes. So they had a pretty good road map, but.

00:19:15.817 --> 00:19:18.877

you gotta start somewhere, right? And so we identified these two areas.

00:19:18.877 --> 00:19:21.957

as the foundational elements. So the priorities here.

00:19:21.957 --> 00:19:25.227

that we call it first is the organizational structure.

00:19:25.227 --> 00:19:28.407

which is what we're here to talk about and give you an update.

00:19:28.407 --> 00:19:31.757

on. And the second one was our around it governance.

00:19:31.757 --> 00:19:34.807

processes. They're inconsistent in some.

00:19:34.807 --> 00:19:37.087

cases, they're updated some cases. We don't know what they are.

00:19:37.317 --> 00:19:40.477

So just to make sure that we focus on that, so from.

00:19:40.477 --> 00:19:43.707

a organizational design perspective, really the.

00:19:43.707 --> 00:19:43.707

00:19:44.607 --> 00:19:47.617

The objective here is to build a strong centralized team.

00:19:47.617 --> 00:19:50.987

This again doesn't mean that everybody is a system employee, we.

00:19:50.987 --> 00:19:54.177

know and I came up with the term sort of the enterprise.

00:19:54.177 --> 00:19:58.017

campus is specialized services kind of that three tier delivery.

00:19:58.017 --> 00:20:01.037

model because we a single group.

00:20:01.037 --> 00:20:04.377

can't do it all right? We need that local presence, that local support.

00:20:04.377 --> 00:20:07.497

that local expertise. And so I came up with the term sort.

00:20:07.497 --> 00:20:10.677

of specialized services that was I was thinking more of areas like.

00:20:10.677 --> 00:20:13.717

research and clinical and that are very specialized in.

00:20:13.717 --> 00:20:15.577

niche and need their expertise.

00:20:15.947 --> 00:20:19.017

There are some campus level services, right? And then there's some things at the.

00:20:19.017 --> 00:20:22.117

enterprise level. So that's the term that.

00:20:22.117 --> 00:20:25.537

I came up with as we move forward, we also.

00:20:25.537 --> 00:20:27.127

let me highlight a couple of these things.

00:20:28.447 --> 00:20:31.477

We talked about also make sure that we look.

00:20:31.477 --> 00:20:34.517

at as we if we're, if we're gonna come together under one.

00:20:34.517 --> 00:20:36.007
IT organizational structure.

00:20:37.547 --> 00:20:40.797
Look pretty pretty wide and so I, like I said, we casted.

00:20:40.797 --> 00:20:44.717
a pretty wide net to understand all these either.

00:20:44.717 --> 00:20:44.717

00:20:45.777 --> 00:20:47.567
Specific in.

00:20:49.177 --> 00:20:52.427
Clear it. Roles that are that are out there that some of you are already.

00:20:52.427 --> 00:20:55.527
parts of. Define it organizations and some of you are not.

00:20:55.527 --> 00:20:59.187
right and some of you are embedded into schools and colleges and business.

00:20:59.187 --> 00:21:03.307
units. So we needed to make sure that we looked at all that so.

00:21:03.307 --> 00:21:06.367
the objective is really to identify not only the.

00:21:06.367 --> 00:21:09.907
roles and the responsibilities that should be part of this organization.

00:21:09.907 --> 00:21:12.987
but also the relevant services, right and.

00:21:12.987 --> 00:21:16.607
also taking into consideration to kind of that three tier delivery model.

00:21:16.607 --> 00:21:16.617

00:21:17.857 --> 00:21:21.327
From a governance perspective, I was hoping that we.

00:21:21.327 --> 00:21:24.687

would get started with the plan is to do a.

00:21:24.687 --> 00:21:25.967

sort of a detailed.

00:21:27.157 --> 00:21:30.647

Four day workshop to assess.

00:21:30.647 --> 00:21:33.677

where we're at. What are the different governance structures and where?

00:21:33.677 --> 00:21:36.787

do we go moving forward? Unfortunately we got.

00:21:36.787 --> 00:21:39.827

rescheduled from August through September now, so we have.

00:21:39.827 --> 00:21:42.887

not started, but that's the intent really is to come.

00:21:42.887 --> 00:21:46.147

together and understand kind of where we're at, what our governance practices.

00:21:46.147 --> 00:21:49.347

and what are the governing bodies and groups that we have out there.

00:21:49.347 --> 00:21:52.387

and how do we, how do we thinking of that kind of.

00:21:52.387 --> 00:21:55.607

three tier delivery model, what is that what?

00:21:55.607 --> 00:21:56.997

should that look like in the future?

00:21:59.057 --> 00:22:02.227

Now as we move forward, I came up with sort of these kind.

00:22:02.227 --> 00:22:05.497

of what I called our why our guiding principles I.

00:22:05.497 --> 00:22:08.647

think we can all align on these we're here.

00:22:08.647 --> 00:22:12.097

first and foremost to focus on the success of our partners in.

00:22:12.097 --> 00:22:15.157

our business, in our campus operations, right, that's what.

00:22:15.157 --> 00:22:18.667

we're here. We also are here to provide secure, reliable.

00:22:18.667 --> 00:22:21.887

and innovative solutions. We have to deliver.

00:22:21.887 --> 00:22:23.617

outstanding customer service.

00:22:24.507 --> 00:22:27.677

As and as we embark in this process, look at areas where we can enhance.

00:22:27.677 --> 00:22:31.827

our efficiency and effectiveness, right, reduce duplication.

00:22:31.827 --> 00:22:35.257

and eliminate some of those some of those.

00:22:35.257 --> 00:22:38.607

some of those silos enhance accountability.

00:22:38.607 --> 00:22:41.787

and greater insight into decisions. This is something that came up in.

00:22:41.787 --> 00:22:44.297

some of the conversations with positivity.

00:22:44.837 --> 00:22:47.907

That from all the folks that were involved in.

00:22:47.907 --> 00:22:50.997

interviewed, there was a great deal of interest and how.

00:22:50.997 --> 00:22:54.167

do we get greater insight into the decision making and the road.

00:22:54.167 --> 00:22:57.267

map of the strategic planning process. So these are sort of our.

00:22:57.267 --> 00:23:00.627

why our guiding principles as we as we embark on this journey.

00:23:00.627 --> 00:23:00.627

00:23:03.137 --> 00:23:06.377

So let me give you a quick update on some of the changes.

00:23:06.377 --> 00:23:07.897

that we've made and.

00:23:09.577 --> 00:23:12.727

By the way, on this on this slide, as we so this was mid May that.

00:23:12.727 --> 00:23:16.147

we announced shortly thereafter, I started looking.

00:23:16.147 --> 00:23:19.447

at consulting partners that can help us.

00:23:19.447 --> 00:23:22.597

help us support along this help support us and guide us through.

00:23:22.597 --> 00:23:25.627

this journey. And ultimately we ended up.

00:23:25.627 --> 00:23:29.027

selecting Deloitte and we started really working.

00:23:29.027 --> 00:23:32.117

with them right at the beginning of July. It was late, late.

00:23:32.117 --> 00:23:35.187

June or early July that we started working with them, but in.

00:23:35.187 --> 00:23:38.247

the meantime we as the core leadership.

00:23:38.247 --> 00:23:39.947

team, all the names that I.

00:23:40.037 --> 00:23:43.657

That I mentioned in my previous slide and those that you met today.

00:23:43.657 --> 00:23:46.807

we got together and started talking through, OK, what?

00:23:46.807 --> 00:23:50.077

are the things that the kind of the low hanging fruit that we know?

00:23:50.077 --> 00:23:53.197

we see out there, what are, where are the areas that we agree on?

00:23:53.197 --> 00:23:56.437

certain services to be certain tiers.

00:23:56.437 --> 00:23:59.497

right. So enterprise level and so when I walk you through the some of the.

00:23:59.497 --> 00:24:03.277

changes that we've made is with that in mind, right so we.

00:24:03.277 --> 00:24:06.507

hadn't really embarked on an official engagement with the consulting partner.

00:24:06.507 --> 00:24:09.677

but we started to at least have those conversations plan ahead.

00:24:09.677 --> 00:24:10.817

and at least.

00:24:11.267 --> 00:24:12.367

Have a sense of.

00:24:14.407 --> 00:24:17.477

Level. So from a teams and.

00:24:17.477 --> 00:24:21.417

operation perspective and I wanted to correlate that in.

00:24:21.417 --> 00:24:24.717

relate that our values I think but Better Together.

00:24:24.717 --> 00:24:27.957

is pretty straightforward to understand, but.

00:24:27.957 --> 00:24:31.257

I also included courageous integrity.

00:24:31.257 --> 00:24:34.417

because if you look at the definition of the of that.

00:24:34.417 --> 00:24:37.777

value, the elements of that value talks.

00:24:37.777 --> 00:24:41.297

about building trust right through.

00:24:41.297 --> 00:24:44.577

through your behavior, through your actions through your.

00:24:44.577 --> 00:24:44.577

00:24:44.787 --> 00:24:47.837

Being transparent, being authentic. So I.

00:24:47.837 --> 00:24:50.917

think in and we had this conversation with my leadership team.

00:24:50.917 --> 00:24:54.137

on Monday that as we've embraced.

00:24:54.137 --> 00:24:57.257

Patrick and Anthony and James onto our extended.

00:24:57.257 --> 00:25:00.367

system, IT leadership team, we open the.

00:25:00.367 --> 00:25:03.557

doors, we Open Access to the teams we open. There was no.

00:25:03.557 --> 00:25:06.857

hidden, no hidden agendas.

00:25:06.857 --> 00:25:10.197

or information. We give them full access. I know Roberts.

00:25:10.197 --> 00:25:13.267

incredibly good about publishing a monthly report.

00:25:13.267 --> 00:25:14.947

of our financials and forecasting.

00:25:15.107 --> 00:25:18.127

They have full access to that, so we're not hiding anything, so I wanted.

00:25:18.127 --> 00:25:21.147

to kind of call that out because as we embark, we can only.

00:25:21.147 --> 00:25:24.187

be successful if we're transparent. If we're open and honest with one.

00:25:24.187 --> 00:25:27.367

each other with each other, and we're gonna make mistakes, we're gonna.

00:25:27.367 --> 00:25:30.777

fail. But if we're, if we don't, if we don't have that integrity.

00:25:30.777 --> 00:25:33.567

and that courage, we're not going to get very far.

00:25:34.387 --> 00:25:36.427

So a couple things here and probably have to see, but.

00:25:37.247 --> 00:25:40.677

Back when I took on this role in March of 2022, I.

00:25:40.677 --> 00:25:43.757

came from the Health Science Center and as I was.

00:25:43.757 --> 00:25:47.007

making this transition, I quickly noticed.

00:25:47.007 --> 00:25:50.417

that on this system side, and I've paid to say side.

00:25:50.417 --> 00:25:53.697

but just on the system landscape, we.

00:25:53.697 --> 00:25:57.297

didn't really have a good data analytics footprint we.

00:25:57.297 --> 00:26:00.397

we didn't really have a good data platform. We had pockets of that.

00:26:00.397 --> 00:26:03.457

We had an HR data Mart and we.

00:26:03.457 --> 00:26:06.497

had a finance Data Mart. I would argue they're.

00:26:06.497 --> 00:26:07.757

not your traditional.

00:26:07.877 --> 00:26:10.927

Sort of data marts and through through the traditional.

00:26:10.927 --> 00:26:13.947

nal data warehouse techniques, but we.

00:26:13.947 --> 00:26:16.987

had that. But if you think about all the other enterprise systems that are out.

00:26:16.987 --> 00:26:21.207

there from people admin to here on to.

00:26:21.207 --> 00:26:24.567

concur, I mean there's just so many enterprise.

00:26:24.567 --> 00:26:28.007

wide systems that are out there our IT platforms.

00:26:28.007 --> 00:26:31.107

Crowdstrike, Rapid 7, et cetera, all those all.

00:26:31.107 --> 00:26:34.567

those are systems that using to some extent and.

00:26:34.567 --> 00:26:37.807

we don't really have a good robust data platform. So I asked Rajesh.

00:26:37.807 --> 00:26:38.427

and his team.

00:26:39.037 --> 00:26:42.097

To join me to come to the.

00:26:42.097 --> 00:26:45.287

dark side, if you will, and help us establish that.

00:26:45.287 --> 00:26:48.327

And so we're making some significant strides.

00:26:48.327 --> 00:26:49.227

on that.

00:26:49.747 --> 00:26:52.917

The second thing I also wanted to make sure.

00:26:52.917 --> 00:26:56.397

that I'm very passionate and I prioritize.

00:26:56.397 --> 00:26:59.437

our security and compliance postures and definitely.

00:26:59.437 --> 00:27:02.457

from a security perspective, that was one of the things that I focused.

00:27:02.457 --> 00:27:05.517

on very early on at Health Science center. So I wanted to make.

00:27:05.517 --> 00:27:09.577

sure that as we move forward that we have one comprehensive.

00:27:09.577 --> 00:27:13.017

and coordinated approach to security and compliance.

00:27:13.017 --> 00:27:16.217

So I asked my call is it was the Information Security Officer.

00:27:16.217 --> 00:27:19.237

of the Health Science Center to come over to and be.

00:27:19.237 --> 00:27:22.337

part of Rich Anderson's team. So we have one security team.

00:27:22.337 --> 00:27:22.337

00:27:22.427 --> 00:27:25.437

Right. So that we're consistent from that perspective, these are things that I.

00:27:25.437 --> 00:27:28.597

could do within my purview because certainly from the Health Science center.

00:27:28.597 --> 00:27:31.957

from a system perspective is are things that I could do now.

