

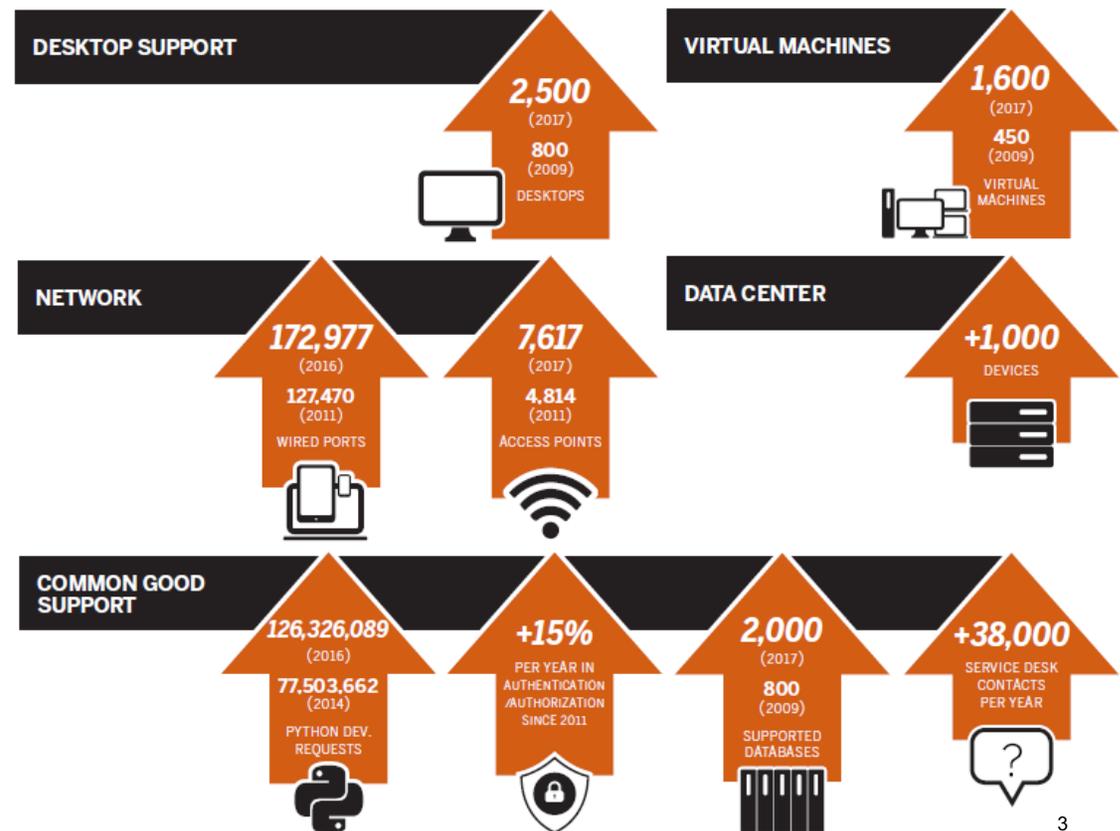
**Central IT Executive Commission  
(CITEC)  
Town Hall  
July 12, 2017**

**Note:**

**This event is being recorded and live-streamed for the benefit of those who cannot attend.**

## Why was CITEC formed?

- ❑ Central IT (ITS) has been operating in a deficit since FY14-15.
- ❑ Sr. VP and CFO announced Central IT Executive Commission (CITEC) April 25, 2017
- ❑ Purpose: Align our long-term budgetary strategies in support of our research and educational mission.
  - As a world-class Research University, technology plays an important role at UT Austin. We have experienced a significant increased growth in campus demand for technology services since 2009.
  - UT maintains efficiency through a rigorous periodic evaluation of existing central IT services and governance.



## Who is CITEC?

The **Central IT Executive Commission (CITEC)** is a 14-member advisory commission that includes academic and administrative representatives from across the university.

