Executive Summary
SITAB endorsed two recommendations in its winter 2010 meeting: the new student email solution and a statement regarding progress made by ITS since the SITAC report was published. SITAB also heard updates on three key IT projects underway: data storage, voice over IP (VoIP), and moving to the new University Data Center.

New Student Email Solution: Endorse Recommendation
Brad Englert and Dan Stanzione, chair of the Research & Educational Technology Committee (R&E), presented a recommendation to adopt Google as the new student email solution. The recommendation had been made by a task force that included several student leaders and campus stakeholders. The recommendation was endorsed by unanimous votes in both R&E and the Operational IT Committee (OIT). The cost to deliver Google email will be about the same as the current cost for offering UMBS email, so the university will not save a significant amount of money. However, the capacity will significantly increase, and the university will have about 500 times the bytes per email dollar that it currently has. The recommendation was endorsed by SITAB with a vote of 9-1. The dissenting vote was from one committee member who expressed concern about Google data mining.

Decision
• The University will adopt Google as the new student email solution pending final contract negotiations.

Data Storage Strategy: Progress Update
Dan gave an update on the progress of the effort to increase and improve data storage at the University. A data storage purchase was made last year to increase capacity long enough for ITS and the Data Storage Steering Committee to develop a long-term strategy. The goal is to increase capacity while reducing rates for campus customers. ITS is working with the Data Storage Steering Committee and TACC to develop a continuum of storage options for faculty, researchers, and staff. Two Requests for Proposals will be issued in the upcoming months and a purchase will likely be made in the spring 2011 timeframe with funds from the existing ITS capital budget. ITS is working with TACC to leverage additional buying power. The committee stressed the importance of finding a price-point that is competitive.

Voice over Internet Protocol (VoIP) Strategy: Progress Update
Brad presented a brief update on the progress of the VoIP strategy task force. The College of Communication, Cockrell School of Engineering, College of Liberal Arts, and
Department of Computer Science, all with new buildings in or under construction, have joined together to set the future direction for telephony on campus. They have identified three levels of service (institutional class, business class, and basic) and are working on defining specific features for each level of service. The team is on track to establish the VoIP strategy in time for the College of Communication to begin procurement in spring 2011. The collaborative effort of the four academic units to set standards will allow the rest of campus to benefit through economies of scale.

New Data Center: Progress Update
Brad presented an overview of the move into the new University Data Center and an update on moves that will happen over winter break. The winter break moves will begin on December 27 and continue through December 29. Some service moves, such as the University web presence and Webmail, will be expedited with as little downtime as possible. Other services, such as the Austin Exchange Messaging Service, will not experience any interruption. Moves of co-location customers will begin in spring 2011. Once the moves are complete, the new facility will be about 25% full, so co-location and data center services will continue to be marketed to campus.

Operational IT Committee Statement Regarding Negative Perceptions of ITS: Endorse Recommendation
Alex Albright, chair of OIT, presented a statement that was drafted and approved by OIT regarding negative perceptions of ITS. The statement was written in response to the October 2010 IT Governance Progress and Implementation Report. OIT believes that the Strategic IT Advisor Committee Initiative 4: Address Negative Perceptions of ITS, keeps the organization stuck in the past with a negative focus. OIT drafted a statement to acknowledge the progress that ITS has made since the SITAC report was published in August 2009 and to challenge ITS to continue its positive trajectory towards excellence. SITAB agreed with the statement and acknowledged that things are now getting done in ITS and it is a different organization.

Decision
- SITAB joins OIT in endorsing the statement about ITS transformation and progress since the SITAC report was published in August 2009. The statement will be appended to the October 2010 IT Governance Progress and Implementation Report.

Meeting handouts follow.
New Student Email Solution

Overview

Student leaders and several campus departments requested a student email solution that:

- Provides large inboxes and a user-friendly interface
- Allows students to keep their email addresses after graduation.

Google is the finalist to provide the new student email solution at The University of Texas at Austin. SADA Systems is the reseller for Google Apps for Education.

