



Information
Technology Services

Brian Nichols

Chief Information Officer

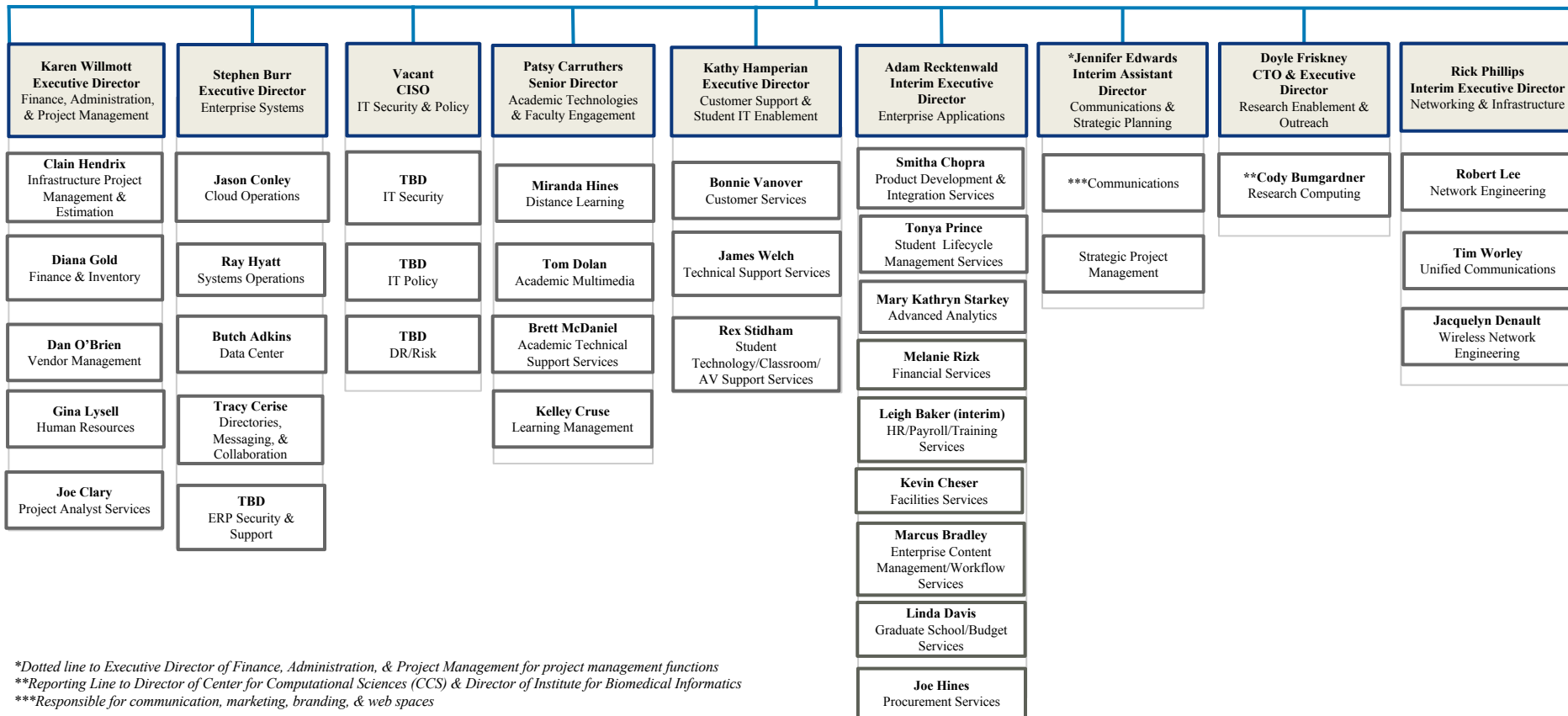
Name Change & Organizational Structure

Overview

- Stakeholder feedback was vital in the decision to change the name of the organization from University Analytics & Technologies (UKAT) to Information Technology Services (ITS):
 - Better reflects broad range of IT services provided to the University community
 - More appropriately represents the role of ITS at UK - serving the enterprise by providing innovative technology services & support
 - Organization to focus on enhancing customer service, collaboration, communication, & the strategic delivery of IT services to the University community
- With the recent reorganization, ITS Divisions include:
 - Office of the Chief Information Officer (OCIO)
 - Enterprise Systems
 - Academic Technologies & Faculty Engagement
 - Networking & Infrastructure
 - Customer Support & Student IT Enablement
 - Enterprise Applications
 - Research Enablement & Outreach

Brian Nichols Chief Information Officer (CIO)