00:27:31.957 --> 00:27:35.317

as we move forward on this unification, then we.

00:27:35.317 --> 00:27:38.897

announce and I sent an email in May that.

00:27:38.897 --> 00:27:41.997

or in June actually that we had realigned the.

00:27:41.997 --> 00:27:45.247

campus IT leadership. So Patrick or his.

00:27:45.247 --> 00:27:48.717

predecessor Anthony and James started.

00:27:48.717 --> 00:27:51.817

reporting to me directly. And again, being part of the extended it.

00:27:51.817 --> 00:27:52.617

leadership team.

00:27:52.977 --> 00:27:56.047

As of June 1, so that was that was completed and again we.

00:27:56.047 --> 00:27:59.187

open arms we haven't we have weekly meetings for two hours where?

00:27:59.187 --> 00:28:02.507

we cover a lot of different topics. We go in a lot of detail and.

00:28:02.507 --> 00:28:05.767

it's been it's I think it's been working well.

00:28:05.767 --> 00:28:05.767

00:28:06.687 --> 00:28:09.737

The other thing is, as I mentioned, we started going through this.

00:28:09.737 --> 00:28:11.437

planning process then.

00:28:12.137 --> 00:28:15.267

We identified that again thinking or taking to consideration.

00:28:15.267 --> 00:28:18.407

the enterprise campus and call it unit level.

00:28:18.407 --> 00:28:21.467

delivery model. We agreed.

00:28:21.467 --> 00:28:24.547

there are some services that just make sense to be delivered.

00:28:24.547 --> 00:28:27.757

at the enterprise level and so we the 1st.

00:28:27.757 --> 00:28:31.177

t group that we realign again out of HSC was.

00:28:31.177 --> 00:28:34.527

the infrastructure, networking, telecom teams, small.

00:28:34.527 --> 00:28:38.267

group. I think of nine total resources that.

00:28:38.267 --> 00:28:41.347

HTC has its own fairly specific set.

00:28:41.347 --> 00:28:43.527

of servers and storage and network.

00:28:44.227 --> 00:28:47.977

Telephony plot telephony is now part of the teams infrastructure.

00:28:47.977 --> 00:28:51.377

but it just made sense to align those groups.

00:28:51.377 --> 00:28:55.357
to be part of Christopher's CTO organization, so we.

00:28:55.357 --> 00:28:58.737
as of July 1 led by Ryan Kain.

00:28:58.737 --> 00:29:01.777
and Jim Jim Trammell and the telecom side those two.

00:29:01.777 --> 00:29:04.857
those two groups transitioned over. We were also very careful in that.

00:29:04.857 --> 00:29:08.767
process to understand. Again, going back to that kind of the
specialized area.

00:29:08.767 --> 00:29:08.767

00:29:09.907 --> 00:29:13.157
There's there's a resource at the whole Science Center that is very.

00:29:13.157 --> 00:29:16.817
zed in clinical systems, clinical care, right, or EMR?

00:29:16.817 --> 00:29:19.897
latforms, both for our.

00:29:19.897 --> 00:29:23.877
federal prison contract and our own clinical.

00:29:23.877 --> 00:29:24.597
care delivery.

00:29:25.407 --> 00:29:28.677
So we kept that resource back. So from a sort of system
administration.

00:29:28.677 --> 00:29:31.907
systems engineer perspective, right? Because it makes sense that
they'd be.

00:29:31.907 --> 00:29:35.277
localized and have that support and that unique set.

00:29:35.277 --> 00:29:38.097
of systems under under under that purview.

00:29:39.197 --> 00:29:42.907
We also focused on looking at.

00:29:42.907 --> 00:29:46.387
and it's not a huge change, but as I was working.

00:29:46.387 --> 00:29:48.227
with Patrick and his predecessor, Kevin.

00:29:48.717 --> 00:29:52.167
We there was this esports.

00:29:52.167 --> 00:29:56.117
program at UTDALLAS which I think is fairly successful.

00:29:56.117 --> 00:29:56.117

00:29:56.597 --> 00:29:59.727
Embedded within it, right. And so it didn't take a lot.

00:29:59.727 --> 00:30:02.907
of manpower and support. There's one dedicated.

00:30:02.907 --> 00:30:06.087
coach and resource that was focusing on that and Kevin spent.

00:30:06.087 --> 00:30:09.237
some time. But as we move forward, we also want to make sure that we're.

00:30:09.237 --> 00:30:12.287
focusing on our core competencies and in our in our own core.

00:30:12.287 --> 00:30:15.817
operations, right. So we were able to transition.

00:30:15.817 --> 00:30:18.907
that to student affairs. We were in most universities.

00:30:18.907 --> 00:30:21.967
the E sports programs typically live. So we.

00:30:21.967 --> 00:30:23.247
were able to do that in July.

00:30:25.047 --> 00:30:28.077
Also, as we kind of came together you with James.

00:30:28.077 --> 00:30:32.297
rrent direct report organization, Anthony.

00:30:32.297 --> 00:30:34.397
Patrick and my system team.

00:30:34.827 --> 00:30:38.277
We also agreed to transition.

00:30:38.277 --> 00:30:41.447
to the standard performance management.

00:30:41.447 --> 00:30:44.527
process that eventually will be rolled out enterprise wide.

00:30:44.527 --> 00:30:47.607
So that is that is the okr training that.

00:30:47.607 --> 00:30:50.997
Jim Jim was talking about just a few minutes ago that is objective.

00:30:50.997 --> 00:30:54.067
and key results and this is really it's a.

00:30:54.067 --> 00:30:57.287
goal setting framework, right that forces you to think.

00:30:57.287 --> 00:31:00.407
of what are the top 345 key.

00:31:00.407 --> 00:31:03.547
objectives that you want to layout for.

00:31:03.547 --> 00:31:05.387
the year and.

00:31:05.847 --> 00:31:09.237
Once you have your North star, then what are the key results?

00:31:09.237 --> 00:31:12.257
that are that you're going to deliver, that you're going to capture to be?

00:31:12.257 --> 00:31:15.277
able to make sure that you're tracking to that result right to that end?

00:31:15.277 --> 00:31:18.337
result. So as we move forward for FY24, we.

00:31:18.337 --> 00:31:19.187
all came together.

00:31:19.987 --> 00:31:23.037

I can make my OK R public because they're not.

00:31:23.037 --> 00:31:26.117

private. They're meant to be. This is meant to be.

00:31:26.117 --> 00:31:29.497

a fairly public model where you can see.

00:31:29.497 --> 00:31:33.537

OK, ours and objectives. And the idea is ultimately to eventually.

00:31:33.537 --> 00:31:36.597

move us into a platform that we can connect all the way back.

00:31:36.597 --> 00:31:39.757

to our strategic plan. Right? So from a strategic plan, be.

00:31:39.757 --> 00:31:42.817

able to figure out what your connection path is to.

00:31:42.817 --> 00:31:46.167

that and how you're working all of our work is supporting.

00:31:46.167 --> 00:31:46.597

that plan.

00:31:50.587 --> 00:31:53.027

Technology. I'm going to let Christopher talk a little bit about this.

00:31:59.887 --> 00:32:01.687

Alright, technology.

00:32:02.587 --> 00:32:06.247

That's what we're all here to do. So we.

00:32:06.247 --> 00:32:09.327

had a few things that have gone on in the environment and.

00:32:09.327 --> 00:32:12.907

the reason we wanted to stress these things is just to kind of emphasize.

00:32:12.907 --> 00:32:15.937

how it is one team, how we.

00:32:15.937 --> 00:32:20.017

really do want to encourage that collaboration and.

00:32:20.627 --> 00:32:23.677

We understand. I understand that it's gonna take time to kind of.

00:32:23.677 --> 00:32:25.727
break the mold, but.

00:32:26.617 --> 00:32:29.947
And when I say mold, thinking about the way we've always done things.

00:32:29.947 --> 00:32:33.517
and prior to even me arriving we.

00:32:33.517 --> 00:32:35.197
want to kind of look at things differently.

00:32:35.887 --> 00:32:38.977
One of the areas that I understand and.

00:32:38.977 --> 00:32:42.737
think that it's actually kind of a cool thing that it.

00:32:42.737 --> 00:32:46.027
worked out the way that it did. It's an unfortunate event cuz.

00:32:46.027 --> 00:32:49.097
I'm sure that many of you have been involved with hammer space.

00:32:49.097 --> 00:32:52.497
and would probably like to take a hammer.

00:32:52.497 --> 00:32:55.587
to it, but in this instance it was a good.

00:32:55.587 --> 00:32:58.657
example of how I and others we.

00:32:58.657 --> 00:33:01.677
listened to the pain points that the Abrahams.

00:33:01.677 --> 00:33:05.017
of the world, the times, the, James's, the Patricks.

00:33:05.017 --> 00:33:07.357
Anthony and said hey.

00:33:07.437 --> 00:33:10.647
This isn't working it it's not a great platform well.

00:33:10.647 --> 00:33:14.007
I, in my infinite wisdom did not say. Yeah, sorry.

00:33:14.007 --> 00:33:17.197

This is what we're gonna do. We invested in it. We're gonna make it work.

00:33:17.197 --> 00:33:20.407

Suck it up and let's do it instead.

00:33:20.407 --> 00:33:23.567

We said, OK, what's another plan? How do we go about this?

00:33:23.567 --> 00:33:27.047

in a different way? And how do we approach this in a more strategic?

00:33:27.047 --> 00:33:30.367

way that actually delivers at a high level to our customers which.

00:33:30.367 --> 00:33:33.407

are our students and faculty and staff? I mean, that's ultimately.

00:33:33.407 --> 00:33:37.067

what I'm here for. That's what all of us should be here for is to.

00:33:37.067 --> 00:33:39.167

serve is to deliver.

00:33:39.317 --> 00:33:42.457

At the highest level to those people that we work for.

00:33:42.457 --> 00:33:45.617

And so when I think about this, it's a great example of how.

00:33:45.617 --> 00:33:48.717

we kind of came back to the table and said, OK, what are we going to do and how are we?

00:33:48.717 --> 00:33:51.837

going to do it? We came up with an alternate strategy. We put some.

00:33:51.837 --> 00:33:55.257

of the control back into the different teams hands let.

00:33:55.257 --> 00:33:58.497

them work like Abraham and Tim.

00:33:58.497 --> 00:34:01.577

and Chris Stormer and individuals like that.

00:34:01.577 --> 00:34:04.717

letting them write robocopy scripts that allowed them.

00:34:04.717 --> 00:34:07.737
to move away from hammerspace over to the.

00:34:07.737 --> 00:34:11.157
new platform that we're using, which is basically just using.

00:34:11.157 --> 00:34:11.157

00:34:11.347 --> 00:34:14.377
The new storage that we bought and kind of going that route.

00:34:14.377 --> 00:34:14.377

00:34:15.257 --> 00:34:18.287
And the reason that we emphasize these things is it's just.

00:34:18.287 --> 00:34:21.347
better to collaborate. I mean, it's all of us kind of coming.

00:34:21.347 --> 00:34:24.497
together collectively to collaborate and.

00:34:24.497 --> 00:34:28.687
to build these strong relationships.

00:34:28.687 --> 00:34:31.867
versus we're doing a little bit over here and we're doing a little.

00:34:31.867 --> 00:34:35.157
bit over there and we're doing some things right and.

00:34:35.157 --> 00:34:38.647
this guy's doing great over here and this guy's doing some.

00:34:38.647 --> 00:34:41.687
stuff that works if we come together and.

00:34:41.687 --> 00:34:44.747
we basically align think.

00:34:44.747 --> 00:34:47.067
about how much more we can accomplish.

00:34:47.197 --> 00:34:50.307
And I do not propose that I.

00:34:50.307 --> 00:34:53.567
have every single answer to every single problem. What?

00:34:53.567 --> 00:34:56.607

I do propose is that all of us together collectively.

00:34:56.607 --> 00:35:00.047

collaborating, can come up with great solutions and results.

00:35:00.047 --> 00:35:03.117

that will deliver at the highest level. So.

00:35:03.117 --> 00:35:06.847

now another great area has been the strong cooperation.

00:35:06.847 --> 00:35:10.087

with some of the teams like Michael Baggett and Darren.

00:35:10.087 --> 00:35:12.057

Daniel, Daniel Duncan.

00:35:12.497 --> 00:35:15.607

I'm talking about like wasabi for instance, or Azure.

00:35:15.607 --> 00:35:18.667

access and things like that where they came straight to me and.

00:35:18.667 --> 00:35:21.907

we're like, hey, could we get access to this? I'm like, yeah, of course.

00:35:21.907 --> 00:35:24.967

Yeah. What do you need? How can I help you? Because that's.

00:35:24.967 --> 00:35:28.147

the way that it should be. I do not want to be like this.

00:35:28.147 --> 00:35:31.247

ogre. That's for when I'm at home with my wife and.

00:35:31.247 --> 00:35:34.367

kids here. I wanna be nice. And I want to.

00:35:34.367 --> 00:35:37.537

people that enjoy what they're doing. And so this is just a really great.

00:35:37.537 --> 00:35:40.827

example. Same thing with the efficiencies and effectiveness.

00:35:40.827 --> 00:35:44.767

of moving out of the general academics building. Many of you have

probably heard.

00:35:44.767 --> 00:35:44.767

00:35:44.867 --> 00:35:48.287

Long term goal long term strategy is we want to move to a Co located.

00:35:48.287 --> 00:35:51.467

facility like Databank which is what many of us.

00:35:51.467 --> 00:35:54.487

worked with. I took so many tours at that place with so.

