OPERATIONAL IT COMMITTEE
MEETING AGENDA
Wednesday, May 22, 2013
3:00 – 4:00 p.m., FAC 228D

I. LIFT Update (Brad Englert)

- Sixty-two LIFT proposals received—double each of the two years prior and the largest number of submissions in the history of the grant
- First time students have initiated a proposal (a student IT Entrepreneurship center)
- Submissions from almost every college on campus, including nursing, LBJ, social work, and kinesiology; all first-time applicants
- Five members of IT governance committees applied or are included in proposals

II. Shared Services Update (Mary Knight, Brad Englert, Tim Mould)

III. Retirement of Laptop Checkout (Sandra Germenis)

IV. SITAB Update (Brad Englert)
Overview
The Shared Services Planning Project is the first step in advancing Recommendation 3.1 of the Business Productivity Final Report, “implement a shared administrative services model.” The objectives of the project are:

- Define the service delivery model for Shared Administrative Services
- Design the future-state operating model for Finance, Procurement, HR and IT
- Develop the change management strategy

Implementing a shared services model is anticipated to achieve the following benefits:

- Improve and streamline university business operations to better serve constituents
- Ensure appropriate controls are in place to comply with required policies and regulations
- Make better use of scarce resources to support teaching and research activities core to UT’s mission

The project will answer the following questions:

1. What services will be delivered in a shared services model, and how?
2. How will the change be implemented and managed?
3. How will Shared Services be governed? How will the customer’s voice be heard?
4. What enabling technologies are required?

Timeline
UT has engaged Accenture to assist with Shared Services Planning from April to September.

Requested Participation
Campus involvement is critical to the success of this project. We will be asking for participation in the following ways:

- **Functional Interviews**: Support the development of future-state IT processes
- **Responding to On-Going Inquiries and Feedback**

We will be back to share results and preview the implementation plan in September.

Contact Information
Tim Mould, Project Director (781.454.6302, tmould@austin.utexas.edu)
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Vikas Mittal, HR/Change Management Lead (646.232.6923, vmittal@austin.utexas.edu)
Harry Rohde, Finance / Procurement Lead (224-688-9265, hrohde@austin.utexas.edu)
Shared Services Planning Project Timeline

**Current Phase**

<table>
<thead>
<tr>
<th>FY2013</th>
<th>FY2014</th>
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<tbody>
<tr>
<td>April</td>
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<tr>
<td>May</td>
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<td>June</td>
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<td>August</td>
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<td>September</td>
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- **PMO**
- **CBO Assessment**
- **Service Delivery Model**
- **Revised Business Case**
- **Change Management Plan**
- **IT Future State Operating Model**
- **Finance/Procurement/HR Future State Operating Model**
ITS Laptop Checkout Service – Proposal to Discontinue Service

Executive Summary and Recommendation

ITS User Services has operated a laptop checkout service available to students and employees. Currently there are 26 laptops in service and all have been out of warranty since 2011. Equipment in the pool that could not be repaired have been cannibalized as spare parts to keep laptops running. Between equipment repairs, Remedy (software support) to track the inventory, and customer service interface – this service currently utilizes the equivalent to 1.3 FTE’s ($50,000~). Significant reinvestment in hardware (new laptop purchases) and software (upgrades to Remedy, and software upgrades on laptops) is necessary in order to continue the service. Only a small portion of the campus community is using these devices which as a common good service are funded by all. Increasingly, students are bringing their own devices to campus and desktop devices continue to be available in labs operated by University Libraries and other units around campus. The recommendation is to discontinue this service.

Service Usage

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<tr>
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<th>Daily Checkouts</th>
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<tr>
<td></td>
<td>FY 11-12</td>
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<tr>
<td>Faculty</td>
<td>3</td>
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<tr>
<td>Staff</td>
<td>236</td>
</tr>
<tr>
<td>Student</td>
<td>6551</td>
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<td>Total Checkouts</td>
<td>6790</td>
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During the period between 9/1/2012 and 4/26/2013 2,985 laptop checkouts occurred on weekdays, compared to 5,755 checkouts for the same period the year before. The affiliations of those checking the laptops out are as follows:

Over 96% of the laptops were checked out to students.

Over 50% over the student laptop checkouts were to only 150 people with the top 10 of these students accounting for 11% of the usage.
Capital Cost to Continue Service

In order to continue the service the following investments would need to be made in addition to the ongoing FTE costs:

13 Windows Laptops (Compliant with the new encryption policy) $16,900~
12 Mac Laptops (Compliant with the new encryption policy) $18,500~
Laptop Checkout Software (currently running on unsupported package) $15,000~
Total $50,400~

Additionally, the laptop service is maintained and supported by a series of resources from different groups in ITS and the Central Business Office. In order to continue the Laptop program, the following investments, including time and effort, will need to be added:

- Continue to invest in a Virtual Machine for Remedy (Virtual Server costs: https://www.utexas.edu/its/vserver/)
- Maintain, update, patch Remedy Application (Systems Administrator)
- Maintain user group membership (Lab Manager)
- Process fees (daily) and fee reports for Accounting (weekly) (Lab Manager)
- Post charges and delinquent fees to Student Accounts Receivables (Accounting)
- Create, update, and audit agreement forms (Service Desk Manager and Lab Manager)
- Review and process fee grievances and appeals (Lab Manager and Accounting)
- Continue to train/use/verify information on 2 different incident tracking systems - Remedy and Footprints (Service Desk staff, Lab Support Staff, and Systems Staff)

Laptop Checkout Shut Down Plan

Continue current service until end of May 2013, notifying existing customers during this time period of the service retirement.