Membership	
Linda Hicke - <i>Co-Chair</i>	Dean and Professor, College of Natural Sciences
Dan Stanzione - <i>Co-Chair</i>	Executive Director of the Texas Advanced Computing Center (TACC)
Ryan Baldwin	Senior IT Manager, College of Education
Cam Beasley	Chief Information Security Officer, ISO
Donna Bellinghausen	Associate Vice President, Office of the Vice-President for Student Affairs
Chris Carter	Director of Organizational Effectiveness, UT Libraries
Dennis Passovoy	Lecturer, Department of Management, Red McCombs School of Business
William Green	Director, ITS Networking and Telecommunications
Roy Ruiz	Director, Technology Resources
Jerry Speitel	Associate Dean for Academic Affairs and Professor, Cockrell School of Engineering
Shelby Stanfield	Vice Provost and Registrar, Office of the Registrar
Shannon Strank	Assistant Director, Center for Electromechanics, Cockrell School of Engineering
Brad Van Schouwen	Director, Academic Technology Support (ATS)
Jeffery Treichel	Associate Director, Office of Internal Audits

## CITEC's Charge

1. Identify immediate opportunities for savings in central IT service offerings
2. Determine which IT services would be maintained by central IT and focus on:
  - Developing standards around how service rates are established and communicated
  - Developing standards for federated IT operations
3. Develop a sustainability model for central IT to ensure budget and resources effectively support and operate all central IT service offerings
4. Provide recommendations to strengthen the effectiveness of existing governance of central IT

## Community Input

- CITEC members will share initial recommendations with stakeholder groups
- Goal is to inform you of commission's recommendations, share any perceived consequences of the recommendation and anticipated next steps, listen to your input before finalizing the recommendation.
- CFO, Provost, and President are the final decision makers.

## Primary Funding Models for Central IT Services

### Centrally Funded

Money comes from central account and is allocated to ITS

Example:  
Email Service

### “Subsidized” Service Center

To keep rates low, service centers are sometimes cost-subsidized  
✘ Not fully cost-recovering

Example:  
University Data Center

### Fee-for-Service

Charges departments at set rates for goods or services provided  
✓ Fully cost-recovering

Example:  
ResNet (Student Internet)

## Service offerings being reviewed by CITEC

- Fast Track – Due by July 31, 2017.
  - Service Management (ServiceNow)
  - Identity & Access Management (SailPoint)
  - ASMP services that impact the ITS budget
  - All fee-for-service offerings that need validation by July 31<sup>st</sup>
- Standard Track – categorized service offerings

Network, Voice & Telecommunications	Servers, File Storage, & Data
Academic Technology	Web Services
Identity & Access Management	Client Support
Email and Collaboration	Enterprise & Client Software

## Town Hall – Purpose and Goals

### Purpose

Forums for discussion, feedback, opinions and concerns from faculty and staff regarding central IT services and CITEC draft recommendations.

### Goals and Agenda

- Discuss Initial Draft Recommendations for these Fast Track offerings -

Service Management	Commodity Storage
ID Center	Managed Server Support (MSS)
UT Print	UT Web
University Data Centers	SharePoint
UT-Virtual (UT-V)	Austin Disk
UTBackup	Software Distribution and Sales (SDS)

- Note: Specific service rate information, including rate changes, has been shared with business owners, and is not part of the agenda for this Town Hall.
- Feedback, Q & A session.