00:35:54.487 --> 00:35:57.987

many different individuals across to all the different campuses totally.

00:35:57.987 --> 00:36:01.037

open, totally transparent. Hey come and take.

00:36:01.037 --> 00:36:04.067

a look, see what you think and it worked out really well.

00:36:04.067 --> 00:36:07.267

And then some of the moving out of GAB over.

00:36:07.267 --> 00:36:10.307

to Sycamore for instance. Awesome transition.

00:36:10.307 --> 00:36:13.387

went really, really smooth. We all collaborated Willie really well.

00:36:13.387 --> 00:36:16.567

made sure we had security right cameras, badge access.

00:36:16.567 --> 00:36:17.567

all those kind of things.

00:36:17.997 --> 00:36:21.117

So I think that's it. I don't know if anybody.

00:36:21.117 --> 00:36:22.427

has anything else to add, but.

00:36:23.897 --> 00:36:26.957

Yes. So this is the new so.

00:36:26.957 --> 00:36:30.127

we went through a very, very extensive process, we and.

00:36:30.127 --> 00:36:33.197

e met with switch, which is a data center. It's a Tier 5.

00:36:33.197 --> 00:36:36.347

data center out of Las Vegas, but they also have.

00:36:36.347 --> 00:36:39.407

a data center in Austin. We looked at them.

00:36:39.407 --> 00:36:42.667

we talked with DIR, which they utilized in and.

00:36:42.667 --> 00:36:45.917

Data Center. We looked at a RDC, which is the Arlington regional.

00:36:45.917 --> 00:36:49.007

Data Center, which we are using for some of that and I'll let.

00:36:49.007 --> 00:36:52.067

Anthony talk to that in just a second here we looked at.

00:36:52.067 --> 00:36:55.607

flexential and we looked at Equinix. Ultimately, we settled on.

00:36:55.607 --> 00:36:55.607

00:36:55.837 --> 00:36:59.257

Kind of the middle area there, kind of the middle tier which is databank?

00:36:59.257 --> 00:37:00.257

and you'll notice.

00:37:01.847 --> 00:37:05.737

I'm sure that you all understand when you're looking at any kind of redundancy.

00:37:05.737 --> 00:37:09.237

You wanna have some Geo redundancy. You.

00:37:09.237 --> 00:37:12.317

don't wanna be 4 miles apart and it isn't to.

00:37:12.317 --> 00:37:15.467

point out. How could you possibly do that? It's.

00:37:15.467 --> 00:37:18.517

to point out that this was what we were using in the.

00:37:18.517 --> 00:37:21.657

past and we made it work and it worked know to.

00:37:21.657 --> 00:37:24.717

est of its ability. But this is what we really want, we.

00:37:24.717 --> 00:37:27.997

want true Geo redundancy where we have two data centers that are.

00:37:27.997 --> 00:37:31.017

geographically dispersed and far apart so that.

00:37:31.017 --> 00:37:33.237

if something happens here, we can just pick it up.

00:37:33.317 --> 00:37:36.457

And when you think about things you think about them from kind of a?

00:37:36.457 --> 00:37:39.697

weather perspective, a tornado.

00:37:39.697 --> 00:37:42.717

most likely is going to move this way not.

00:37:42.717 --> 00:37:45.757

come across here. So anyways we ended.

00:37:45.757 --> 00:37:48.817

up selecting databank, we're using Azure.

00:37:48.817 --> 00:37:52.277

because we have a lot of significant investment with Microsoft already.

00:37:52.277 --> 00:37:55.497

That was one of the main goals that I had is maximized the investment.

00:37:55.497 --> 00:37:58.657

in the products that we already own and start to use those more.

00:37:58.657 --> 00:38:01.697

So we ended up and we.

00:38:01.697 --> 00:38:04.717

will begin moving in and that September, October time frame.

00:38:04.717 --> 00:38:05.207

of this year.

00:38:05.647 --> 00:38:08.717

To start transitioning out of the general academics building so.

00:38:08.717 --> 00:38:10.917

Anthony, do you wanna come talk about RDC?

00:38:14.217 --> 00:38:17.327

Yeah, you bet. So yeah. Christopher mentioned some good.

00:38:17.327 --> 00:38:20.807

detail about the data bank and really sort of our primary.

00:38:20.807 --> 00:38:24.237

data center strategy. What I would say is.

00:38:24.237 --> 00:38:27.317

again, the intention is gonna be.

00:38:27.317 --> 00:38:30.777

critical, primary production type of systems is eventually.

00:38:30.777 --> 00:38:34.187

going to run at the data bank. But what is our plan from a secondary?

00:38:34.187 --> 00:38:37.327

perspective, right? Where is our backup data gonna go where?

00:38:37.327 --> 00:38:40.457

is our Tier 2, Tier 3 systems gonna go?

00:38:40.457 --> 00:38:43.667

What about our Dr systems, right? And.

00:38:43.667 --> 00:38:46.807

that's where a RDC kind of enters in the picture and.

00:38:46.807 --> 00:38:48.167

d what I would say is.

00:38:48.247 --> 00:38:52.077

That this is where some of the IT unification.

00:38:52.077 --> 00:38:55.777

efforts are already sort of yielding some you.

00:38:55.777 --> 00:38:58.877

rgies, right, because HHSC.

00:38:58.877 --> 00:39:01.957

even prior to it, unification was already looking.

00:39:01.957 --> 00:39:05.177
at the ARDC location for.

00:39:05.177 --> 00:39:09.337
our own needs, right? But with some of the recent developments.

00:39:09.337 --> 00:39:12.357
now it's kind of turned into a little bit more of an enterprise.

00:39:12.357 --> 00:39:15.397
wide effort where it's just not HSC, but all of our.

00:39:15.397 --> 00:39:18.657
Member institutions are looking to kind of standardize on the.

00:39:18.657 --> 00:39:21.057
on the ARDC location itself.

00:39:22.227 --> 00:39:25.417
Just to maybe share just a little bit more information about a RDC
again.

00:39:25.417 --> 00:39:28.797
it's a UT system maintained facility.

00:39:28.797 --> 00:39:32.277
UM they make that facility available to other.

00:39:32.277 --> 00:39:35.457
higher Ed institutions, Texas higher Ed institutions.

00:39:35.457 --> 00:39:38.917
through interagency like agreement really.

00:39:38.917 --> 00:39:42.317
the value is and it's.

00:39:42.317 --> 00:39:45.377
on the slide deck itself unlike commercial.

00:39:45.377 --> 00:39:48.477
data centers, ARDC actually builds on a.

00:39:48.477 --> 00:39:51.487
per rack per per month basis, right. So.

00:39:51.487 --> 00:39:52.957
from a value perspective.

00:39:53.007 --> 00:39:56.247

Even though we realize the RDC is not a tier.

00:39:56.247 --> 00:39:59.387

one facility, it's phenomenal value from a from.

00:39:59.387 --> 00:40:00.317

p perspective.

00:40:01.027 --> 00:40:04.197

And then quickly, what I'll say is we already.

00:40:04.197 --> 00:40:07.287

have a contract in place with the.

00:40:07.287 --> 00:40:10.477

RDC. Christopher's team has already, and Chris Paul Paulson.

00:40:10.477 --> 00:40:13.557

s team has already gone through and deployed our.

00:40:13.557 --> 00:40:16.777

networking, including circuits and wide area networks.

00:40:16.777 --> 00:40:20.097

And all of that. Ryan's team already has compute and.

00:40:20.097 --> 00:40:23.317

storage capability already available, I think.

00:40:23.317 --> 00:40:26.497

pretty soon or as early as in the next couple of weeks will be.

00:40:26.497 --> 00:40:29.657

e pumping backup data from.

00:40:29.657 --> 00:40:32.017

Denton to Arlington, right?

00:40:32.177 --> 00:40:35.247

And later in a couple of months or so.

00:40:35.247 --> 00:40:38.607

HSC is gonna be going through and introducing some DVR.

00:40:38.607 --> 00:40:42.247

capabilities for what we call our correctional nection.

00:40:42.247 --> 00:40:45.367

system, which is a sort of a system that is at.

00:40:45.367 --> 00:40:48.727

the center of a large revenue generating operation maintained.

00:40:48.727 --> 00:40:52.507

by a correctional medicine team. So again.

00:40:52.507 --> 00:40:55.787

those sort of tactical steps are being planned coming up so.

00:40:55.787 --> 00:40:58.827

again, not just stopping at primary data center.

00:40:58.827 --> 00:41:02.887

strategy, but kind of really rounding out the overall data center strategy.

00:41:02.887 --> 00:41:02.887

00:41:03.147 --> 00:41:06.237

With also the addition of the RDC, so probably.

00:41:06.237 --> 00:41:09.177

a bit too much detail, but that's the quick context.

00:41:10.387 --> 00:41:10.827

Thanks Sir.

00:41:12.167 --> 00:41:14.197

The only thing I would highlight.

00:41:15.227 --> 00:41:17.597

On the just on the Azure front.

00:41:19.097 --> 00:41:22.107

That crisper didn't mention just for back to.

00:41:22.107 --> 00:41:25.227

the proximity and disaster recovery capabilities.

00:41:25.227 --> 00:41:25.227

00:41:26.217 --> 00:41:29.807

We've we've also replicated not.

00:41:29.807 --> 00:41:34.027

fully tested, full transparency, but replicated 60.

00:41:34.027 --> 00:41:37.087
of the core ERP servers to Azure.

00:41:37.087 --> 00:41:40.107
right. So our plan is to.

00:41:40.107 --> 00:41:43.247
have because obviously we all rely on EIS to.

00:41:43.247 --> 00:41:46.807
run our entire operation from students to finance to HR.

00:41:46.807 --> 00:41:47.487
et cetera, et cetera.

00:41:48.467 --> 00:41:51.947
So we have that we have that replicated and it's and it's happening
near.

00:41:51.947 --> 00:41:55.097
real time. I mean I think there's like 10 seconds, 10 second data.

00:41:55.097 --> 00:41:58.137
data loss. So the next plan would be of course to.

00:41:58.137 --> 00:42:01.167
test and it's been that up and make sure that we can actually recover.

00:42:01.167 --> 00:42:04.317
and test and log in and process transactions in Azure in.

00:42:04.317 --> 00:42:07.367
the meantime, the team is actively working on configuring.

00:42:07.367 --> 00:42:10.497
Still GB is the primaries configuring.

00:42:10.497 --> 00:42:13.517
ARDC to be the secondary. We also have an.

00:42:13.517 --> 00:42:16.617
in Azure authentication services. So.

00:42:16.617 --> 00:42:19.187
shifflet and some of those services.

00:42:19.277 --> 00:42:22.467
Already there and then we're we're, we've.

00:42:22.467 --> 00:42:25.847

lready signed an agreement to start setting up a secure.

00:42:25.847 --> 00:42:29.917
research enclave in Azure and completely detached.

00:42:29.917 --> 00:42:33.357
ached segregated environment in the.gov cloud.

00:42:33.357 --> 00:42:36.947
upcoming CMC requirements.

00:42:36.947 --> 00:42:40.247
that are going to be there are going to be required here and probably.

00:42:40.247 --> 00:42:43.257
in 2024-2025 and that was.

00:42:43.257 --> 00:42:46.587
another initiative where we came together and worked with HSBC.

00:42:46.587 --> 00:42:49.717
with you and T and said look this is our recommendation.

00:42:49.717 --> 00:42:49.717

00:42:50.907 --> 00:42:54.137
Would you buy into splitting the cost?

00:42:54.137 --> 00:42:57.557
up front and ongoing? We estimated that so we're making some strides.

00:42:57.557 --> 00:42:58.477
on that.

00:42:59.547 --> 00:43:02.957
Yep, on the authentication service is one of the keys.

00:43:02.957 --> 00:43:06.117
of that and why we put that up there is that when you all.

00:43:06.117 --> 00:43:09.177
I'm sure you remember the ice storm.

00:43:09.177 --> 00:43:12.217
and we lost some things. The key to remember.

00:43:12.217 --> 00:43:15.237
is that you would have still been able to authenticate into.

00:43:15.237 --> 00:43:18.397

certain things had those services been authenticated.

00:43:18.397 --> 00:43:21.507

in the cloud. So that was one of the areas we focused on.

00:43:21.507 --> 00:43:24.597

and those have been tested where. So for instance if.

00:43:24.597 --> 00:43:27.737

we were to lose G, AB today completely shut.

00:43:27.737 --> 00:43:30.917

down, you would still be able to authenticate into Office 365.

00:43:30.917 --> 00:43:31.397

to.

00:43:31.577 --> 00:43:34.607

Canvas and other great solutions like that so you could continue.

00:43:34.607 --> 00:43:37.967

to function now it would. It would still be detrimental.

00:43:37.967 --> 00:43:41.507

to us and that's why we're continuing to work hard on the other redundancies.

00:43:41.507 --> 00:43:44.767

but that's a real key on the authentication services piece because.

00:43:44.767 --> 00:43:45.147

it was.

00:43:45.427 --> 00:43:48.777

It's so it. It's so tightly integrated.

00:43:48.777 --> 00:43:52.717

with every all the platforms that we use. So yeah, things.

00:43:52.717 --> 00:43:52.717

00:43:54.837 --> 00:43:55.757

OK, Robert.

00:44:02.707 --> 00:44:06.097

OK. And this is where we plan to record any efficiency.

00:44:06.097 --> 00:44:09.387

winds that we have along the way current efforts.

00:44:09.387 --> 00:44:13.057

have led to the reduction of 1 redundant and vacant infrastructure.

