Goal of E & E Efforts

We are working to adapt the recommendations from Technology Integration Group to align technology resources and efforts supporting the Education, Research and Administrative needs of the University of New Mexico, in an effective and efficient manner.

- Leverage existing expertise and knowledge
- Ensure common and differentiated service needs are met
- Ensure transparency, communication, accountability, responsibility, appropriate representation, and active support of the entire community

Foster positive change in the spirit of “Do No Harm”
Kurt Salmon and Associates

• Ownership and Governance
• Business Model
  • Enterprise - exclusively provided by central entity
  • Center – provided by independent units to others with shared needs
  • Component – provided by colleges, departments, or other components
  • Distributed – provided by individuals, work teams or informal entities
• Fiscal Model (University funded, user fee, direct, sponsored)
• Standards/Service Level Agreements


Consulting Engagement (April 2016– Sep 2016)
Technology Integration Group

• Centralize Core IT Services
• Merge Extended Learning IT with UNM IT Classroom Technologies
• Centralize Helpdesk and Ticketing Systems
• Establish Campus Representation in IT Governance
• Establish Service Level Agreements
• Institute New Funding Model
• Centralize Key IT Expenses
• Reduce Management Layers
• Evaluate and Incorporate Outsourcing Opportunities

Information Technology Officer (ITO)

- Coordinates the administration of information technology (IT) services for one or more designated areas of the University.
- Serves as the technology manager for the designated area(s) and is responsible for fulfilling area-specific requirements and priorities while working with campus-wide IT resources to ensure effective and efficient solutions.
- Advocates the area’s strategic initiatives and differentiated needs within the UNM information technology service framework while ensuring appropriate use of institutional resources.
- The ITO has a solid reporting line through UNM IT and a dotted reporting line to leadership in the area(s) they represent.

TIG Fiscal Comparison

Total UNM Main Campus IT Spending (central and distributed) per Main Campus institutional FTE compared to Other Institutions’ Central IT spending
Fiscal Comparison Addendum

Total UNM Main Campus Central IT Spending per Main Campus institutional FTE compared to Other Institutions’ Central IT spending as a percentage of institutional expenses.

Effectiveness & Efficiencies Timeline (Version 2.0)

- 9/1/2016 – 11/1/2016: Cross-Campus Efficiency Work:
  - IT Vision, Mission, & Strategic Plan Development
  - IT Funding Model Development
  - Detailed Milestones (TBD)
  - Centralized Service Desk
  - Secure File Share
  - End User Device Management

* Dates altered from original timeline
**UNM Technology Position Analysis (updated to Feb 2, 2017)**

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

### Main Campus and Branches:

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<th>Branch, College, School, Administrative Unit</th>
<th>Total Salary</th>
<th>IT Managers</th>
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### Effectiveness and Efficiencies Management Structure

**Chief Information Officer**

**Director**

Campus Outreach & Engagement

(Dotted Line to Provost)

**Other Areas Under Discussion:**

- Engineering Architecture & Planning
- Student Affairs
- Law
- Education Libraries
- University College Research Centers
- Branch Campuses
- Exec Admin Offices

Some Level of Consolidation is Appropriate
Effectiveness and Efficiencies
Governance and Advisory Structure

IT Governance Council

- IT Academic Technologies Advisory Board
- IT Research Technologies Advisory Board
- IT Administrative Technologies Advisory Board
- IT Funding Committee

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
Technical Initiatives
Operations and Service Desk

• Migration to central service desk tool
  • Single service desk and contact point for support
  • Route tickets to all IT personnel, regardless of location
  • College of Fine Arts migrated to central IT service desk tool
  • Migration of other units in progress

• First Contact Resolution
  • Reduced escalated calls from 70% to 30% for a single service
  • Eliminated 3500 days of wait time for end users
  • Working to implement on all major services

Technical Initiatives
Secure Data Storage

• No existing secure data storage service
• Anderson School of Management has completed a proof-of-concept for securely storing FERPA data
• Expanding the service to include HIPAA and PII in the near future
Technical Initiatives

End User Device Management

• Institutional Support Services has completed a proof-of-concept using remote Windows management tools
  • HR, Finance, and multiple other units are in the processes of onboarding
• Academic Technologies and College of Fine Arts is starting a proof of concept using remote Mac management tools
• Financial Services is working on inventory and procurement process that should substantially reduce overall costs of end user devices
• Virtual Desktop Infrastructure (VDI) and remote support tools are next

Technical Initiatives

Datacenter, Server & Storage Consolidation

• LoboCloud allows for automated deployment of services in minutes
• Financial services is consolidating servers storage and licensing to UNM IT which results in $100k cost avoidance in FY 17
• College of Fine Art moved servers and storage to UNM IT which results in $20k cost avoidance in FY 17
• Several other units are interested in consolidation due to removal of Fee for Service
Outsourcing Opportunities

- UNM outsources at least $3.3M in services to 37 vendors
- Major outsourced services include:
  - Microsoft O365
  - NEC telecommunication
  - Talent Management Services
  - Touchnet Payment Services
  - SciQuest eProcurement Services
- As part of our E & E efforts, we will continue to evaluate the return on investment of outsourcing opportunities

Resources

- [http://cio.unm.edu/it-effectiveness/index.html](http://cio.unm.edu/it-effectiveness/index.html)
- Discussion and Feedback Forum
- Supporting Documents
- Other Related Information
THANK YOU!
QUESTIONs?