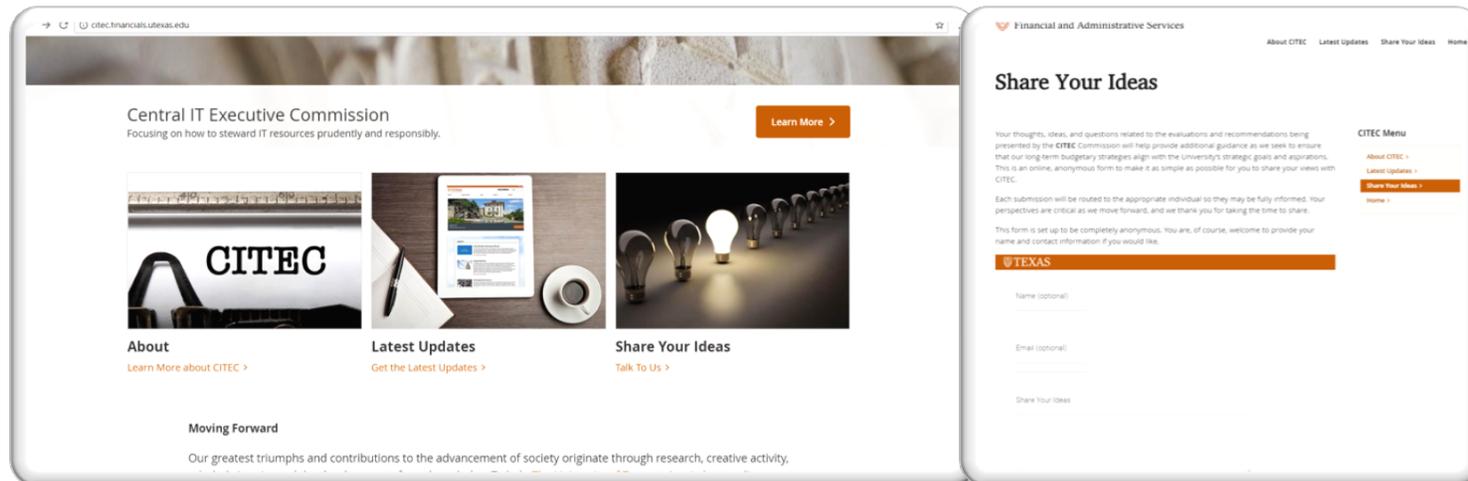
## Stakeholder Engagement Tools

**Website - <http://citec.financials.utexas.edu>**

A website has been developed as a stakeholder engagement and communication tool to provide regular updates that reach the entire campus community.

### Feedback Form

In addition to the Town Halls, the website offers a feedback form for members of the campus community to share their ideas, feedback, opinions and concerns regarding central IT service offerings and CITEC draft recommendations.



## CITEC Rubric

**CITEC evaluates all IT service offerings by starting with the following questions:**

1. Should this service exist?
2. Who consumes it/benefits from it?
3. What are the security/compliance requirements?
4. Who should pay for it and what is the rationale?

<b>Service Management Recommendation</b>	
<b>What</b>	A group of organized, structured activities an organization uses to design, deliver, manage, and control IT and business services to customers.
<b>Recommendation</b>	<p><b>At this time, the goal of a comprehensive service management suite is not essential for the university.</b></p> <p><b>CITEC recommends stopping rollouts of ServiceNow to new units.</b></p> <p><b>Centralized end to end service management should not be pursued.</b></p>
<b>Next Steps</b>	<ul style="list-style-type: none"> <li>○ As soon as possible, a steering committee with key campus IT stakeholders should explore alternative IT incident management systems.</li> <li>○ Due to investment already placed in ServiceNow, it remains as an option to consider going forward for IT incident management needs.</li> </ul>

<b>UT Web Recommendation</b>	
<b>What</b>	<p>UT Web is an ITS managed web development platform which hosts a wide variety of web sites and applications.</p> <p>Approximately 700 web sites are hosted on UT Web.</p>
<b>Recommendation</b>	<p><b>Would retire UTWeb. UTWeb rates would not increase.</b></p> <p><b>Users would have until the end of the next fiscal year to move off UT Web to one of the other web options.</b></p>
<b>Why</b>	<p>UT Web is a legacy platform and users are encouraged to transition to the more robust web platform options offered by ITS - UT Quick Sites and the CMS Hosting Platform (Pantheon).</p>
<b>Next Steps</b>	<p>Current UT Web users would need to migrate to UT Quicksites or CMS Hosting Platform, as soon as possible, with a target deadline of 8/31/2018.</p> <p>ITS support will be available.</p>

