

University Senate Update

Academic and Research Information Technology Support

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Chief Information Officer

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Current IT Environment

Office of Information Technology
Walt Milligan

Administrative Info. Svcs.

IT Services and Security

Telecommunications

~ 47 Full Time Staff

6 academic supervisors



Business

Engineering IT

Forestry

Ctr. Exper. Comp.

Sciences/Arts I

Sciences/Arts II

~ 27 Full Time Staff

-
- Educational Technology Services and Online Learning report to Provost
10 Full Time Staff
 - IT staff are scattered around in other administrative and research units
15-20 Full Time Staff

IT Expenditures

Overall Campus IT Expenditures (FY09):

- Central IT (including ETS/Online): ~ \$8M
- Non-Central IT: ~ \$7M
- Total: ~ \$15M

This is **7.5%** of total campus expenditures, excluding financial aid. (~ \$200M.)

Engineering Top 100 universities are in the **7-12%** range, with 55% of campus IT spending being in Central IT, on average.

Issues with distributed IT organizational structure

- Re-inventing the wheel all over campus (duplication of efforts)
- Duplication of services, hardware, datacenters
- Limited ability to collaborate effectively with each other and Central IT
- Limited ability to leverage economies of scale
- Difficult to coordinate and leverage software licenses
- Too many roadblocks for students, faculty and staff

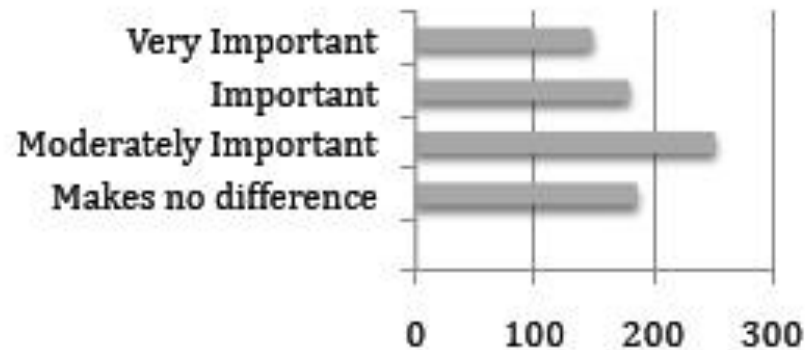
Student dissatisfaction with access (2010 survey)

Table I – Average satisfaction with services and support

Local user support <i>[administrative units]</i>	4.16
Administrative Information Services group	3.77
Wired telephone network <i>[residence halls]</i>	3.59
e-mail functionality and usability <i>[students]</i>	3.58
Size of online data storage available	3.57
Software available <i>[everyone]</i>	3.49
Support for technology in the classroom	3.46
Wired telephone network <i>[everyone]</i>	3.42
Software available <i>[students]</i>	3.41
e-mail performance and reliability	3.39
Wired network reliability and performance	3.37
IT as a whole	3.34
Local user support <i>[academic units]</i>	3.34
Central IT	3.31
e-mail functionality and usability <i>[everyone]</i>	3.31
Hardware available <i>[everyone]</i>	3.30
Technology in the classroom	3.30
Electronic grade submission <i>[faculty]</i>	3.18
Availability of files off-campus	3.14
Blackboard support	3.11
Huskyemail calendar functionality and usability <i>[students]</i>	3.11
Restech (technology support for residence halls)	3.09
Hardware available <i>[students]</i>	3.09
Wireless coverage	2.99
Wireless network reliability and performance	2.92
Michigan Tech television service	2.91
High performance computing resources and support	2.89
Blackboard course management system	2.89
Huskyemail calendar functionality and usability <i>[faculty and staff]</i>	2.74
Access to computing resources outside your department <i>[students]</i>	2.43

Student dissatisfaction with access (2010 survey)

Figure 6. Student responses to the question "how important is it to you to have access to computing resources outside your home department?"



Issues with distributed IT organizational structure

Many academic support units are sub-critical in size

- Limited ability to help faculty and students on cutting-edge research and learning projects
- Limited ability to learn and deploy new technologies
- Limited or no potential for professional development
- Limited career paths
- Support often restricted to business hours
- Vacation and sick leave coverage difficulties

Engineering Information Technology

- Consolidated 3 groups into 1, August 2009
- Supports entire College of Engineering and School of Technology
 - ~ 1/2 of the faculty on campus
 - ~ 2/3 of the students on campus
- Help Centers open evenings, weekends, breaks
- Very tight integration with Central IT, including embedded personnel
- Saved > \$300,000 in annual operating costs (> 10%)
- Delivered superior service

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Current Reorganization Project

- Initiated by Bruce Seely, Dean of Sciences and Arts
- Approved by Deans, Provost, Executive Team
- Consistent with **dominant** re-centralization trends in IT on campuses nationwide.
- Targeted to be mostly implemented for Fall 2011

Current Reorganization Project

Goal: Expand successful Engineering IT model to rest of campus

- Create user-focused support group for entire campus
 - Staffed almost exclusively by full-time professionals
 - Expand hours and scope of user services
 - Create group specifically for research support
- Expand Central IT group to provide most core services
 - Reduce duplication and waste
 - Improve reliability and security
 - Improve energy efficiency and sustainability

Current Reorganization Project

Goal: Expand successful Engineering IT model to rest of campus

- Significantly improve support for research and high performance computing
- Provide more open access and a more seamless computing environment for faculty, staff and students
- Provide superior services at similar costs in the short run
- Reduce costs while improving services in the long run
- Eliminate soft-money costs to departments for support

What the partial organization might look like

Office of Information Technology

Walt Milligan

Provost and VP for Academic Affairs

Max Seel

IT Services and Security

Dan deBeaubien

User Support Services

Javier Fernandez

Services

9 FT Staff

Teaching and Learning Support

11 FT Staff

4 9-month Staff

Infrastructure

9 FT Staff

Research Support

4 FT Staff

Operations

6 FT Staff (+ 12 students)

ETS and Online Learning

Patty Lins

10 FT Staff

Security, Compliance, Support

4 FT Staff

New Organization

- One phone number, one e-mail for all support needs
- More common systems and open access
- Each department will have a full-time professional IT staff member acting as their liaison
- Service Level Agreement (contract) will specify
 - Expected levels of service and performance
 - Consequences if expected levels are not met
- Governance structure is being developed to ensure faculty input in strategic planning, service expectations, future directions, and evaluation of performance

Logistics

There are several open issues, and it is not clear where all current staff will land

- No one will be laid off due to reorganization

~15 offices suitable for faculty or graduate students will be liberated as staff move to EERC basement

- Telcom group is moving downtown

Eliminating redundant datacenters will free more space for graduate students and research laboratories

Funding

Funding model is going to be changed, hopefully 7/1/2011

- We are the only university in the country that funds IT support the way we do
- Eliminate undergraduate “Basic Access Fees” and many computing-related course fees
 - Students detest Basic Access Fee
 - Fix grad next year – needs more study
- Generally fund all IT support
 - Requires 0.5% increase in “tuition and mandatory fees”

Questions and Discussion

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