00:44:13.057 --> 00:44:16.697

role with an additional 2 vacant roles identified and.

00:44:16.697 --> 00:44:19.937

we've been able to shift administrative workload from you and T Dallas to.

00:44:19.937 --> 00:44:23.017

system by absorbing all of their purchasing. So all of that came.

00:44:23.017 --> 00:44:26.567

in house to my team. We've been helping them out with that, that's.

00:44:26.567 --> 00:44:29.697

been able to help free up capacity for the UNT Dallas Finance.

00:44:29.697 --> 00:44:32.617

team and also eliminate the need for.

00:44:32.697 --> 00:44:35.767

A open admin support position that they had.

00:44:35.767 --> 00:44:38.787

so as we find wins, we're gonna record them here and try to.

00:44:38.787 --> 00:44:39.877

be transparent for everybody.

00:44:40.927 --> 00:44:41.457

Thanks Sir.

00:44:43.317 --> 00:44:47.127

The I just want to highlight that directs what we purpose purposely.

00:44:47.127 --> 00:44:50.397

push this to the right when we announced.

00:44:50.397 --> 00:44:53.697

this was not about cost saving. This is not about headcount reduction, right?

00:44:53.697 --> 00:44:56.847

This that's not what it it's the this unification and.

00:44:56.847 --> 00:45:00.167

transformations about. But we knew that as we move forward there.

00:45:00.167 --> 00:45:00.827
were going to be.

00:45:00.907 --> 00:45:04.077
Synergies, right, so we just.

00:45:04.077 --> 00:45:07.157
wanna make sure that as we come together and we look at overlaps.

00:45:07.157 --> 00:45:10.537
duplicity that we plan appropriately, right. So we can ultimately.

00:45:10.537 --> 00:45:14.337
optimize, optimize our head count and our resources and.

00:45:14.337 --> 00:45:17.697
fill some gaps where we where we may not have skill sets that.

00:45:17.697 --> 00:45:18.337
we need. So.

00:45:19.477 --> 00:45:20.447
Just want to point that out.

00:45:22.317 --> 00:45:25.327
And then last thing I I'm calling more of a focus area.

00:45:25.327 --> 00:45:26.557
because we're we're still.

00:45:26.647 --> 00:45:27.487
A.

00:45:29.097 --> 00:45:32.347
Sort of getting getting our feet on underway.

00:45:32.347 --> 00:45:35.447
Is IT governance? So I already talked about the.

00:45:35.447 --> 00:45:38.827
workshop that we're gonna be scheduling here in early September.

00:45:38.827 --> 00:45:42.267
Again, the idea here is to help us either.

00:45:42.267 --> 00:45:45.477
build or shore up or optimize our governance.

00:45:45.477 --> 00:45:46.727
structure and processes.

00:45:47.227 --> 00:45:49.597
Discuss how do we how do we?

00:45:51.507 --> 00:45:54.917
The decision making, how do we how do we increase engagement but also?

00:45:54.917 --> 00:45:59.057
accountability for that and then usually?

00:45:59.057 --> 00:46:02.157
the consulting partner is very good about helping us.

00:46:02.157 --> 00:46:05.317
build their transition plan, right. And implementation plan we did.

00:46:05.317 --> 00:46:08.357
that in the area of vendor management. So when I.

00:46:08.357 --> 00:46:12.077
ame on board one of the things that I wanted to focus on was you.

00:46:12.077 --> 00:46:15.497
blishing a formal practice of IT, vendor management.

00:46:15.497 --> 00:46:18.537
We did a lot of procurement. We did a lot of contract management.

00:46:18.537 --> 00:46:20.907
but we didn't, we're not really manage the entire.

00:46:20.987 --> 00:46:24.127
Life cycle of our vendors and our partners.

00:46:24.127 --> 00:46:27.187
And so with Robert coming on board and Michelle who's?

00:46:27.187 --> 00:46:30.397
s been a godsend. You we we're starting.

00:46:30.397 --> 00:46:33.607
to get this work underway and getting some practices.

00:46:33.607 --> 00:46:37.307
define and structure and so we've.

00:46:37.307 --> 00:46:37.307

00:46:38.127 --> 00:46:41.477

Thanks to them, we now have a comprehensive process.

00:46:41.477 --> 00:46:45.007

flow documented as well as we started to.

00:46:45.007 --> 00:46:45.007

00:46:46.387 --> 00:46:49.397

Inventory and categorize our vendors and our.

00:46:49.397 --> 00:46:52.557

partners into the similar to.

00:46:52.557 --> 00:46:55.697

gardener's Magic Quadrant, right of who are the.

00:46:55.697 --> 00:46:58.787

strategic, who are the transactional etcetera. Forget.

00:46:58.787 --> 00:47:02.167

the other two buckets, but we've been starting to.

00:47:02.167 --> 00:47:05.217

do that and have the we've we've looked.

00:47:05.217 --> 00:47:08.717

at all of our vendors and there's been some wins as well, so.

00:47:08.717 --> 00:47:12.117

one of the things as they start working with the campuses.

00:47:12.117 --> 00:47:14.737

come together and identify where we can.

00:47:15.617 --> 00:47:19.547

Consolidate we for instance before.

00:47:19.547 --> 00:47:23.717

I think Rob would come on board, we consolidate the canvas agreement.

00:47:23.717 --> 00:47:27.027

into an enterprise agreement, right. And it's gonna save us hundreds of thousands.

00:47:27.027 --> 00:47:30.267

of dollars over the life of that. So that's really what the intent here.

00:47:30.267 --> 00:47:33.427

is to really manage that process more formally.

00:47:33.427 --> 00:47:36.957

And I don't know if, Roberts, you wanted to add anything to this area, no.

00:47:36.957 --> 00:47:40.027

you pretty much nailed it. We've been we've.

00:47:40.027 --> 00:47:43.107

been very fortunate. And then just asking some of our strategic.

00:47:43.107 --> 00:47:46.367

vendors what can we do better, how can we save money has yielded.

00:47:46.367 --> 00:47:48.307

quite a bit of results without having to.

00:47:48.407 --> 00:47:50.337

Do much in the way of negotiation. A lot of these.

00:47:50.897 --> 00:47:54.207

Vendors see us the same way as a strategic.

00:47:54.207 --> 00:47:57.617

partner, and it's just been really great to reach out to them.

00:47:57.617 --> 00:48:00.807

find cost savings, but not just cost savings. But how can we be?

00:48:00.807 --> 00:48:03.907

a better customer and how can they be a better vendor and it's yield the quite a bit already.

00:48:03.907 --> 00:48:04.667

So it's been good.

00:48:08.277 --> 00:48:10.767

We're running a little bit behind schedule, but I.

00:48:12.167 --> 00:48:15.177

Wanted to highlight also acid management this.

00:48:15.177 --> 00:48:18.227

is one of the areas that was that we all we've we've been through.

00:48:18.227 --> 00:48:21.297

an audit. This was identified in the creativity.

00:48:21.297 --> 00:48:25.377
assessment as well and this is an area that is just so fundamental.

00:48:25.377 --> 00:48:28.647
and basic but so critical to.

00:48:28.647 --> 00:48:31.657
our operation right we need we got to know where assets are we got to.

00:48:31.657 --> 00:48:34.737
know how many endpoints we have where they're located, who has.

00:48:34.737 --> 00:48:38.017
it, where they're at and also.

00:48:38.017 --> 00:48:41.367
as we move forward then are they in.

00:48:41.637 --> 00:48:44.997
Are they? Are they meeting our standards and guidelines? Do they have?

00:48:44.997 --> 00:48:48.797
crowd strike deployed? Do they have rapid 7 agent deployed are?

00:48:48.797 --> 00:48:52.507
they manage endpoint through one of our configuration management
platforms?

00:48:52.507 --> 00:48:55.867
We have to we have to track that we have to have visibility.

00:48:55.867 --> 00:48:59.107
So Rajesh is starting to work with.

00:48:59.107 --> 00:49:02.917
the Infosec team on this and.

00:49:02.917 --> 00:49:06.487
ingesting SCCM data JAMP data.

00:49:06.487 --> 00:49:10.447
Rapid 7, Crowdstrike. Absolute what?

00:49:10.447 --> 00:49:11.047
am I missing?

00:49:12.917 --> 00:49:13.157
Like.

00:49:14.737 --> 00:49:15.277

Absolutely.

00:49:16.847 --> 00:49:20.117

And we'll build dashboards and visibility.

00:49:20.117 --> 00:49:23.257

into and yis yis of course, as the source.

00:49:23.257 --> 00:49:26.877

of the accounting side of it, at least so.

00:49:26.877 --> 00:49:30.417

we can put a comprehensive picture together of our assets and.

00:49:30.417 --> 00:49:33.557

see the compliance meeting.

00:49:33.557 --> 00:49:36.717

compliance for all those, all those, all those baselines. So we're.

00:49:36.717 --> 00:49:38.007

starting to get that, get that underway.

00:49:40.527 --> 00:49:43.137

Do we know if James we'll hear him?

00:49:44.887 --> 00:49:45.777

Be able to hear me.

00:49:49.857 --> 00:49:51.917

Just bear with us one second, James. Sure.

00:49:51.957 --> 00:50:01.957

00:50:08.837 --> 00:50:09.667

We'll talk with him.

00:50:10.577 --> 00:50:15.387

James, can you say a couple words? Can you hear me now? Yep. No.

00:50:15.387 --> 00:50:15.387

00:50:19.547 --> 00:50:20.857

What we're checking, just give me a second.

00:50:22.227 --> 00:50:31.137

00:50:37.227 --> 00:50:41.137

00:50:41.767 --> 00:50:44.877

So the people that are attending can hear we.

00:50:44.877 --> 00:50:46.417

just can't hear him in the room.

00:50:51.717 --> 00:50:54.907

The laptop it's going through the.

00:50:54.907 --> 00:50:56.507

through the TV.

00:51:00.677 --> 00:51:06.547

00:51:14.177 --> 00:51:16.547

00:51:16.547 --> 00:51:26.547

00:51:33.957 --> 00:51:34.647

Try now, James.

00:51:35.737 --> 00:51:36.787

Are you able to hear me now?

00:51:37.827 --> 00:51:38.027

No.

00:51:38.067 --> 00:51:48.067

00:51:52.687 --> 00:51:53.237

OK.

00:51:53.277 --> 00:52:03.277

00:52:05.637 --> 00:52:13.277

00:52:13.277 --> 00:52:23.277

00:52:23.277 --> 00:52:33.277

00:52:33.277 --> 00:52:43.277

00:52:48.587 --> 00:52:49.237

Right now, James.

00:52:52.297 --> 00:52:53.087

Can you hear me now?

00:52:56.397 --> 00:52:58.567

Yes, Sir, we can hear you now. Perfect success.

00:52:59.727 --> 00:53:02.887

Alright, so I was gonna just.

00:53:02.887 --> 00:53:04.977

keep this up and turn it over to you.

00:53:05.877 --> 00:53:09.217

So as we as I mentioned, we are partnering.

00:53:09.217 --> 00:53:11.577

with Deloitte on this journey.

00:53:11.657 --> 00:53:14.837

And while.

00:53:14.837 --> 00:53:17.947

we don't have we again, we just did our official.

00:53:17.947 --> 00:53:21.187

kickoff in for all intensive purposes.

00:53:21.187 --> 00:53:22.007

early July.

00:53:22.527 --> 00:53:25.957

We've had a couple of working sessions with them but.

00:53:25.957 --> 00:53:29.187

we have we don't have fully detailed out project plan.

00:53:29.187 --> 00:53:32.277

yet working on and Selena and Jim Steam is.

00:53:32.277 --> 00:53:36.137

helping us with that. But I wanted to let James.

00:53:36.137 --> 00:53:39.537

kind of walk you through the approach that we're taking and.

00:53:39.537 --> 00:53:42.797

sort of the methodology that Deloitte.

00:53:42.797 --> 00:53:45.867

announced will be working on. So with that, let me turn over to him.

00:53:45.867 --> 00:53:45.867

00:53:48.827 --> 00:53:49.857

Sure. Thank you.

00:53:50.497 --> 00:53:53.567

I'm sorry I can't be with all of you there today in.

00:53:53.567 --> 00:53:57.067

person. Unfortunately, I contracted COVID.

00:53:57.067 --> 00:54:00.247

so in an effort not be Ground Zero and wipe.

00:54:00.247 --> 00:54:03.457

out all of the IT staff, I'm gonna be remote.

00:54:03.457 --> 00:54:06.687

here today, but our engagements.

00:54:06.687 --> 00:54:09.947

with Deloitte is Juanna shared. We just really have started, but they.

00:54:09.947 --> 00:54:13.067

basically have 3 pillars and right.

00:54:13.067 --> 00:54:16.357

now we're in the first pillar and some of that you've heard.

00:54:16.357 --> 00:54:19.387

Juan speak to already which which amounts to.

00:54:19.387 --> 00:54:22.427

the initial leadership alignment, the movement of myself.

00:54:22.427 --> 00:54:24.917

and Patrick as part of the extended it.

00:54:24.997 --> 00:54:29.537

Team with system. The establishment of our program branding.

00:54:29.537 --> 00:54:29.537

00:54:30.457 --> 00:54:33.957

The establishment of communication channels like these ongoing.

00:54:33.957 --> 00:54:37.157

ly town halls, which you heard Juan, speak to a little bit earlier.

00:54:37.157 --> 00:54:40.307

as well, they'll be ongoing communications that.

00:54:40.307 --> 00:54:43.667

are coming out via email and also.

00:54:43.667 --> 00:54:46.947

we have our established channels VR websites.

