Information Technologies

Effectiveness and Efficiencies Effort (E & E)
Main & Branch Campuses

Deans Council
02/23/2017

Duane Arruti, Interim CIO
Effectiveness & Efficiencies Timeline
(Version 2.0)

- 9/1/2016 – 11/1/2016: Initiate Academic Technologies Merger
- 9/1/2016 – 11/1/2016: Campus-Wide Communication & Feedback
- 11/1/2016 – 6/30/2017: Cross-Campus Efficiencies Work
  IT Vision, Mission & Strategic Plan Development
  IT Funding Model Development/Implementation
  Detailed Milestones (TBD)
  - Centralized Service Desk
  - Secure File Share
  - End User Device Management
- 6/30/2017: FY 18 Funding Model and Reporting Structure in Place
# UNM Technology Position Analysis (updated to Feb 2, 2017)

**Note** – Includes All Funding Sources/Excludes HSC

<table>
<thead>
<tr>
<th>Branch, College, School, Administrative Unit</th>
<th>Total Salary</th>
<th>IT Managers</th>
<th>IT Staff</th>
<th>Total IT Employees</th>
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<td>Anderson Schools of Management</td>
<td>331,391</td>
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<td>Assoc. VP Student Life</td>
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<td>Associate VP Student Services</td>
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<td>Controller</td>
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<td>Extended University</td>
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<td>President Office</td>
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<td>Provost Administrative Units</td>
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<td>Taos Branch</td>
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<td>Valencia County Branch</td>
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<td>Vice President for Research</td>
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<td>VP Division of Enrollment Mgmt</td>
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<td>VP Institutional Support Services</td>
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<td><strong>Grand Total</strong></td>
<td><strong>19,462,155</strong></td>
<td><strong>50</strong></td>
<td><strong>264</strong></td>
<td><strong>314</strong></td>
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</table>
Effectiveness and Efficiencies
Management Structure

Chief Information Officer

Director
Campus Outreach & Engagement
(Dotted Line to Provost)

IT Officer
Anderson

IT Officer
Arts and
Sciences, Public
Admin, Honors

IT Officer
Business Services
& Grad Studies

IT Officer
Enrollment
Management

Some Level of Consolidation is Appropriate

Other Areas Under Discussion:
Engineering
Architecture & Planning
Student Affairs
Law
Education
Libraries
University College
Research Centers
Branch Campuses
Exec Admin Offices

Research Liaison

IT Officer
Institutional
Support Services
Facilities

IT Officer
Institutional
Support Services
Auxiliaries
IT Funding Committee Review

- Review of campus FY15 and FY16 IT spend to establish baseline, pooled IT budget
- Review report of employees in technology positions, confirming groups to remain distributed based on TIG recommendations
- Identification of software licensing
- Review of opportunities to simplify funding model
  - Banner Tax
  - Departmental/Course IT fees
  - Eliminate chargeback for enterprise services
- Other Discussions
  - Central workstation purchasing/refresh process for faculty/staff
  - IT purchase review/approval process
Resources

- http://cio.unm.edu/it-effectiveness/index.html
- Discussion and Feedback Forum
- Supporting Documents
- Other Related Information
UNM WiFi Strategy

Steve Perry
Director of Networks
Challenges and Opportunities

- Heavy demand for wireless in a University setting
- Campus environment challenges (adobe construction, etc.)
- Significant upfront and recurring investment requirements
- Dependency on wired network (and associated costs)
Approach

- Analysis of coverage heat maps correlated (as appropriate) with heavy student congregation sites
- Remediation of critical areas based on allocated resources ($500K annual worst coverage budget areas funded two-years running)
- Targeted classroom improvement allocations
- 5 year equipment refresh
- Firewall improvements
- Revising authentication protocols (802.1x)
- Transparency in access point availability/coverage (similar to techfinder)
Example: Economics- prior to upgrade
Example: Economics - after upgrade
Example Mechanical Engineering - before
Example:
Mechanical Engineering - after
Coming Soon: UNM Campus - Wireless Heat Maps

Progress:
• Researched method to extract wireless heat maps by building floor (500+ identified) programatically from Aruba Wireless Application.
• Developed proof-of-concept UNM campus map with building pins using Google Map API and extracted building coordinates.

Next Steps:
• Develop script to pull wireless heat maps by building floor from Aruba Wireless Application in real-time.
• Create relationship mapping to allow correlation between building floors and heat maps.
• Integrate with TechFinder Web Application.