Repurpose/surplus equipment in June 2013.

Other Considerations

There is a lifecycle equipment purchase currently being evaluated for June 2013 to possibly replace the 12 desktops currently out of support in the FAC 101 area (originally quantity was 20). Spring semester ending May 2013 indicated there were 4883 logins on that equipment. Should there continue to be equipment available for students, or will students be required to bring their own devices?
STRATEGIC IT ACCOUNTABILITY BOARD
NOTES
Friday, April 26, 2013
2:30 – 3:30 p.m.
STARK LIBRARY

Attendees: President Powers, Randy Diehl, Brad Englert, Charles Roeckle, Paul Resta, Dan Slesnick (for Steve Leslie), Jerry Speitel, Pat Clubb, Kevin Hegarty, Jay Boisseau, Tom Gilligan

Absent: Fred Steiner

Guests: Geoffrey Leavenworth, Mike Horn, Julienne VanDerZiel, William Green

I. Mobile Strategy and Responsive Web Design – Endorsement (Geoffrey Leavenworth, Mike Horn, Julienne VanDerZiel) – 15 minutes

Geoffrey Leavenworth, Mike Horn, and Julienne VanDerZiel presented the mobile strategy and plan for responsive web design for the University. An overview of the strategy is included in the agenda packet.

The committee asked about the toolset recommended for the framework. The responsive web will be developed using Drupal.

The committee inquired if the UT Application will be built for both the iOS and Android platforms. Yes, the UT Application will be developed for both platforms.

The committee inquired if an outside firm would take on design and build responsibilities. Yes, an outside firm will assist with design work. The technology expertise will be developed and executed in house, and will be supplemented by external resources during the 2013-2014 fiscal year.

The committee inquired if sites like those that are created for national research will have access to the new templates and, if desired, be able to use the responsive web design, even though they may not use the complete design template. People working on sites associated with national research and other sites that are associated with the University are more than welcome to take advantage of the technical templates. A goal of the web infrastructure build is to have on site, as well as cloud presence, which will increase the back end capacities. This capacity increase will be especially useful for sites like national research sites.

The committee inquired if the capital cost of the new web infrastructure would come out of the funding for common good services. Yes, the funding for the new web infrastructure will come out of the common good funding, has already been included in the common good capital budget allocated for this fiscal year. The committee inquired if the current allocation for web
infrastructure includes technology and staff costs. The current allocation does include technology and staff costs. A request for approximately $1-1.2 million to build the Universities core web pages will be made in the next fiscal year’s ITS budget request. It was noted that after the initial design and build phase, funding for continued staff support will occur as general portion of the ITS operational budget for staffing. Staffing will be reviewed in coordination with shared services efforts.

The committee unanimously endorsed the mobile strategy and responsive web design.

II. Identity and Access Management Strategy – Endorsement (Julienne VanDerZiel, C.W. Belcher) – 15 minutes
C.W. Belcher presented the Identity and Access Management strategy to the committee. An overview of the presentation is included in the agenda packet.

The committee inquired if a set of common standards would be used for the strategy. Yes, a set of common standards will be used in the strategy. The goal of using common standards is to increase collaboration and make it easier for our research and other partners to validate credentials and access the needed resources. The costs for addressing the initial set of critical functionality gaps will be included in the 2013-2014 fiscal year ITS budget request, and is estimated to be $1.4 million.

The committee unanimously endorsed the Identity and Access Management strategy.

III. Administrative Systems – Update (Kevin Hegarty, Mary Knight, Brad Englert) – 15 minutes
Mary reviewed the current status of the administrative systems. An overview of the status is included in the agenda packet.

The committee inquired if the UT System was informed about the status and progress of the administrative systems replacement process at the University. Yes, The UT System has been informed about the status and progress of the administrative systems replacement. Also, the move to new, cloud-based administrative systems has been identified as a high priority in the “IT Roadmap,” which has been created by UT System. Because the UT System is interested in the implementation of new administrative systems, the University may be in a position to help other campuses in the future.

IV. Voice over Internet Protocol – Update (William Green) – 10 minutes
William Green reviewed the status of Voice over Internet Protocol (VoIP) initiative. An overview of the status is included in the agenda packet.

The committee inquired if any buildings have made the transition to VoIP. Wave zero buildings, including portions of the College of Liberal Arts, have successfully made the transition to VoIP.

The committee inquired about the experience of the VoIP implementation. So far, the transition has been seamless.