00:54:46.947 --> 00:54:49.967

and then something we're working on and we've not yet.

00:54:49.967 --> 00:54:53.567

finished is really the ongoing.

00:54:53.567 --> 00:54:57.067

project assessment. How do we assess success and?

00:54:57.067 --> 00:55:00.147

in our progress and whether we're staying on.

00:55:00.147 --> 00:55:03.167

track with our goals and objectives and.

00:55:03.167 --> 00:55:06.347

so these core areas are really.

00:55:06.347 --> 00:55:06.787

in this.

00:55:06.927 --> 00:55:10.737

First phase and what we've been talking about significantly.

00:55:10.737 --> 00:55:13.837

with Deloitte and then really where we're going is.

00:55:13.837 --> 00:55:16.937

into the second pillar, which is really.

00:55:16.937 --> 00:55:20.097

defining the organizational design and.

00:55:20.097 --> 00:55:24.377

that's going to incorporate what is it governance look like across.

00:55:24.377 --> 00:55:27.397

the enterprise for all of us, what is?

00:55:27.397 --> 00:55:30.677

the financial modeling look like, how does it stay the same?

00:55:30.677 --> 00:55:33.857

and in what places does it change you heard?

00:55:33.857 --> 00:55:37.257

quite a bit of discussion about job descriptions, job.

00:55:37.257 --> 00:55:41.537

titling, really trying to have a more unified.

00:55:41.537 --> 00:55:41.537

00:55:41.617 --> 00:55:44.847

A unified presence for.

00:55:44.847 --> 00:55:47.887

IT professionals within the enterprise.

00:55:47.887 --> 00:55:51.447

and UM, and that includes.

00:55:51.447 --> 00:55:54.587

architecture, titling, descriptions.

00:55:54.587 --> 00:55:57.637

compensation, etcetera and then.

00:55:57.637 --> 00:56:01.247

you heard a little bit about the performance management from one also.

00:56:01.247 --> 00:56:04.967

as far as okr's are concerned and compensation.

00:56:04.967 --> 00:56:08.307

benchmarking and so and really that full.

00:56:08.307 --> 00:56:11.367

organizational design is I believe what we're about.

00:56:11.367 --> 00:56:14.387
to start leaning into heavily in our.

00:56:16.517 --> 00:56:20.027
And then in the final pillar for the Deloitte methodology.

00:56:20.027 --> 00:56:23.227
is really digging into the implementation phase.

00:56:23.227 --> 00:56:26.947
that's going to include their transformation.

00:56:26.947 --> 00:56:30.127
playbook and that incorporates some.

00:56:30.127 --> 00:56:33.707
things such as like an onboarding program for.

00:56:33.707 --> 00:56:37.467
staff that may transition to system and.

00:56:37.467 --> 00:56:41.287
it will also include a lot of details.

00:56:41.287 --> 00:56:44.707
about how we function in this new state.

00:56:44.707 --> 00:56:47.797
and a robust communication to all of.

00:56:47.797 --> 00:56:50.367
you of what that looks like going forward.

00:56:51.097 --> 00:56:53.687
One would you switch to the next slide?

00:56:54.497 --> 00:56:54.837
Yep.

00:56:57.917 --> 00:57:01.067
So another piece that we've been working on with Deloitte is this.

00:57:01.067 --> 00:57:04.327
IT service catalog and ownership mapping.

00:57:04.327 --> 00:57:07.547
So we've really been trying to flesh.

00:57:07.547 --> 00:57:11.187
out what the service catalog looks like and.

00:57:11.187 --> 00:57:14.517
where those areas land and.

00:57:14.517 --> 00:57:17.577
therefore then talking about what do we.

00:57:17.577 --> 00:57:20.867
believe is a system delivered.

00:57:20.867 --> 00:57:24.307
ervice, what should be campus delivered services.

00:57:24.307 --> 00:57:27.887
and then what would be either specialized or department.

00:57:27.887 --> 00:57:31.437
level services. And so we've been spending a lot of time discussing.

00:57:31.437 --> 00:57:32.307
ng this with Deloitte.

00:57:32.747 --> 00:57:36.417
In our engagements, it is it is not complete.

00:57:36.417 --> 00:57:39.497
as far as our discussions around.

00:57:39.497 --> 00:57:43.177
this topic, but this slide really represents.

00:57:43.177 --> 00:57:46.357
our initial efforts with Deloitte and trying.

00:57:46.357 --> 00:57:49.387
to flush this out and then also compare that.

00:57:49.387 --> 00:57:52.677
and model that with other system.

00:57:52.677 --> 00:57:56.097
igher Ed system entities that Deloitte has worked with and.

00:57:56.097 --> 00:57:59.297
g sure that we're aligned really with best practice.

00:57:59.297 --> 00:58:02.757
and the.

00:58:02.757 --> 00:58:05.937

most comprehensive models that exist in higher.

00:58:05.937 --> 00:58:06.647
d today.

00:58:10.997 --> 00:58:14.347
So for the appropriate IT service.

00:58:14.347 --> 00:58:17.627
ownership here and this is kind of an extension of what we were talking about.

00:58:17.627 --> 00:58:20.667
just earlier as far as what is system.

00:58:20.667 --> 00:58:23.687
what is campus and what is department. And as you can see here at the.

00:58:23.687 --> 00:58:27.027
top of the pyramid from an enterprise service.

00:58:27.027 --> 00:58:31.387
we really are looking for standardization securitized.

00:58:31.387 --> 00:58:34.867
and controlled and economies of scale that really.

00:58:34.867 --> 00:58:38.167
provide the enterprise with the best monetary.

00:58:38.167 --> 00:58:41.367
impact that we can that we can make. And then if you work.

00:58:41.367 --> 00:58:44.387
your way down towards the unit or department services.

00:58:44.387 --> 00:58:44.387

00:58:44.827 --> 00:58:48.137
That really is going to be more tailored, more customized.

00:58:48.137 --> 00:58:51.617
more campus specific. This is really where individual.

00:58:51.617 --> 00:58:55.307
areas are differentiated and require.

00:58:55.307 --> 00:58:58.617
that differentiation in order to meet their business.

00:58:58.617 --> 00:59:01.677
requirements. And so this is a different way of kind.

00:59:01.677 --> 00:59:04.817
of understanding those three areas that I was.

00:59:04.817 --> 00:59:07.097
talking about with the service catalog.

00:59:07.827 --> 00:59:10.837
So again, I'm sorry I'm not bringing.

00:59:10.837 --> 00:59:11.927
the energy today.

00:59:13.067 --> 00:59:16.517
But hopefully this kind of gives a more robust.

00:59:16.517 --> 00:59:19.557
view of what we're discussing with Deloitte and where.

00:59:19.557 --> 00:59:23.097
we're going with those discussions and with Deloitte and.

00:59:23.097 --> 00:59:26.127
just appreciate the opportunity to share that with you.

00:59:26.127 --> 00:59:26.127

00:59:28.387 --> 00:59:28.997
Thank you, James.

00:59:29.477 --> 00:59:32.677
And that's the one thing I will highlight.

00:59:32.677 --> 00:59:35.957
before we go into the into the Q&A portion, which I.

00:59:35.957 --> 00:59:36.477
think we're.

00:59:37.297 --> 00:59:38.207
Right on time.

00:59:39.527 --> 00:59:42.717
Is I know I've only been here.

00:59:42.717 --> 00:59:44.217

Like I said, almost four years.

00:59:45.627 --> 00:59:48.947

Some of these unifications or changes transformations.

00:59:48.947 --> 00:59:52.477

have been attempted in the past, right and so.

00:59:52.477 --> 00:59:56.537

certainly I wasn't here to know the history of, but this.

00:59:56.537 --> 00:59:59.737

is again not about cost savings. This is not about energy or.

00:59:59.737 --> 01:00:02.877

resource reduction, energy, energy, energy.

01:00:02.877 --> 01:00:05.037

reduction maybe, but not resource reduction.

01:00:05.107 --> 01:00:08.167

Yeah. And so we're really embarking.

01:00:08.167 --> 01:00:09.427

on this together.

01:00:11.117 --> 01:00:14.787

James is part of the core team because obviously you.

01:00:14.787 --> 01:00:17.807

have to be transparent obviously within the UNT campus given the.

01:00:17.807 --> 01:00:20.827

size and complexity. That's where a lot of the.

01:00:20.827 --> 01:00:23.877

decentralized operations lie at HSC and you.

01:00:23.877 --> 01:00:26.967

want Dallas is fairly, fairly centralized and there's some.

01:00:26.967 --> 01:00:30.157

key roles that already exist in the structure there.

01:00:30.157 --> 01:00:33.547

So we have to look at that and certainly James.

01:00:33.547 --> 01:00:37.017

and his team know this campus and the operations far.

01:00:37.017 --> 01:00:40.427

better than any one of us do, right? So we are including.

01:00:40.427 --> 01:00:40.427

01:00:41.017 --> 01:00:44.557

Him and those as part of those conversations, you.

01:00:44.557 --> 01:00:47.637

ave conversations at extended level as well.

01:00:47.637 --> 01:00:50.937

So our objective is to make this successful.

01:00:50.937 --> 01:00:54.097

and as James mentioned, we have not fully defined.

01:00:54.097 --> 01:00:57.197

what are the KPIs and the metrics that we're going to track because we're going, we're.

01:00:57.197 --> 01:01:00.357

early in the early in the process, but our objective is to make.

01:01:00.357 --> 01:01:03.717

it successful and to bring us together leverage.

01:01:03.717 --> 01:01:07.617

the expertise, leverage the capabilities that we have and.

01:01:07.617 --> 01:01:11.337

again just align is better and this is about the future, not the past, so.

01:01:11.337 --> 01:01:11.337

01:01:11.637 --> 01:01:15.157

So with that, I think we're right on time for questions, so.

01:01:15.157 --> 01:01:15.157

01:01:15.867 --> 01:01:19.327

I'll look to Laken in.

01:01:19.327 --> 01:01:21.507

the back to see if there's any anything that we.

01:01:22.507 --> 01:01:23.297

We want to address.

01:01:24.017 --> 01:01:24.717

It's good.

01:01:28.087 --> 01:01:31.257

Slides in recording of the town hall. So everybody.

01:01:31.257 --> 01:01:34.447

an go back and review it. If they were unable to attend in full.

01:01:34.447 --> 01:01:34.447

01:01:35.627 --> 01:01:39.057

Also would like to thank everybody for their patience with the audio issues.

01:01:39.057 --> 01:01:42.137

Our first question comes from a didn't.

01:01:42.137 --> 01:01:45.657

staff member. How we know other the IT transformation?

01:01:45.657 --> 01:01:46.347

is successful?

01:01:48.467 --> 01:01:51.577

Yeah, I'll 6 tab and then James.

01:01:51.577 --> 01:01:54.737

and others can chime in here. I think we wanna make sure.

01:01:54.737 --> 01:01:58.677

that we first and foremost don't impact operations.

01:01:58.677 --> 01:02:01.807

right. We cannot afford to.

01:02:01.807 --> 01:02:04.927

disrupt or impact adversely or our operations.

01:02:04.927 --> 01:02:08.117

So that's one measure of success and other another measure.

01:02:08.117 --> 01:02:11.187

of success to make sure that we have a defined organizational structure.

01:02:11.187 --> 01:02:14.177

that we have a consistent job title and in architecture.

01:02:14.657 --> 01:02:17.947

That we've completed our analysis of.

01:02:17.947 --> 01:02:21.337

our compensation levels and establishing the road map for that.

01:02:21.337 --> 01:02:24.567

and gathering feedback right, gathering input and.

01:02:24.567 --> 01:02:27.107

as we defined the structures.

01:02:27.707 --> 01:02:30.827

Structures are not set in stone, they're always can.

01:02:30.827 --> 01:02:33.967

always change. Is gonna be some adjustments, some lessons learned as we move.

01:02:33.967 --> 01:02:36.997

forward. But as there's a few things that come to.

01:02:36.997 --> 01:02:40.347

mind as we kind of look at gauging success.

01:02:40.347 --> 01:02:43.397

is making sure that we're getting that, disrupting that we're enhancing the.

01:02:43.397 --> 01:02:46.477

operation that we were adding resources that.

01:02:46.477 --> 01:02:49.647

we are that we have cross cross training.

01:02:49.647 --> 01:02:52.737

and visibility and that we have a consistent approach for.

01:02:52.737 --> 01:02:55.777

us moving forward. So those are a few things that come to mind, but certainly James or.

01:02:55.777 --> 01:02:57.407

others, if you want to chime in.

01:03:02.947 --> 01:03:07.087

I know this probably seems crazy, but I think we have to ask be bad

because.

01:03:07.087 --> 01:03:10.127

we all know right now we can think that we're delivering.

01:03:10.127 --> 01:03:13.177

at a high level, but I guarantee you sometimes our customers don't feel that.

01:03:13.177 --> 01:03:16.197

way. And I think asking for that honest feedback and then.

01:03:16.197 --> 01:03:19.257

knowing where we're at and we know that we all.

01:03:19.257 --> 01:03:22.337

know and it doesn't matter if you're in it or if you're in a.

01:03:22.337 --> 01:03:25.387

department sales or whatever you're in, you're never going to.

01:03:25.387 --> 01:03:28.657

have, you're always going to have customers that are satisfied with however.

01:03:28.657 --> 01:03:31.777

much you give to them. But you will be able to look.

01:03:31.777 --> 01:03:33.837

back and say, OK, here's where we were.

01:03:33.957 --> 01:03:37.207

And here's where we are, and hopefully it's on an upward trajectory that's.