<b>SharePoint Recommendation</b>	
<b>What</b>	<p>SharePoint is a web-based, collaborative platform that integrates with Microsoft Office.</p> <p>SharePoint is primarily a document management and storage system.</p> <p>The product is highly configurable so usage varies substantially between groups.</p>
<b>Recommendation</b>	<b>Would retire on-premises instance of SharePoint within a year.</b>
<b>Why</b>	<p>The Office 365 Cloud version of SharePoint is available as part of the UT System Microsoft license for units that choose to migrate to the cloud.</p> <p>There are also other collaborative document management tools like UT Box, Google Tools, and UT Austin Wikis that offer similar functionality.</p>
<b>Next Steps</b>	Current SharePoint users will need to transition to one of the other collaborative document management tools available to campus, as soon as possible, with a target deadline of 8/31/2018.

<b>Austin Disk Recommendation</b>	
<b>What</b>	A secure online data storage and file-sharing service, available to all current UT Austin faculty and staff.
<b>Recommendation</b>	<b>Would retire individual shares. In time, Austin Disk would be retired completely and departmental shares would need to move elsewhere.</b>
<b>Why</b>	<p>Use of the Individual Shares portion of Austin Disk has declined in recent years.</p> <p>UT Box is a cloud-based file service that offers similar functionality of Austin Disk individual shares.</p>
<b>Next Steps</b>	<ul style="list-style-type: none"> <li>○ <b>In the near future</b>, customers would need to migrate data from Austin Disk individual shares to another storage site such as UT Box.</li> <li>○ On Austin Disk’s retirement, departmental shares would need to migrate to UT Box or similar solution. <ul style="list-style-type: none"> <li>▪ Important university business processes like Green Output rely on Austin Disk departmental shares and alternative solutions (e.g. UT Box) will need to be evaluated to migrate these.</li> </ul> </li> </ul>

## University Data Center Recommendation

<p><b>What</b></p>	<p>University Data Centers provide secure, resilient, professionally managed data centers for servers and associated IT equipment hosting.</p> <p>UDC supports approximately 20,000 square feet of data hall space in 4 different buildings, including the primary production facility at CRB.</p>
<p><b>Recommendation</b></p>	<p><b>Keep the existing rate and the subsidies for now.</b></p> <p><b>Next year, perform a market rate and peer study to set a competitive rate with some subsidies.</b></p>
<p><b>Why</b></p>	<p>UDC rates were found to be comparable to those of our peer institutions. Subsidies for this service enable efficiencies and data security across campus units</p> <ul style="list-style-type: none"> <li>○ UDC services allow departments to focus on their core mission and avoid significant time and costs of designing, building and maintaining local server rooms.</li> </ul>

<b>UT Backup Recommendation</b>	
<b>What</b>	UTBackup provides a centralized, enterprise-level and automated end-point data backup solution for the UT Austin campus.
<b>Recommendation</b>	<p><b>Move from fee-for-service to centrally funded.</b></p> <p>Currently fees from CSU billing only account for 4% of UT Backup budget, which will be eliminated to move this to a centrally funded service.</p>
<b>Why</b>	<p>UT Austin data, including data associated with research, must be backed up in accordance with risk management decisions implemented by the data owner.</p> <ul style="list-style-type: none"> <li>○ For end users, UTBackup ensures their data is being backed up safely and securely.</li> <li>○ For computer administrators, UTBackup allows for greater data security and integrity, and reduced technical support and infrastructure costs.</li> </ul>

**UT Print Recommendation****What**

Primarily a student-oriented service, but also utilized by faculty and staff, UT Print is a convenient way to print documents at campus-wide locations.

