Top Five & Service Retirement Recommendations

Update to IT Service Management Board

Erik Lundberg
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Top Five

1. Teaching-focused support for faculty use of technology
2. Consolidated research consulting services
3. Enterprise Data Warehouse expansion, with a focus on analytics
4. Consolidated servers and storage
5. Create a process for managing UW-IT’s collaboration services portfolio
Service Retirement

- Retire  –  7 services
- Move out of UW-IT  –  2 services
- Review for change  –  2 services
Top Five

1. Teaching-focused support for faculty use of technology
   - case-study workshops in partnership with the Center for Teaching and Learning
   - internal UW-IT workshops now include elements of pedagogy and best practices
   - one-week intensive “camps” to take an existing course and refine/expand it using technology - in partnership with Teaching Technology Fellows Program
2. Consolidated research consulting services

- recruiting for a consultant to assist researchers in use of cyberinfrastructure tools & services
- establishing a help desk at the new Data Science Studios, opening Fall 2014
- new position to storage, consulting and cyberinfrastructure tools for researchers (tentative)
2. Consolidated research consulting services (cont.)

- engagement and increased adoption (w/ last year’s growth)...

- **Servers deployed** 1,360 (+14%)
- **HPC (Hyak cores)** 6,280 (+14%) + 72 GPUs (+53%)
- **Storage (general)** 128 TB (+21%) (HA, highly protected)
- **Storage (collab)** 68 TB (+42%) (prot. for disk failure, no BU)
- **Archive** 1.1 PB (+31%) (“forever”, slow restore)
- **Backup** 710 GB (+10%) (1 yr, “self-serve” restore)
Top Five

3. Enterprise Data Warehouse expansion, with a focus on analytics

- 6 separate initiatives were developed, which included SMB recommendations; now being consolidated and revised.
- Primary focus includes analytics and changes needed in EDW to accommodate the new HR/Payroll system
Top Five

4. Consolidated servers and storage
   - continuing to optimize servers and storage services
   - some price reductions coming soon
   - Azure services available at 30% discount, with good contract (FERPA, HIPAA compliant)
   - AWS services in the works
   - cloud storage gateway (iSCSI) available soon
5. Create a process for managing UW-IT’s collaboration services portfolio

- Routinely discuss collaborative tools with Teaching and Learning Technology Oversight Committee
- Office 365 migration has consumed most of our collaboration resource capacity,
- when “completed”, will have renewed focus on collaboration tool offerings and strategy
Service Retirement

1. Pine & Alpine email client
   - Planned for 2014-15

2. IMAP Software Toolkit
   - Late 2014/early 2015 (as part of UW Connect Service Catalog project)
Service Retirement

3. On-prem IMAP email service
   - Will focus on UW Deskmail users, once Office 365 migration is complete

4. On-prem Exchange email service
   - Office 365 migration is going very well, including UWM
   - Migration will help us understand edge cases
5. UW Application Portfolio

- removed from public-facing service catalog
- will be resurrected and broadened in the next year or so
6. Computer & Printer Troubleshooting

- retirement underway
- customers notified
- service to end July 3, 2014
Service Retirement

7. Husky Kiosk Service
   ● retirement underway
   ● customers notified
   ● service to end July 3, 2014
8. Pager Service

- UW Medicine (primary customer) is assuming the service provider role
- Effective June 30, 2014
9. Husky TV

- ASA for this service being prepared
10. Videoconference Studios

- studio in HSB transitioned to Health Sciences as service provider (they were primary users)
- restructuring Studio services in OUGL to be free facility for lecture capture, Masters & PhD qualifying exams for remote participation as well as traditional videoconferencing
- conducting a “listening tour” of campus to determine use cases and to guide further service development
11. Mobile Phone Support

- retirement underway
- customers notified
- service to end July 3, 2014
- Support will be provided through self-help resources, unit-level IT staff, carriers, manufacturers and app providers
What Next?

- Service Catalog is being refactored
- initially in the back-end CMDB
- user-facing in early 2015
There are 7 Categories, aligned with UW-IT Strategic Goals:

- Teaching and Learning
- Research
- Administrative Systems
- Infrastructure
- Collaborative Systems
- Enterprise Risk Management
- IT Management
A logical grouping of Service Offerings that benefit from being managed as a group;
contains at least four service offerings;
the Business Service Owner is a Division Head;
approximately 40 total
- A specific function delivered to customers;
- typically not named after specific products or applications;
- has a **Service Offering Owner** and a **Service Offering Manager**;
- delivers tasks or activities to a certain specification to a customer willing to accept or request the Service Offering;
- around 200 total
Examples

Administrative Systems

- Finance Systems
  - Budgeting Funds
  - Managing Funds
- HR/Payroll
  - Employee Self-Service
  - Time and Leave
Implications

- streamlined ASAs
- at the Business Service level
- reduced number
- group for review?
- subset for review?
- Teaching & Learning
  - Academic Explorer
  - MyHusky Experience - Implementation
  - Curriculum Management - Build Out
- Administrative/Business Systems
  - Seattle Undergraduate Admissions Modernization
  - HR/Payroll - Core Implementation & Integrations
  - Enterprise Business Services Program - Startup
  - Financial System Modernization - Discovery
- Research
  - Storage, Consulting & Tools for Researchers
- Collaboration
  - Network-based Collaboration Apps
Hold the following projects
- MyHusky Experience
- Enterprise Business Systems Program - Startup
- Network-based Collaboration Apps

Use outcomes to guide UW-IT FY 2015 resource allocations
- Identify other projects to slow-down or hold
FY15 Business Cases

http://tinyurl.com/BizCasesFY15