01:03:37.207 --> 01:03:40.467

it. That's a way to definitely tell when you're doing something.

01:03:40.467 --> 01:03:43.847

like this, whether it's within a department, because we are really.

01:03:43.847 --> 01:03:46.867

all one IT department or across departments, if you're.

01:03:46.867 --> 01:03:49.967

unifying like marketing and sales or something like.

01:03:49.967 --> 01:03:53.197

that, I think that would be a good way for us to look at that.

01:03:53.197 --> 01:03:53.197

01:03:55.407 --> 01:03:56.407

Is everything good?

01:04:01.097 --> 01:04:04.127

It reminded of there is a feedback form online where.

01:04:04.127 --> 01:04:06.167

you can submit comments and questions as well.

01:04:07.227 --> 01:04:10.307

Go ahead, James. I think it was gonna. I was just gonna say I.

01:04:10.307 --> 01:04:13.437

would. I would echo Christopher's comments. Yeah, I.

01:04:13.437 --> 01:04:17.577

think dialogue is critical.

01:04:17.577 --> 01:04:20.347

to this process, and it's something we didn't.

01:04:21.297 --> 01:04:24.627

Necessarily get into a little bit earlier in the slides.

01:04:24.627 --> 01:04:27.807

but I also think it's something that's it's been very different.

01:04:27.807 --> 01:04:31.267

in compared to past.

01:04:31.267 --> 01:04:34.517

efforts around it that have happened.

01:04:34.517 --> 01:04:38.127

long before I joined the university in 2019. I.

01:04:38.127 --> 01:04:39.017

think what's?

01:04:39.717 --> 01:04:42.847

Markedly different with what we have going on.

01:04:42.847 --> 01:04:45.867

today in this unification is really a desire to.

01:04:45.867 --> 01:04:49.237

dialogue and a desire to genuinely.

01:04:49.237 --> 01:04:52.247
improve, and that's.

01:04:52.247 --> 01:04:55.377
with our work with each other, and that's with our services.

01:04:55.377 --> 01:04:59.347
that we deliver to our campus. And so but all of that requires.

01:04:59.347 --> 01:05:02.667
open and transparent dialogue and a willing.

01:05:02.667 --> 01:05:05.727
ess to listen to each other. And I think that's key. So just.

01:05:05.727 --> 01:05:07.567
really kind of echoing what Christopher was sharing.

01:05:10.097 --> 01:05:13.167
That will mean to talk too much, but I am gonna say one of The thing
is I.

01:05:13.167 --> 01:05:16.327
want us to think about this. Many of you have been here a long time.

01:05:16.327 --> 01:05:18.367
and I haven't one hasn't.

01:05:19.077 --> 01:05:22.127
Rashash, Robert. But you.

01:05:22.127 --> 01:05:25.187
over here. And you saw why it failed and if.

01:05:25.187 --> 01:05:28.447
you can think about what could have made it successful and.

01:05:28.447 --> 01:05:31.807
then provide that feedback, that's how it changes to.

01:05:31.807 --> 01:05:34.907
meet your needs as well. Not so it's not just you.

01:05:34.907 --> 01:05:37.967
itting here at a leadership level.

01:05:37.967 --> 01:05:41.217
thinking of the things that we believe will make it successful if.

01:05:41.217 --> 01:05:44.227

we can get good, honest feedback, it doesn't mean that everything gets taken in and.

01:05:44.227 --> 01:05:47.247

we implement it, but at least we hear and we OK.

01:05:47.247 --> 01:05:50.467

these are the things that led to the failures in the past.

01:05:50.467 --> 01:05:51.537

We can avoid those.

01:05:51.887 --> 01:05:54.957

It's better than landlines. We moved it out of the way and.

01:05:54.957 --> 01:05:58.077

it just helps us be that much more successful. I can tell you all.

01:05:58.077 --> 01:06:01.237

l this much. I know we're Warren comes from because I've worked with him for over.

01:06:01.237 --> 01:06:04.957

a decade and I know where I come from and we truly do personally.

01:06:04.957 --> 01:06:08.707

from my perspective, want this to be successful.

01:06:08.707 --> 01:06:11.717

and we're gonna look relentless individuals.

01:06:11.717 --> 01:06:14.857

And I think if we partner together, there will be a win win.

01:06:14.857 --> 01:06:18.117

for us all. So I think thinking about the things that didn't.

01:06:18.117 --> 01:06:21.157

work and providing that feedback and other things that.

01:06:21.157 --> 01:06:22.657

you think hey, this could work.

01:06:22.787 --> 01:06:26.007

By doing XYZ, that's a that.

01:06:26.007 --> 01:06:27.717

that's really critical I think.

01:06:31.017 --> 01:06:37.757

01:06:38.327 --> 01:06:41.537

Thank you. Our next question is Juan, can you explain more?

01:06:41.537 --> 01:06:44.627

about how you point to determine IT organizations that will be?

01:06:44.627 --> 01:06:47.687

included in the centralized structures and which ones were?

01:06:47.687 --> 01:06:48.727

main as is?

01:06:50.127 --> 01:06:51.477

Yeah, that's a great question.

01:06:53.487 --> 01:06:56.667

We're going to go through that through that conversation and analysis, right?

01:06:56.667 --> 01:06:59.957

There's, as I mentioned, there are some embedded.

01:06:59.957 --> 01:07:00.957

what I would call.

01:07:01.737 --> 01:07:04.847

Standard IT operations in schools and colleges.

01:07:04.847 --> 01:07:06.597

and departments and business units.

01:07:07.107 --> 01:07:10.517

Those are easier to sort of identify.

01:07:10.517 --> 01:07:13.537

and there's others that is more.

01:07:13.537 --> 01:07:16.657

It's as more great right in terms.

01:07:16.657 --> 01:07:20.207

of roles, responsibilities and how much of.

01:07:20.207 --> 01:07:23.677

an IT role they're performing.

01:07:23.677 --> 01:07:26.917

So we're going to get into those into those conversations we've also talked.

01:07:26.917 --> 01:07:30.697

a little bit about understanding and coming up with some.

01:07:30.697 --> 01:07:34.187

type of rubric or framework for and I.

01:07:34.187 --> 01:07:37.237

think we can all agree back to that service delivery matrix if you look.

01:07:37.237 --> 01:07:37.917

at all those.

01:07:38.197 --> 01:07:41.917

All those service catalog items, that's.

01:07:41.917 --> 01:07:45.067

your traditional it, right? But there's a lot more nuances.

01:07:45.067 --> 01:07:48.157

behind the scenes to that. So we're.

01:07:48.157 --> 01:07:52.047

we're going to go through that through that analysis conversation and understanding.

01:07:52.047 --> 01:07:55.307

again teams and roles and responsibilities and how.

01:07:55.307 --> 01:07:58.427

much they're spending on different activities, so much that they're.

01:07:58.427 --> 01:08:01.547

focused on other pieces. But again, making sure that as we move.

01:08:01.547 --> 01:08:02.987

forward and sort of read.

01:08:04.467 --> 01:08:07.857

Redesigned those that were not impacting the operation.

01:08:07.857 --> 01:08:11.037

so it's there's no clear it's not a clear.

01:08:11.037 --> 01:08:14.317

clear science, but that's where we lean on the.

01:08:14.317 --> 01:08:17.817
expertise of kind of the lloyd that have been through this.

01:08:17.817 --> 01:08:20.997
and higher Ed setting, right. So they're.

01:08:20.997 --> 01:08:24.067
this is a higher Ed specific team, so they speak.

01:08:24.067 --> 01:08:27.287
our language, they know our operations, they know decentralized.

01:08:27.287 --> 01:08:30.797
centralized Federated, non Federated and.

01:08:30.797 --> 01:08:33.397
so they kind of guide us through that and get some areas are going to be.

01:08:33.967 --> 01:08:36.717
Easier to identify some others. We'll take a bit more time.

01:08:40.657 --> 01:08:44.317
Thank you. Our next question is who is measuring and how leadership?

01:08:44.317 --> 01:08:45.967
measure the success of this effort?

01:08:47.047 --> 01:08:50.597
Yeah. So we'll talk a little bit about it and I think James did as well of.

01:08:50.597 --> 01:08:53.837
we are going to be working with Deloitte.

01:08:53.837 --> 01:08:57.317
to identify kind of think through what.

01:08:57.317 --> 01:09:00.717
should be the key metrics and the areas that we're going to be tracking.

01:09:00.717 --> 01:09:04.097
and measuring. And we'll be fully transparent and sharing those.

01:09:04.097 --> 01:09:07.357
some of those, some of that may be we.

01:09:07.357 --> 01:09:10.577
pull you after this meeting. Did we share?

01:09:10.577 --> 01:09:13.667

information that was valuable so kind of keeping an eye on that.

01:09:13.667 --> 01:09:16.877

some of that may be tracking our efficiencies.

01:09:16.877 --> 01:09:18.737

Again that's not the main driver but.

01:09:18.857 --> 01:09:22.447

That's a metric that we'll track.

01:09:22.447 --> 01:09:25.707

but want to make sure that we track engagement.

01:09:25.707 --> 01:09:28.907

that we track some of the some of the.

01:09:28.907 --> 01:09:31.997

accomplishments as we move along. So I.

01:09:31.997 --> 01:09:35.067

don't have those fully defined yet. We're we're going to talk to them.

01:09:35.067 --> 01:09:38.137

in more detail, but we'll be making.

01:09:38.137 --> 01:09:41.167

those available as well. And we set up, I'll talk to.

01:09:41.167 --> 01:09:44.307

about in the closing remarks, but we have a landing.

01:09:44.307 --> 01:09:47.447

zone for like a better term in our.

01:09:47.447 --> 01:09:47.447

01:09:48.247 --> 01:09:51.817

I'm trying to stay away from the term IT assess, but in the IT assess.

01:09:51.817 --> 01:09:55.207

website in system we've.

01:09:55.207 --> 01:09:58.497

created a transformation subsite and it's.

01:09:58.497 --> 01:10:01.717

going to be kind of our central housing spot.

01:10:01.717 --> 01:10:04.727

for or things like this and will be as we define.

01:10:04.727 --> 01:10:07.867

those what they are. We'll publish the data that.

01:10:07.867 --> 01:10:09.447

we have. If not, we'll start collecting them.

01:10:12.387 --> 01:10:15.617

Thank you. This next question was submitted online ahead of the.

01:10:15.617 --> 01:10:18.837

town hall Better Together as a good slogan, this speaks.

01:10:18.837 --> 01:10:22.137

to me of improving quality and we're timeliness is.

01:10:22.137 --> 01:10:25.157

the intent to improve quality, timeliness and or cost.

01:10:25.157 --> 01:10:25.837

efficiency.

01:10:26.997 --> 01:10:27.587

All the above.

01:10:28.987 --> 01:10:32.427

No. I mean, seriously, no, I think again there's I think.

01:10:32.427 --> 01:10:35.837

we all realize there's opportunities for working more efficiently.

01:10:35.837 --> 01:10:38.967

together. We're starting to look.

01:10:38.967 --> 01:10:42.247

into our Rolodex of vendors, right and identifying opportunities.

01:10:42.247 --> 01:10:45.227

where we can potentially transition to an enterprise contract.

01:10:45.517 --> 01:10:48.707

You bulk purchasing as.

01:10:48.707 --> 01:10:52.187

ng as we standardize things as we consolidate you.

01:10:52.187 --> 01:10:55.547
also for example looked at Christopher.

01:10:55.547 --> 01:10:58.557
did the analysis along with Robert Allen on.

01:10:58.557 --> 01:11:01.597
even though it sounds like we don't pay anything for a.

01:11:01.597 --> 01:11:05.017
data center services today because they're on campus, the reality.

01:11:05.017 --> 01:11:08.347
is they're occupying space, they're consuming power and.

01:11:08.347 --> 01:11:11.617
there's a lot of fixed assets that are required.

01:11:11.617 --> 01:11:14.737
to be invested in, right. So those are just some of the examples as
we.

01:11:14.737 --> 01:11:15.977
move forward, we'll incorporate.

01:11:16.077 --> 01:11:16.447

01:11:17.177 --> 01:11:20.567
We are trying to be more efficient as well, so that was the other
part.

01:11:20.567 --> 01:11:23.607
of the question. As we look again at the governance.

01:11:23.607 --> 01:11:26.827
model, we don't want to go back to that rigid.

01:11:26.827 --> 01:11:30.067
structure. You send us your intake and we take 6.

01:11:30.067 --> 01:11:33.367
x months to get back to you, right? And that six month answer.

01:11:33.367 --> 01:11:36.417
is we're we're looking at 12 months.

01:11:36.417 --> 01:11:40.207
out before we can touch touch your project. That's not what we want to
do again.

01:11:40.207 --> 01:11:42.097
n, this is not about just.

01:11:42.927 --> 01:11:46.377
About bringing people into vortex and extracting.

01:11:46.377 --> 01:11:49.447
from where you are, we want to make sure that we're nimble and agile
and can deliver.

01:11:49.447 --> 01:11:52.567
We're wherever that's needed. But at the same time make sure that we
have the right.

01:11:52.567 --> 01:11:55.597
governance structure. So I would say I would say all the above and.

01:11:55.597 --> 01:11:58.987
obviously it's gonna be different initiatives as we move forward.

01:11:58.987 --> 01:11:58.987

01:12:02.987 --> 01:12:06.217
This next question comes from Denton. What are the plans to ensure?

01:12:06.217 --> 01:12:09.417
all engaged employees understand IT value proposition?

01:12:09.417 --> 01:12:10.867
across all institutions?

01:12:13.057 --> 01:12:16.207
Quick question and definitely we'll like.

