



Faculty Senate

Information Technology Committee

Agenda for meeting of Tuesday, November 10, 2020, 2:00 p.m.

Zoom Meeting:

<https://ucf.zoom.us/j/94020745224?pwd=cFE3VFp0SzBiRVZRWEZmTTErMXZYUT09>

- Call to Order
- Roll Call
- Approval of Minutes of *October 27, 2020*
- Announcements
- Recognition of Guests
- Old Business
- New Business
 - Huron/Imagine IT Presentation
- Other Business
- Adjournment



Faculty Senate

Information Technology Committee

Agenda for meeting of Tuesday, October 27, 2020, 2:00 p.m. Zoom Meeting

Robert Macy, chair, called the meeting to order at 2:05 p.m.

Roll Call: Jim Gallo; Matt Nobles; Lori Walters; Robert Macy; Heath Martin; Francisca Yonekura; Michael Sink; Pieter Kik; Joe Harrington; Athena; Steffen Guenzel; Lee Dotson; Susanny Beltran; Sumanta Pattanaik;

- Approval of Minutes from 13October2020
 - First: Robert Macy
 - Second: Athena
- Announcements
- Guests:
 - **Chris Vakhordjian: Chief Information Security Officer**
Collaboration between UCF IT, IST, University Research
 - Compliant Systems and Environment establishment with IST becoming the center of the secure enclaves and extending to other buildings on campus.
 - Budget/Technology/Hires/Installing firewalls and prevention systems/New policies and procedures
 - Compliance clauses for grants and other research
 - Multiple teams and units within UCF
 - COI and meeting compliance requirements with systems that are collecting this data
 - CBSM attempting to reach a Level 3 compliance
 - Need our group to talk to PIs to meet the requirements and aligning all researchers
 - Multifactor Authentication
 - On myucf
 - Email coming – mandate Spring/Summer 2021
 - Do not force MFA unless you have elevated security such as student information. Forced if student or staff or HR information.
 - Retirees will be an opt-in for MFA email
 - ERP project to the cloud
 - **Eduardo Mucciolo: IT related research**
 - Not good to terrible these past 4 years
 - Those who need Linux and other workspaces there are many pitfalls
 - IT researchers are having multiple complaints regarding needs and issues
 - Stokes is not sufficient
 - IT with predetermined ideas and not wanting to listen to the researcher

Michael Sink

- Centralized IT doesn't mean all in one building or one standardization
- Maybe some of the focus needs to be on just research and all that is involved with that and not just IT in general
- Budget: Now: All one central pot right now
- Get the group that Eduardo has and keep an ongoing monthly meeting to determine priorities and receive feedback

Joe Harrington

- Dedicated roles for IT specialists
- Budget: Give colleges IT money to spend as needed
 - Linux support
 - Email support
 - Colleges would pay for their needs
- Our committee would charge a committee to discuss IT research with Michael and his group
 - We would decide the make-up of the group
 - They would report to us occasionally
 - 1 or more from each college depending on the make-up of the college and need for IT from that college
 - Will continue this conversation to get this team put together
- Updates (Old Business) – Moved to next meeting
 - Pain Points
 - ERP
- New Business - None
- Other Business - None
- Mini Updates - None

Ended at 3:00 p.m.



