IT Reorg Update
Faculty Senate Meeting
Marc Hoit, Jan 18, 2007

Office of the CIO

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Background – Current IT Services Structure

- IT services are provided by the following groups:
  - Computing and Network Services (CNS)
    - Core network , Internet connection, Student Information System (infrastructure), Gatorlink Email, Telephone
  - Office of Academic Technology (AT)
    - WebCT, Help Desk, Student Computer Labs, Classroom Support
  - Bridges
    - Finance, HR, Research Admin, Student Finance, Directory Services, Business Intelligence
  - Student Records
    - ISIS, SASS, FACTS
  - Colleges, Units, Centers (Distributed)
    - Local networking, departmental e-mail, web, desktop support, specialty support
    - Health Science Center, IFAS, Library and Housing offer independent services for some of these areas

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IT Central Services Strategy

- Provide central services for common IT needs across the University (networking, help desk, security, CMS-WebCT, etc.)

- Require the development of business plan/case for each service
  - Goals, objectives, service quality levels, quality metrics, independent budget model, advisory structure, etc.

- Consider new (opt-in) central services: e-mail, web/server hosting, collaboration

- Specialty services/support needs still handled by colleges/departments/units

New Central Services

- New web hosting & web maintenance
  - Charged Service (UFPA, Forensics, Askew Center, Fine Arts)
- Data center co-location (Server Hosting)
- Centrally funded wall plate
- Increase VOIP options (Help Desk)

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New Initiatives

- Oracle Site license – no individual cost for using Oracle DB
- Defined Business Address for faculty & staff – Official address
- New Student Financial System
- ITN for computer purchase and peripherals
- Developing course change (UCC-1) submission system – web based
- Developing web-based course evaluation system for web courses
- High Performance Computing (HPC) efforts
- SUS Initiative for Student Tech Fee

"Our Age of Anxiety is, in great part, the result of trying to do today's jobs with yesterday's tools."

~Marshall McLuhan, 1967~

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