Catherine Bell
Administrative
Assistant



*Dotted line to Executive Director of Finance, Administration, & Project Management for project management functions

**Reporting Line to Director of Center for Computational Sciences (CCS) & Director of Institute for Biomedical Informatics

***Responsible for communication, marketing, branding, & web spaces

Mission, Vision, & Values

Overview

- Information Technology Services (ITS) provides IT resources utilized by University of Kentucky (UK) students, faculty, staff, visitors, members of the University community, citizens of the Commonwealth, & beyond.
- Our nearly 225 staff members create & maintain vital systems such as student systems and payroll; provide enterprise-wide network, wireless, & telephone connectivity; house computational resources used by numerous researchers; staff & maintain student computing labs; assist faculty with online course design; & provide direct IT customer support. Through engagement with the University community, ITS is actively responding to the evolving technical needs & challenges of the institution.

Mission & Vision

- **Mission:** In support of UK's Strategic Plan, the ITS mission is to provide, through customer engagement, outstanding technology infrastructure, services & solutions that advance teaching & learning, enable research, empower staff to provide exceptional services, enrich the student experience, & effectively manage & protect institutional data.
- **Vision:** ITS will strive to provide & protect an environment that features, "IT Abundance," wherein IT infrastructure, services, & solutions are innovative, readily available, & utilized to provide exceptional support to students, faculty, & staff in their endeavors to uphold the UK mission.

Values

- We value **customer engagement, collaboration, shared governance, innovation, teamwork, accountability, diversity, inclusivity, accessibility, & integrity.**
- We value **the people of ITS** who show **initiative**, grow **interpersonal relationships**, pursue **excellence**, & deliver it in terms of IT infrastructure, services, and solutions.
- We value our **relationships with the students, faculty, and staff** of UK - our customers, partners, & colleagues - & thus honor a service culture above all else.
- We value the **trust placed in us by University leadership, the Board of Trustees, & the University community**, to be efficient and effective in the use of all resources.
- We value the **security of the technology resources & information** entrusted to our care, & will be vigilant in maintaining the integrity of these critical items.

IT Strategic Plan

Task Forces and Leadership

- **Enterprise Systems Enablement:**
 - **Catie Lasley**, Executive Director of Human Resources
 - **Lisa Wilson**, Associate Provost for Finance Operations
- **Infrastructure:**
 - **Kelly Smith**, Associate Dean, College of Pharmacy
 - **Mary Beth Thomson**, Senior Associate Dean, UK Libraries
- **Research Enablement and Outreach:**
 - **Jim Griffioen**, Director, Center for Computational Sciences; Faculty, Computer Science
 - **Mark Lauersdorf**, Director, Collaboratory for Research in Computing for Humanities; Faculty, Linguistics
- **Teaching and Learning:**
 - **Roger M. Brown**, Director of Undergraduate Studies, CAFE; Faculty, Agricultural Economics
 - **Brian Jackson**, Interim Dean, Graduate School; Faculty, Physiology
- **Student IT Enablement:**
 - **Beth Kraemer**, Information Literacy Librarian, UK Libraries
 - **Drew Smith**, Interim Assistant Provost for Student Health & Wellness

Task Force Initial Charge

- **Scope:** The timeframe for the IT Strategic Plan should cover 2017-2020. However, the hope is that the resulting strategy will serve UK long into the third decade of the 21st century.
- **Tasks:**
 - Convene & discuss the vision for IT at UK.
 - Review suggestions for areas of consideration for recommendation & action.
 - Brainstorm & discuss possible desired outcomes for UK in regard to IT enablement.
 - List recommendations for each specific area of task force assignment.
 - Develop action items to enable the recommendations. *These should focus on what the outcome should be & include a brief discussion of why such outcomes are necessary. A focus on specific implementations, technologies, & timing should not be done at this stage of the process.*

Anticipated Timeline

- **February to March 2017** - Task Force meetings
- **Early April 2017** - Task Forces provide recommendations of strategic initiatives & action steps to CIO
- **Mid-April to May 2017** - Strategic plan drafted; draft plan shared for comments/feedback with task force chairs/co-chairs then to broader task force groups; strategic plan refined based on feedback/input from task force groups
- **June 2017** - Draft plan shared with key campus stakeholders
- **July 2017** - Comprehensive draft completed
- **Fall 2017** - Final publication of IT Strategic Plan

Status Update

- Initial Task Force Meetings Held:
 - Enterprise Systems Enablement
 - Research Enablement & Outreach
 - Teaching & Learning Enablement
 - Infrastructure
 - Student IT Enablement
- Over 100 members of University community participating
- Data/Information Gathering for Task Forces - *in progress*

Questions?