Timeline

May 2010  
Student-led task force began meeting

July 2, 2010  
Request for Proposal (RFP) was issued

Aug 12, 2010  
Three valid vendor responses were received. Task force began scoring the results

Sep 27, 2010  
Two vendors were short-listed, and the task force followed up with reference checks and additional questions to determine the most appropriate option

Oct 28, 2010  
Task force recommended Google as the finalist

Nov 12, 2010  
Research and Educational Technology Committee recommends Google

Deciding Factors

7+ GB of storage  
Students and alumni will have lots of space for email – 7+ GB instead of the 100 MB that the University MailBox Service (UMBS) provides. That’s room for over 700,000 emails

Email for life  
Unlike UMBS, where student accounts are removed 6 months after graduation, with Google students will be able to keep their email addresses after they graduate. Alumni will also be able to sign up for email

Fast, friendly interface  
The Google interface is much faster and more modern than the current Webmail interface

Innovative tools  
Google provides a plethora of innovative collaborative tools – including chat, Google Sites, and Google Docs – that many students already use

Excellent references  
Google’s reference schools gave positive, enthusiastic references. They also reported a high rate of adoption for the additional collaboration tools
Next Steps

- SITAB endorsement
- Contract negotiations
- As contract negotiations proceed, we will develop a comprehensive implementation plan and timeline
- Initial offering available for students and alumni during the spring 2011 semester

Note: The transition from the current university email solution to Google will only affect students and alumni, not faculty or staff.

Task Force Participants

Student Leaders

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
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<tbody>
<tr>
<td>Chelsea Adler</td>
<td>Student Senate President</td>
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<tr>
<td>Ryan Bullock</td>
<td>Undergraduate Representative</td>
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<tr>
<td>Drew Finke</td>
<td>Student Senate Vice President</td>
</tr>
<tr>
<td>Manny Gonzalez</td>
<td>Graduate Student Assembly President</td>
</tr>
<tr>
<td>Amardeep Kahlon</td>
<td>Graduate Representative</td>
</tr>
<tr>
<td>Dennis Kimble</td>
<td>Undergraduate Representative</td>
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<tr>
<td>Scott Parks</td>
<td>Student Government President</td>
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Campus Stakeholders

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<tr>
<th>Name</th>
<th>Position</th>
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<tbody>
<tr>
<td>David Burns</td>
<td>McCombs School of Business</td>
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<tr>
<td>Brad Englert</td>
<td>Chief Information Officer</td>
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<tr>
<td>John McCall</td>
<td>Development Office</td>
</tr>
<tr>
<td>Bill McCausland</td>
<td>Texas Exes</td>
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<tr>
<td>Tarek Moussa</td>
<td>Information Security Office</td>
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Data Storage Strategy

Overview

Campus partners are developing a data storage roadmap to meet researcher, faculty, student and staff storage needs over the next 3 to 5 years.

Strategy

- **Urgency** – need to increase our current data storage capacity in the spring 2011. Purchase will be approximately $1m for FY 2010-2011

- Campus identified need for affordable centrally-offered storage in the SITAC interviews – colleges and departments provide their own storage solutions, missing out on economies of scale

- Provide a comprehensive data storage solution offering tiered services, easier provisioning and feature options (e.g., encryption), including desktop and server backup capabilities

- Provide a continuum of data storage options for researchers in concert with TACC

- Collective purchasing power of bundling a storage purchase with TACC has the potential to save significant monies

- **Next Steps** – UBC approval and Requests for Proposals issued for storage infrastructure and backup capabilities

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**Data Storage Steering Committee**

<table>
<thead>
<tr>
<th>Name</th>
<th>Affiliation</th>
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<tbody>
<tr>
<td>Dan Stanzione</td>
<td>TACC</td>
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<tr>
<td>Chris Jordan</td>
<td>TACC</td>
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<tr>
<td>Mia Markey</td>
<td>Biomedical Engineering</td>
</tr>
<tr>
<td>Mark McFarland</td>
<td>University of Texas Libraries</td>
</tr>
<tr>
<td>Robert O’Halloran</td>
<td>Information Quest</td>
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<tr>
<td>Bryan Harold</td>
<td>College of Natural Sciences</td>
</tr>
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Voice over Internet Protocol (VoIP) Strategy

Overview

A task force of four colleges, who have new buildings coming online, has been assembled to set the future direction for telephony on campus.

Strategy

- Urgency – four new buildings are coming online and colleges will be making significant infrastructure investments, including voice and data

- The lack of existing VoIP standards means everyone “reinvents the wheel”

- Four anchor colleges ganging together to define the future telephony standards for campus

- Greater economies of scale can be reached once the standards are set

- Collaboration means the rest of campus benefits

- New technology will yield increased flexibility and new features for campus

- **Next Step:** Establish the VoIP strategy so College of Communication is positioned to procure beginning late spring 2011.