01:12:16.207 --> 01:12:19.627
to hear from the others. I would go back to let me.

01:12:19.627 --> 01:12:19.627

01:12:21.167 --> 01:12:24.037
Go back to this slide of the.

01:12:25.897 --> 01:12:26.827
90 governance.

01:12:28.117 --> 01:12:31.327
You look at that graphic there which.

01:12:31.327 --> 01:12:34.527

I stole it in create. So Full disclosure.

01:12:34.527 --> 01:12:37.787

one of the one of the key tenants.

01:12:37.787 --> 01:12:40.987

there is value delivery, right. And so I think we.

01:12:40.987 --> 01:12:44.147

have to not only the system.

01:12:44.147 --> 01:12:47.267

side but the campus and departmental level make sure that we.

01:12:47.267 --> 01:12:50.427

are focusing on the right things that we are capturing the impact.

01:12:50.427 --> 01:12:53.527

that we're making in operations that we're tracking those efficiencies. So.

01:12:53.527 --> 01:12:55.607

I think it's our own.

01:12:55.687 --> 01:12:58.717

Processes that we need to make sure that we're capturing.

01:12:58.717 --> 01:13:02.077

and in noting those, for instance, at the system level, we've.

01:13:02.077 --> 01:13:05.697

e've started to publish our.

01:13:05.697 --> 01:13:08.937

projects and on time completion rate, so.

01:13:08.937 --> 01:13:12.007

hat we can understand at least have a baseline, right if we want to.

01:13:12.007 --> 01:13:15.997

be 90% on time or better than.

01:13:15.997 --> 01:13:19.417

making sure that we're we're tracking and ideally for.

01:13:19.417 --> 01:13:22.877

on time, on budget, on scope then.

01:13:22.877 --> 01:13:25.617
and we're we're focusing on.

01:13:25.947 --> 01:13:29.107
Obviously, the other aspect of this is from a value delivery perspective.

01:13:29.107 --> 01:13:32.127
is the business right? What are the priorities for the?

01:13:32.127 --> 01:13:35.167
or our operations, what are the priorities for our campus for?

01:13:35.167 --> 01:13:38.197
our promised areas where research areas and making sure?

01:13:38.197 --> 01:13:41.547
that we're delivering on that? But it's also organizing kind.

01:13:41.547 --> 01:13:44.727
f how we present that data as well. So we can show the.

01:13:44.727 --> 01:13:47.857
impact and sometimes is tangible, sometimes is not.

01:13:47.857 --> 01:13:51.167
things like security so.

01:13:51.167 --> 01:13:54.327
oftentimes they're looked at a as a cost, right.

01:13:54.327 --> 01:13:56.497
But you think about the disruption.

01:13:56.577 --> 01:14:00.427
Of a cyber incident, it is absolutely.

01:14:00.427 --> 01:14:03.617
real. It's weeks and millions of dollars, realistically that.

01:14:03.617 --> 01:14:06.807
you need. So those are some of the things that come to mind, but I'll.

01:14:06.807 --> 01:14:08.477
open it up to others to determine.

01:14:09.817 --> 01:14:12.347
One of the things that I'll say is that.

01:14:13.327 --> 01:14:16.577

If you've never looked at MIT as a business, you.

01:14:16.577 --> 01:14:19.697

should, because that's what you want. Run it like a business.

01:14:19.697 --> 01:14:22.917

Most of the time it is looked at as an expense.

01:14:22.917 --> 01:14:26.027

That's all it is. What you need the X amount for.

01:14:26.027 --> 01:14:29.077

storage and virtualization, and we need new software.

01:14:29.077 --> 01:14:32.257

And I thought we just got new laptops, and we all of these things.

01:14:32.257 --> 01:14:35.557

and it's always something new where we're coming around and we're asking.

01:14:35.557 --> 01:14:38.997

for more money. But when you look at it strategically.

01:14:38.997 --> 01:14:42.497

and you start to say, here's the value add that we bring the.

01:14:42.497 --> 01:14:43.517

where I'm going with this.

01:14:43.587 --> 01:14:46.887

Is that as we align more as one United group?

01:14:46.887 --> 01:14:50.077

it doesn't mean that you have one service desk.

01:14:50.077 --> 01:14:53.547

For instance. We've met and talked about centralizing.

01:14:53.547 --> 01:14:56.587

some service desk offerings, but it means you have a standard.

01:14:56.587 --> 01:15:00.247

that everybody adheres to. So that anytime you have an experience.

01:15:00.247 --> 01:15:03.577

it's the same across the board, whether it's a student or whether it's faculty.

01:15:03.577 --> 01:15:06.807

whether it's staff and as you see those values come back.

01:15:06.807 --> 01:15:10.107
that helps us align on a success.

01:15:10.107 --> 01:15:13.287
perspective so that we can actually people can say, OK, yeah.

01:15:13.287 --> 01:15:14.517
this makes more sense.

01:15:14.647 --> 01:15:18.017
I had the same experience whether a student or whether I'm in faculty.

01:15:18.017 --> 01:15:21.317
whether it's staff, whether administration, whatever the case may be.

01:15:21.317 --> 01:15:24.497
and I think those are the, those are the things that we have to think about rather.

01:15:24.497 --> 01:15:27.937
than looking at it as it is this.

01:15:27.937 --> 01:15:31.077
operating expense, it's more like an.

01:15:31.077 --> 01:15:34.237
efficient machine. That's really if somebody.

01:15:34.237 --> 01:15:37.317
were to say what's the success in your mind, it's that we.

01:15:37.317 --> 01:15:40.437
are like a oiled machine that is operating at the highest.

01:15:40.437 --> 01:15:41.257
level possible.

01:15:43.687 --> 01:15:46.717
The last thing I would add to that is.

01:15:46.717 --> 01:15:49.907
is one of the things that we talked to productivity, for example, was.

01:15:49.907 --> 01:15:52.937
the concept of portfolio management, right? If you think of your.

01:15:52.937 --> 01:15:56.397
investment portfolio, you have a portfolio and you have to diversify.

01:15:56.397 --> 01:15:59.567
your investments and they have different rates of return. That's.

01:15:59.567 --> 01:16:02.597
one area that we haven't really embraced or.

01:16:02.597 --> 01:16:05.777
formally adopted is kind of that portfolio management.

01:16:05.777 --> 01:16:08.857
So we can understand kind of the different levels and levers.

01:16:08.857 --> 01:16:12.047
and how do we how removing them. I would say the other the other.

01:16:12.047 --> 01:16:13.557
aspect of that is also.

01:16:14.387 --> 01:16:17.487
Which we started this year with the new with the new.

01:16:17.487 --> 01:16:21.317
initiative with the new program.

01:16:21.317 --> 01:16:21.317

01:16:22.987 --> 01:16:26.297
Working with the Board of Regents, they've given us the campuses.

01:16:26.297 --> 01:16:29.437
and system more flexibility and autonomy in terms.

01:16:29.437 --> 01:16:32.617
of making decisions up through certain dollar.

01:16:32.617 --> 01:16:35.777
threshold, right in return, they want to make sure that.

01:16:35.777 --> 01:16:39.097
we are also evaluating those investments and those.

01:16:39.097 --> 01:16:42.337
in those initiatives much more closely so.

01:16:42.337 --> 01:16:45.617
I would say from a value delivery perspective also our.

01:16:45.617 --> 01:16:48.697

business operations need to be part of that, right, so.

01:16:48.697 --> 01:16:52.107

we need to embark on and we started to do that as more.

01:16:52.107 --> 01:16:53.097

we're regularly but.

01:16:53.377 --> 01:16:56.597

Really cost benefit analysis you.

01:16:56.597 --> 01:16:59.787

t are thinking through and also if?

01:16:59.787 --> 01:17:01.447

a business unit is saying we wanna.

01:17:02.327 --> 01:17:05.657

Roll out CRM product and it's gonna you know it's gonna bring.

01:17:05.657 --> 01:17:08.817

n. This additional revenue is gonna create.

01:17:08.817 --> 01:17:11.897

this. All these. We need to be able to measure and manage and.

01:17:11.897 --> 01:17:15.017

track that we're meeting those results, right? So that we can.

01:17:15.017 --> 01:17:18.167

hold each other accountable as well because we want to make sure that we investing in.

01:17:18.167 --> 01:17:21.237

the right technology and in the right initiatives and.

01:17:21.237 --> 01:17:24.417

optimizing those dollars. So that's part of it as well is.

01:17:24.417 --> 01:17:27.937

also evolving and maturing our sort of financial.

01:17:27.937 --> 01:17:27.937

01:17:28.677 --> 01:17:31.907

Modeling and estimation of what?

01:17:31.907 --> 01:17:33.707

is the impact in tracking that impact?

01:17:39.507 --> 01:17:42.737

Submitted online, but with this unification being presented.

01:17:42.737 --> 01:17:45.957

to the end user who may be very familiar with local IT.

01:17:45.957 --> 01:17:47.637

staff and the IT services.

01:17:48.417 --> 01:17:50.127

Service areas. Brilliant.

01:17:51.577 --> 01:17:52.737

Yeah, I think.

01:17:53.957 --> 01:17:57.047

For the foreseeable future, that won't change, right? If.

01:17:57.047 --> 01:18:00.187

we, as we mark on this and start.

01:18:00.187 --> 01:18:03.387

looking at certain processes because as you can see from the two.

01:18:03.387 --> 01:18:06.877

priority areas, we're focusing our organizational structure.

01:18:06.877 --> 01:18:09.167

We're focusing on our governance structure.

01:18:09.707 --> 01:18:12.867

There is obviously, again we were.

01:18:12.867 --> 01:18:16.647

so looked at and across 10 core processes.

01:18:16.647 --> 01:18:19.847

we there's a road map for that. You there there's gonna be some initiatives.

01:18:19.847 --> 01:18:23.187

that will look at around support is that in management?

01:18:23.187 --> 01:18:26.567

asset management center. So we want to be careful as.

01:18:26.567 --> 01:18:29.647

to how do we how do we evaluate that and if we.

01:18:29.647 --> 01:18:32.667
make changes then obviously communicate that very.

01:18:32.667 --> 01:18:35.867
extensively to the end user and to the Community.

01:18:35.867 --> 01:18:35.877

01:18:36.347 --> 01:18:39.487
But for the foreseeable future, that's.

01:18:39.487 --> 01:18:42.707
gonna change and again wanna highlight that the objective.

01:18:42.707 --> 01:18:45.747
is not to impact or disrupt operations. So we gotta be very.

01:18:45.747 --> 01:18:47.307
careful about how we approach those.

01:18:49.417 --> 01:18:53.287
One can I add to that? Yeah, please. Yeah.

01:18:53.287 --> 01:18:56.357
I would. I would say in some of this is echoing.

01:18:56.357 --> 01:18:58.767
what one was just sharing, but.

01:18:59.477 --> 01:19:02.507
If there was to be a change, obviously.

01:19:02.507 --> 01:19:06.247
there would be a planned rollout strategy.

01:19:06.247 --> 01:19:09.427
and that we would convey to the end user we.

01:19:09.427 --> 01:19:12.847
would try to make that as seamless as possible, but.

01:19:12.847 --> 01:19:16.507
I think the overarching.

01:19:16.507 --> 01:19:18.207
unification plan.

01:19:20.107 --> 01:19:23.477
That is not going to be very prominent.

01:19:23.477 --> 01:19:26.557
and so the local IT staff and IT staff.

01:19:26.557 --> 01:19:29.937
service areas brand from my.

01:19:29.937 --> 01:19:32.997
perspective thus far you.

01:19:32.997 --> 01:19:37.097
may have a more connected understanding.

01:19:37.097 --> 01:19:40.597
of how things with this unification are affecting you.

01:19:40.597 --> 01:19:43.857
Things such as governance or whatnot, but your.

01:19:43.857 --> 01:19:47.377
work with your end user should largely remain.

01:19:47.377 --> 01:19:50.157
unaffected. And so.

01:19:50.257 --> 01:19:53.357
Some of that again is just echoing what one was saying.

01:19:53.357 --> 01:19:56.397
before, but I don't see.

01:19:56.397 --> 01:19:58.647
I don't see a significant impact there.

01:20:03.787 --> 01:20:06.877
Thank you. This next question came in several times and different.

01:20:06.877 --> 01:20:10.257
varieties, but the recent increase in inflation, how?

01:20:10.257 --> 01:20:13.757
do you plan to address compensation as it is not currently consistent?

01:20:13.757 --> 01:20:14.897
across the system?

01:20:18.377 --> 01:20:21.727
Yeah, I'll what I'll say is we're we're going to do the.

01:20:21.727 --> 01:20:23.907

again the analysis of.

01:20:24.947 --> 01:20:28.187

You are current sort of job structures.

01:20:28.187 --> 01:20:30.407

compensation levels.

01:20:31.617 --> 01:20:34.887

What are they? What are those job titles? What?

01:20:34.887 --> 01:20:38.047

are? What are? What is the market?

01:20:38.047 --> 01:20:41.127

calling those roles? Make sure that we go through the analysis.

01:20:41.127 --> 01:20:45.087

and then I know there's different initiatives at the campuses to.

01:20:45.087 --> 01:20:45.087

01:20:45.877 --> 01:20:48.967

I know you were T has some specific initiatives that they're trying to do around.

01:20:48.967 --> 01:20:52.507

compensation. We've also looked at the system.

01:20:52.507 --> 01:20:55.567

of how do we optimize our.

01:20:55.567 --> 01:20:58.647

positions and be able to make some adjustments.

01:20:58.647 --> 01:21:00.567

and we'll be looking at in the idea would be to.