The service deploys 50 printers across campus at 21 locations.

**Recommendation**

**No change** to this fee-for-service offering.

## ID Center Recommendation

<b>What</b>	The ID Center issues ID cards for students, faculty, staff and affiliates.
<b>Recommendation</b>	<p><b>Increase fee for service to fully recover service cost.</b></p> <p><b>Departments will be charged for new ID cards for faculty and staff.</b></p>
<b>Why</b>	Rate has remained flat for 20 years, while expenses to produce cards and support this service have risen.

<b>UT Virtual (UT-V)</b>	
<b>What</b>	<p>UT-V provides cost-effective, reliable, self-provisioned virtual machines (VMs), eliminating the need for CSUs to run their own hardware and directly use data center hosting.</p> <p>The UT-V service supports ~1,900 Virtual Machine (VM) instances for 103 CSUs and ITS, including mission-critical services like www.utexas.edu, Identity and Access Management (IAM), PyPE, and UT Direct.</p>
<b>Recommendation</b>	<b>Continue as fee-for-service, remove subsidy, and increase fee.</b>
<b>Why</b>	This is a consumption-based service billed for usage and cost recovery.

**Commodity Storage Recommendation**

<b>What</b>	Commodity storage provides high-performance, enterprise class data storage for ITS and colleges, schools and units (CSUs) at UT Austin.
<b>Recommendation</b>	<b>Continue as fee-for-service, remove subsidy, and increase fee</b>
<b>Why</b>	This is a consumption-based service billed for usage and cost recovery.

## Managed Lab Support Recommendation

<b>What</b>	Managed Lab Support provides professional computer lab management to select customer units like Athletics, International Office, Law School and ITS (FAC).
<b>Recommendation</b>	<p><b>Would retire and discontinue</b> the Managed Lab Support service offering.</p> <ul style="list-style-type: none"> <li>○ Includes discontinuing maintenance of computers on FAC 1<sup>st</sup> floor (exception - two FAC training rooms).</li> <li>○ Supported customer units would be notified of a timeline so they may make plans to support their labs internally or find an alternative service provider.</li> </ul>
<b>Why</b>	Usage has declined by more than 50 percent over the last year since most students bring their own computers to these respective labs.
<b>Next Steps</b>	Other managed lab providers with a larger footprint on campus, such as Academic Technology Support (ATS), could maintain labs for the Law School, Athletics and the International Office.

**Managed Server Support Recommendation**

<b>What</b>	This service provides server management and system administration for more than 1000 servers and devices, of which ~85% are for ITS and ~15% for UT CSUs.
<b>Recommendation</b>	<b>Continue as fee-for-service; decrease fee for Windows, increase fee for Linux.</b>
<b>Why</b>	This is a consumption-based service billed for usage and cost recovery.

## Software Distribution and Sales Recommendation

<p><b>What</b></p>	<p>Software license contract management service, that provides UT System institutions with software license agreements at reduced prices.</p> <ul style="list-style-type: none"> <li>○ Leverages lower prices via volume discounts.</li> <li>○ Reduces risk through managed processes and standardization.</li> </ul>
<p><b>Recommendation</b></p>	<p><b>Change from centrally funded to fee-for-service.</b></p>
<p><b>Why</b></p>	<p>SDS currently charges a surcharge per license fee that is collected as part of the license.</p> <p>The surcharge will be evaluated and revised to make the service fully cost-recovering.</p>

**Check Printing Recommendation**

<b>What</b>	University Data Centers provides Check Printing Services for FAS Accounting and Payroll Services, including printing, reconciling and delivery.
<b>Recommendation</b>	<b>Change to fee-for-service. The service should remain with the UDC.</b> <b>A policy should be established to use direct deposit whenever possible to discourage check printing.</b>
<b>Why</b>	Cost recovery of functions that support the University.

# QUESTIONS?