Saint Louis University
Information Technology Services (ITS)
Update

Presentation to the Saint Louis University Faculty Senate by
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ITS – Recent Accomplishments

- Designed and Implemented New Organizational Structure (see Org Chart)
  - Reduce Administrative Overhead
  - Allocate Resources “in-the-field”
  - Dedicated Resource for student support
  - Distributed Service Desk model
  - Introduced the role of Communications Specialist
- Created Dedicated Team to support Learning Management Systems
  - Blackboard
  - Wimba
  - Itunes
- Google Apps rollout
  - Increased storage capability and collaborative features
ITS – Recent Accomplishments

• Established formal QA Office
  – Compliance
  – Logical Access and Change Management
  – Service Level management

• Established Research Computing Support Team
  – Virtual Team to understand and support research computing infrastructure and applications

• Disaster Recovery Efforts
  – Business Impact Analysis (BIA)
  – Primary & Secondary resources for many critical services and storage
  – Redundant Internet Pipe (250Mbps → 450Mbps)
ITS – Strategic Plan

- Based on feedback from community
  - Previous technology plan
  - Operational Planning Team (OPT)
  - Feedback from Interviews, Open Forums, and one-on-ones

- ITS Mission and Goals
  - Living document
  - See [handout](#)
  - Review performance against goals on a quarterly basis
  - [https://sites.google.com/a/slu.edu/its-strategic-plan-2009/](https://sites.google.com/a/slu.edu/its-strategic-plan-2009/) (SLUNet login required)
ITS – Planned Activities

- Complete ITS Website redesign
  - Improve transparency
  - More useful, timely information
- Establish SLAs for all IT services
  - Service Catalogue
  - All information available on ITS website
- Complete inventory of all classroom/lab resources; improve technology refresh cycle
- Improve overall IT Security Architecture
  - Enable effective, yet secure communication
  - Framework for creating, socializing, and documenting policies and procedures
  - Improved Remote Access capabilities
ITS – Active Projects

- Wimba implementation (March/April)
- iTunes (Summer)
- Digital Signage (support University wide digital signs and kiosks)
- Virtual Labs
- Web-Based Survey tools (RFP)
- Expand Research High-Performance Computing and Storage Resources
- Electronic Institutional Review Board (IRB)
- Banner Grants (post grant management)
- Redundant Fiber Optic plant between Frost and Medical Center
ITS – Planned Projects

- 2012 Accreditation support (numerous software tools to track faculty and scholarly activities; practice education tracking)
- Banner 8 and Luminas Web Portal Upgrades
- Banner Enrollment Management Suite
- New Remedy Asset Management Tool
- Complete Disaster Recovery Plan
- Begin Network Refresh
Unified IT Governance (UITG)

- ITS’ goal of transparency
- Local and global forum to discuss (and prioritize):
  - Projects and Initiatives
  - IT related policies and procedures
  - Service Level Agreements
  - Technology and Innovation
- Effort to better understand your individual requirements
UITG Organization

- **APPRT** – Administrative Projects Prioritization and Review Team - “Birds of a Feather” Community
- **ACPPRT** – Academic
- **CPPRT** – Clinical
- **RPPRT** – Research
- **UICPPRT** – University Infrastructure & Communication
- **ITS PRT** – Internal ITS Projects
- **UITGC** – Unified IT Governance Committee
- **ITS PPG** – Projects and Planning Group
- **QA Office**
UITGC

APPRT
ACPPRT
UICPPRT
CPPRT
RPPRT
ITS
PRT
QA Office

Local Scoring and Feedback
Local Scoring and Feedback
Local Scoring and Feedback
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Policies, Procedures, Compliance
Recommended Policies & Procedures
University Mission, Vision, Strategy

Portfolio Analysis and Scoring
Recommended Project Priorities

Project Priorities
Policies and Procedures
Approved SLAs
Strategic Requirements

PPG

ITS
Questions & Answers

Resource: Full ITS Management Chart

Thanks!