01:21:01.207 --> 01:21:04.707

To put a road map together of of uh because.

01:21:04.707 --> 01:21:07.757

sly we all understand this is not a not an easy thing to.

01:21:07.757 --> 01:21:11.177

do and fix, and we need to plan and work very closely with the CFOs.

01:21:11.177 --> 01:21:14.187

on any financial implications.

01:21:14.187 --> 01:21:17.357

nd adjustments. So I can't, I don't know what.

01:21:17.357 --> 01:21:20.557

the timeline looks like or promise anything.

01:21:20.557 --> 01:21:23.657

other than we have to. We have to look at that because we need to be.

01:21:23.657 --> 01:21:25.677

more competitive. We need to be more consistent.

01:21:26.187 --> 01:21:29.307

We all know we're not gonna be at the top of the range, but at the same.

01:21:29.307 --> 01:21:32.377

time, we have to be competitive and.

01:21:32.377 --> 01:21:35.497

pay for the skill and talent that we have and.

01:21:35.497 --> 01:21:38.677

to support the operation. So the.

01:21:38.677 --> 01:21:42.177

objective coming out of this, one of the success criteria.

01:21:42.177 --> 01:21:45.197

would be making sure that we have, we have a good defined road map.

01:21:45.197 --> 01:21:48.237

at least of where we are and where we would like to go. And then.

01:21:48.237 --> 01:21:50.107

start to plan for that appropriately.

01:21:54.897 --> 01:21:58.027

Question is about predevelopment. How do you plan to?

01:21:58.027 --> 01:22:01.247

create additional opportunities through this project?

01:22:01.247 --> 01:22:01.247

01:22:03.017 --> 01:22:06.047

So for one, we need to.

01:22:06.047 --> 01:22:09.127

start in. I know some groups I've already started to.

01:22:09.127 --> 01:22:12.407

formally document what are the options today.

01:22:12.407 --> 01:22:15.547

right? Because even within our teams, we don't have that.

01:22:15.547 --> 01:22:19.167

well defined of what is your career progression?

01:22:19.167 --> 01:22:22.287

What is your, what are your opportunities to advance?

01:22:22.287 --> 01:22:22.287

01:22:22.897 --> 01:22:26.707

I think we haven't talked to the leadership team, but I.

01:22:26.707 --> 01:22:29.717

think also would be the ability to for folks.

01:22:29.717 --> 01:22:33.447

to explore other options. So if you're interested in networking, go.

01:22:33.447 --> 01:22:36.627

spend some time with Chris Poulson and his team right to understand what.

01:22:36.627 --> 01:22:40.327

is wired networking versus wireless.

01:22:40.327 --> 01:22:43.567

versus what area you.

01:22:43.567 --> 01:22:45.077

tever. Whatever the case may be.

01:22:45.577 --> 01:22:48.667

But the that's part of the.

01:22:48.667 --> 01:22:51.807

that job architecture that you that you saw earlier?

01:22:51.807 --> 01:22:52.987

in the slide.

01:22:54.497 --> 01:22:57.587

Once we define, you know where we are, where we want to go, and what.

01:22:57.587 --> 01:23:00.687
ind of what is market for, what are the.

01:23:00.687 --> 01:23:03.947
what are the right titles in architectures for.

01:23:03.947 --> 01:23:07.047
our job structure, then we'll start to identify the career.

01:23:07.047 --> 01:23:10.147
progression and some of that. The idea would be.

01:23:10.147 --> 01:23:13.227
of course if you want to remain on a technical track, then you have the.

01:23:13.227 --> 01:23:16.607
option to remain on a technical track. If you want to be more on the management.

01:23:16.607 --> 01:23:19.747
o be more on the management track but you have options right so it's going to it's going to include.

01:23:19.747 --> 01:23:22.907
hose pieces of defining.

01:23:22.907 --> 01:23:25.727
for example, no, Jim has done a good job in his area.

01:23:26.127 --> 01:23:29.857
Of enterprise applications, right? It's a large team multiple.

01:23:29.857 --> 01:23:33.037
modules, multiple products. They're supporting they.

01:23:33.037 --> 01:23:33.627
have a good.

01:23:35.767 --> 01:23:39.237
Design or draft of the.

01:23:39.237 --> 01:23:42.427
career progression options and what is the level of experience?

01:23:42.427 --> 01:23:45.527
with the level of expertise. So we want to make sure that we do that across.

01:23:45.527 --> 01:23:49.357
the board that we expose that out. And again if you wanna remain.

01:23:49.357 --> 01:23:49.357

01:23:49.857 --> 01:23:51.247
Technical.

01:23:52.147 --> 01:23:55.607
Want to make sure that we have the right also salary.

01:23:55.607 --> 01:23:58.787
growth capabilities, right? Because a lot of times we.

01:23:58.787 --> 01:24:01.837
make changes for to increase. And so if you.

01:24:01.837 --> 01:24:05.167
anna just remain strictly technical, whether that's an architect
title.

01:24:05.167 --> 01:24:08.247
or I forget what the term that they.

01:24:08.247 --> 01:24:11.887
use that fellow I think is the term that pace.

01:24:11.887 --> 01:24:15.447
laces like Google uses what we'll be brainstorming.

01:24:15.447 --> 01:24:18.547
on that with and obviously with the.

01:24:18.547 --> 01:24:21.687
groups here the leaders here on capturing that and.

01:24:21.687 --> 01:24:22.587
d documenting it.

01:24:27.817 --> 01:24:30.937
Like this one. What can we expect to see in the?

01:24:30.937 --> 01:24:33.247
next 3060 and 90 days?

01:24:34.267 --> 01:24:36.277
That's a good question. So.

01:24:37.557 --> 01:24:41.187

In the next 30 we my.

01:24:41.187 --> 01:24:44.507

hope would be that back to that service delivery.

01:24:44.507 --> 01:24:47.627

matrix that he saw that by the time we meet here next.

01:24:47.627 --> 01:24:51.087

September that we have a.

01:24:51.087 --> 01:24:53.857

formalized or at least an agreed upon.

01:24:53.937 --> 01:24:57.487

Service delivery matrix that.

01:24:57.487 --> 01:25:00.507

takes into account what will be delivered in enterprise campus.

01:25:00.507 --> 01:25:03.547

and department or specialized area.

01:25:03.547 --> 01:25:06.707

that we we're starting to you.

01:25:06.707 --> 01:25:08.987

on, those on those changes.

01:25:09.497 --> 01:25:12.507

And that would that would definitely be within.

01:25:12.507 --> 01:25:15.567

60 days within 60 days and 90 will be.

01:25:15.567 --> 01:25:19.047

looking at our governance models.

01:25:19.047 --> 01:25:21.087

structure defining the road map for that.

01:25:21.977 --> 01:25:25.167

But I think the organizational design and kind of that.

01:25:25.167 --> 01:25:28.227

analysis, we'll take us some time because there's.

01:25:28.227 --> 01:25:31.567

lots of lots of employees out there that we need to carefully.

01:25:31.567 --> 01:25:34.847
discuss and consider and evaluate.

01:25:34.847 --> 01:25:37.927
and but ideally would be having.

01:25:37.927 --> 01:25:40.207
some more definitions or.

01:25:41.957 --> 01:25:45.067
Yeah, definitions around the kind of those the approach to.

01:25:45.067 --> 01:25:48.387
service delivery kind of with that with that backdrop.

01:25:48.387 --> 01:25:49.667
that we started earlier.

01:25:53.267 --> 01:25:56.427
To have one more question I think would be important for clarity.

01:25:56.427 --> 01:25:59.607
If we were invited to the meeting today, is it safe?

01:25:59.607 --> 01:26:03.077
to assume that we'll be part of this reorganization, our project good?

01:26:03.077 --> 01:26:06.317
question. Yeah. And I tried to address that earlier, but.

01:26:06.317 --> 01:26:09.357
just to be completely straightforward.

01:26:09.357 --> 01:26:12.407
Yeah. The idea is that everybody does that.

01:26:12.407 --> 01:26:15.477
We've reached out to either is.

01:26:15.477 --> 01:26:18.497
maybe part of the centralized IT organization.

01:26:18.497 --> 01:26:21.517
against centralized means, unified, right? I mean, it does not.

01:26:21.517 --> 01:26:24.477
mean centralized and everybody goes to system.

01:26:24.547 --> 01:26:28.267

It just means a unified IT organization across the enterprise.

01:26:28.267 --> 01:26:31.537
So yes, everybody that was that was.

01:26:31.537 --> 01:26:34.547
invited either has.

01:26:34.547 --> 01:26:38.007
a job title or a an IT role that.

01:26:38.007 --> 01:26:41.067
through our knowledge it's not perfect but our limited.

01:26:41.067 --> 01:26:44.077
knowledge that we know about and as we go.

01:26:44.077 --> 01:26:47.567
through the process, we'll quickly, quickly.

01:26:47.567 --> 01:26:51.187
etermine our approach, for example to specialize.

01:26:51.187 --> 01:26:54.867
areas. And if we don't need to touch.

01:26:54.867 --> 01:26:56.047
or modify or.

01:26:56.137 --> 01:26:59.567
Or make any changes. Then we'll start.

01:26:59.567 --> 01:27:02.897
to quote unquote release some folks, if you will.

01:27:02.897 --> 01:27:06.207
but we have not gone through that analysis, so that's.

01:27:06.207 --> 01:27:09.397
why everybody that either a is known.

01:27:09.397 --> 01:27:12.417
to be in an IT role or perceived to.

01:27:12.417 --> 01:27:15.757
be in an IT or technical role or title.

01:27:15.757 --> 01:27:18.187
is part of this analysis.

01:27:20.917 --> 01:27:24.157

Thank you. Before we turn it back over to you, like I think Patrick has a.

01:27:24.157 --> 01:27:27.167

yeah, I just wanted to make sure if anyone in person.

01:27:27.167 --> 01:27:30.567

had questions that we. Yeah, good point. Yeah.

01:27:30.567 --> 01:27:30.567

01:27:32.777 --> 01:27:33.427

And might be.

01:27:40.137 --> 01:27:43.527

Not to put anyone on the side, but this is gonna make sure you all had an opportunity.

01:27:43.527 --> 01:27:44.467

here for you have to ask.

01:27:47.767 --> 01:27:50.407

No thank you. Fetcher any questions from.

01:27:51.497 --> 01:27:52.907

This helpful.

01:27:54.347 --> 01:27:58.317

Yes, no, go. Let me go to.

01:27:58.317 --> 01:28:01.477

just kind of wrap it up basically.

01:28:01.477 --> 01:28:04.557

goes again, talked about a little bit monthly town halls on the.

01:28:04.557 --> 01:28:06.877

website listed at the bottom there.

01:28:08.437 --> 01:28:11.567

Is that the schedule we may have to tweak the September 1.

01:28:11.567 --> 01:28:14.757

because of the IT Governance Workshop.

01:28:14.757 --> 01:28:17.767

we have the website thanks to the to Lincoln's team for.

01:28:17.767 --> 01:28:18.377
helping us.

01:28:18.457 --> 01:28:21.747
With that, get that stood out.

01:28:21.747 --> 01:28:25.427
We have updated the frequently asked questions so in.

01:28:25.427 --> 01:28:28.687
our email communications we've and we've highlighted the.

01:28:28.687 --> 01:28:32.477
inbox that is that is available all.

01:28:32.477 --> 01:28:35.587
the questions that have come in, they've been answered there so you.

01:28:35.587 --> 01:28:38.627
can always go go in as more come in and we.

01:28:38.627 --> 01:28:42.067
find answers we'll publish them there. We've obviously consolidated.

01:28:42.067 --> 01:28:45.087
some of them because they were duplicative and.

01:28:45.087 --> 01:28:46.667
again any key information.

01:28:47.517 --> 01:28:50.567
Whether it's that's relevant to share what we'll make it available.

01:28:50.567 --> 01:28:53.627
we may use surveys and of.

01:28:53.627 --> 01:28:56.687
course email updates as we as in when it's relevant though we may.

01:28:56.687 --> 01:28:59.847
we may use certain surveys or.

01:28:59.847 --> 01:29:03.027
touch points with you via via that.

01:29:03.027 --> 01:29:06.167
Channel and then also have a plan to have.

01:29:06.167 --> 01:29:09.367
targeted conversations with for instance, Dean.

01:29:09.367 --> 01:29:12.607

huddles, faculty Senates as we move forward.

01:29:12.607 --> 01:29:15.847

we want to make sure that we're communicating at different levels.

01:29:15.847 --> 01:29:17.387

of the organization, so.

01:29:17.787 --> 01:29:21.517

Different, different, different groups, we'll.

01:29:21.517 --> 01:29:24.777

wanna be. We'll have different interests or areas that are gonna be focusing.

01:29:24.777 --> 01:29:27.797

So that's our plan in terms of just making sure that.

01:29:27.797 --> 01:29:31.217

we're keeping you up to date and engaged and informed of.

01:29:31.217 --> 01:29:32.027

where we are.

01:29:32.577 --> 01:29:35.747

And if there's no other questions, I'll wrap.

01:29:35.747 --> 01:29:36.097

it up.

01:29:42.687 --> 01:29:43.097

Alright.

01:29:44.127 --> 01:29:46.457

Thank you all. Appreciate it. Thank you everyone.

01:29:46.497 --> 01:29:56.497

01:29:56.497 --> 01:30:06.497

01:30:06.497 --> 01:30:16.497

01:30:16.497 --> 01:30:26.507

01:30:26.507 --> 01:30:36.507

01:30:36.507 --> 01:30:46.507