### VoIP Task Force Participants

#### Executive Committee

- Janice Daman  
  College of Communication
- John Ekerdt  
  Cockrell School of Engineering
- Joe TenBarge  
  College of Liberal Arts
- Patti Spencer  
  Department of Computer Science

#### Technical Committee

- William Green  
  (Chair)  
  Information Technology Services
- David Burns  
  McCombs School of Business
- Patrick Boyd  
  College of Liberal Arts
- Bob Gloyd  
  Cockrell School of Engineering
- Bryan Harold  
  College of Natural Sciences
- James Lewis  
  College of Liberal Arts
- Toren Smith  
  Department of Computer Science
- Charles Soto  
  College of Communication
New Data Center Update

Overview

The new $32 million, highly available and secure Data Center asset is now operational and open for business.

Strategy

- Migration to the new facility has been well-planned with full campus stakeholder participation and input

- Three successful test moves completed with a professional data center move vendor

- December 27 – 29\textsuperscript{th}, will move a number of services to the new facility

- Austin Exchange email (@austin.utexas.edu), campus network, mainframe, telephones—all remain available

- University main website will be unavailable for 4 – 8 hours—redirected to a notice of the planned outage

- Webmail (@mail.utexas.edu) outage will be 8 – 12 hours

- Communication blitz to campus will begin this week

- **Next steps--Move co-location customers between January and July 2011**

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Data Center Customer Steering Committee

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<thead>
<tr>
<th>Name</th>
<th>Department</th>
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<tbody>
<tr>
<td>Bob Gloyd</td>
<td>Cockrell School of Engineering</td>
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<tr>
<td>Mark McFarland</td>
<td>University Libraries</td>
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<tr>
<td>Robert O’Halloran</td>
<td>Project IQ</td>
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<tr>
<td>Roy Ruiz</td>
<td>University Operations, TRECS</td>
</tr>
<tr>
<td>Patti Spencer</td>
<td>Department of Computer Sciences</td>
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<tr>
<td>Joe TenBarge</td>
<td>College of Liberal Arts</td>
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STATEMENT FROM THE OPERATIONAL IT COMMITTEE

The CIO of the University, Brad Englert, has provided this committee with the IT Governance and Progress Report – October 2010. This report documents the progress made during the past year in implementing the strategic plan, including the successful launch of the new IT Governance structure and the reorganization of ITS. The Report is a solid measure of accountability, revealing that substantial progress has been made towards achieving the recommendations made in the SITAC report of August 2009, and recognizing that there is additional work to do.

The SITAC report was intended to guide the University's strategic vision for IT for the next several years. Therefore it is important to recognize when portions of that report are no longer applicable. We believe that "Initiative 4: Address Negative Perceptions of ITS" is such a provision. ITS has confronted the real and perceived inadequacies and accomplished the urgent priorities identified in the SITAC Report and, in addition, has:

- Dedicated $1m one-time, and $1.78m recurring to address University budget reductions
- Created Capital and Operating budgets and vetted them through IT Governance
- Extended Help Desk hours on weekdays and weekends
- Acquired new customers in desktop and server support and in the University Data Center
- Reviewed and reduced rates for printing and virtual machines with validation from the Controller’s Office
- Collaborated with customers on projects including the Data Center, data storage, and desktop and identity management
- Moved administrative support to the Central Business Office

OIT believes it is time to challenge ITS to continue its positive trajectory towards excellence and focus on the future.

The transformation of ITS has not been easy. We thank everyone in the organization for your hard work and commitment. The campus community recognizes and values your efforts.

This statement will be appended to the October 2010 Report and the CIO shall take it into consideration when working with campus to update the annual campus wide strategic IT plan.

Approved by unanimous vote on November 19, 2010.

Alex Albright, Chair, Operational IT Committee
Tony Ambler, Chairman, Electrical and Computer Engineering
Brad Englert, Chief Information Officer
Fred Friedrich, Chair, Business Services Committee
Bryan Harold, Director for IT, College of Natural Sciences
Mike Harvey, Chair, IT Architecture & Infrastructure Committee
Fred Heath, Vice Provost, UT Libraries

John McCall, AVP for Development
Scott Parks, Student Body President
Clark Penrod, Executive Director, Applied Research Laboratories
Chris Plonsky, Athletics Director
Soncia Reagins-Lilly, SVP and Dean of Students
Charles Roeckle, Deputy to the President
Dan Slesnick, Vice Provost
Dan Stanzione, Chair, Research & Educational Technology Committee