UNIVERSITY OF CENTRAL FLORIDA

Re-imagine IT at UCF Kickoff
September 9, 2020

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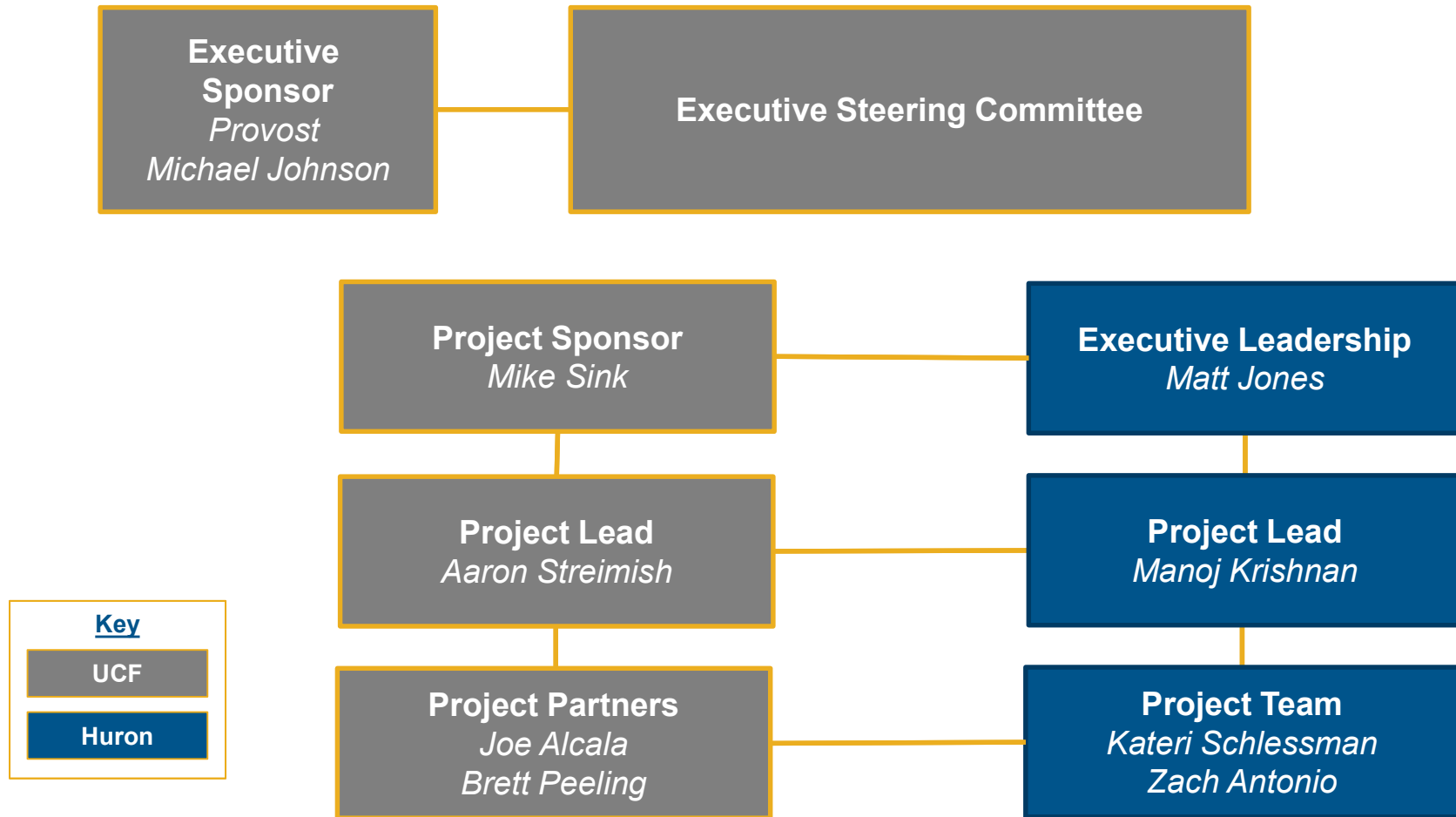
Agenda

1. Introductions
2. Project Overview
 - Governance
 - Objectives
 - Key Considerations
 - Approach
 - Timeline
3. Next Steps



Project Overview

Governance



Project Overview

Objectives

University of Central Florida has engaged Huron Consulting Group to re-imagine how IT services are delivered across UCF.

Objectives of Re-imagine IT Services at UCF

- ✓ Comprehensive understanding of current state IT service delivery and operations at University of Central Florida
- ✓ Develop a plan for how to optimally structure campus-wide IT resources in order to drive innovation and efficiencies
- ✓ Support UCF in streamlining and elevating high-quality IT service experiences across campus
- ✓ Further the goal of transforming IT at UCF into a strategic partner for the broader campus and community



Project Overview

Key Considerations

The assessment and sustainable roadmap will take into consideration the activities and subject areas below.

Key Considerations	
Service Service Definition Granularity Commodity vs. Unit / Constituent Specific Services Service Level Expectations Service Transition	Capacity and Capability Operational Maturity Demand Management Resource Capacity Resource Management Financial Capacity
Workforce Scope Expansion / Contraction Role Clarity (Generalist / Specialist) Career Progression & Professional Development Geographic Proximity to Customer Reporting Structure	Change Management and Communication Unit Leadership Unit IT Staff Unit Staff and Faculty UCF IT Management UCF IT Staff Governance

Other areas / activities will be incorporated as they arise.



Project Overview

Approach

Below are key activities and deliverables for Re-imagine IT at UCF.



Key Activities

- Confirm Project Timeline & Stakeholder Engagement Approach
- Develop Work Plan
- Host Kick-Off Meetings

- Gather & analyze data
- Conduct interviews
- Assess UCF wide-IT service delivery, organization structure, governance models, and infrastructure
- Evaluate recent consolidation effort

- Identify future state alternatives for service delivery, organization structure, governance enhancements, infrastructure, funding
- Design recommendations

- Finalize Future State organization structure, transition roadmap, resource impacts, dependencies, etc.
- Develop detailed phased Implementation Plan
- Develop financial model
- Define change management strategy

- Finalize Implementation Plan
- Prepare Final Report
- Present to executive stakeholders and campus community

Key Deliverables

- Project Plan
- Kickoff Presentation
- Data Request

- Current State Service Delivery Model
- Gap Analysis & Lessons Learned
- IT Spend Analysis
- IT Fund Flow Analysis

- Draft Service Delivery Options, Org Structure, Governance Enhancements, Infrastructure Security Recommendations and Funding Models

- Draft Implementation Plan
- Financial Model
- Change Management Strategy








- Final Implementation Plan and Report



Project Overview

Timeline

The five-phased project is anticipated to take 12 weeks.

	Week											
	8/31	9/7	9/14	9/21	9/28	10/5	10/12	10/19	10/26	11/2	11/9	11/16
Plan												
Discover												
Design												
Develop												
Deliver												
Milestones					Midpoint					Target Final Review		



Next Steps

Huron will partner with IT at UCF to:

- Set up focus group meetings
- Schedule interviews
- Obtain data as needed

UCF Community Next Steps:

- Assist with data gathering and interview scheduling as needed
- Reach out to IT for other methods of input





THANK YOU



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