

# IT Governance: Shared IT Infrastructure Advisory Committee (SIAC)



## Notes

**Members Attending:** Blanchard, Cromer, Kirmse (Chair), Frey, Lander, Robinson, Sallot

**Others Attending:** Burdette, P. Cook, Easley, Livoti, D. Miller, Moffat, Singh-Kreitz

3:00 to 4:00 pm

5/6/2014

Hub 272

### 1. ITSM Update

Ayola Singh-Kreitz

- See slide deck *"ITSM Update to SIAC v35-6-14.pptx" attached as appendix*
- 1<sup>st</sup> users will be UFIT
  - Other groups will be migrated from Remedy later, but not all at once
  - Non-IT Entities? Shared Services offices from other groups?
    - These will be handled similar to the non-UFIT IT units; groups will be on-boarded as resources permit
- Projected time-frame?
  - Groups currently not in Remedy should plan on renewing their current solution for another year.

### 2. IBM Endpoint Management Update

Tricia Cook

- Just met w/IBM; doesn't yet have an actual 'project plan.'
  - Endpoint Management is a suite of products which continually check/monitor systems
    - Power management
    - Software usage analysis
    - Mobile device management
    - Lifecycle management
      - Patch
      - Server automation
      - OS deployment
      - Security & compliance
      - Inventory
    - Core protection (Antivirus)
- No timeline yet
- Currently working on architecture/design
- Will there be portal for depts.? Yes, there will be a 'console' available to departmental administrators for doing things appropriate at that level.

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- Will there be a Policy requiring all to use?
  - Yes
- This system is being configured so it will automatically remove KACE, PGP (replace with native OS-based encryption), McAfee, Symantec, AVG...
- Training:
  - IBM coming on site to do initial platform training for Shared Infrastructure UFIT Units
  - CTS will be involved in the actual end-point roll-out
  - There will be a roll-out of training for depts..

### 3. Identity Access Management Update

Tricia Cook

- UFIT has partnered with Gartner; they're here getting input from campus, preparatory to helping establish a governance structure, strategy, & roadmap
- Will be done in about 3 months, and then senior leadership will decide on implementation steps and timeline.

### 4. Office365/OneDrive Update

Iain Moffat

- Soft-launch started about a week ago
- 4/30/14 was hard-launch with announcements
- About 600 signed up so far
- Auto-attestation regarding contact with Personal Health Information (PHI) is being removed, because the privacy office has ruled it's not necessary. "Self-attestation" will suffice for all.
- MS has announced they will be upping the OneDrive quota to 1TB; not done yet, and we don't yet know when it will happen. But the 2GB max file-size will still be in place. Also the max number of files will continue. The back-end is SharePoint, and some of these restrictions are a consequence of that.
- We have Internet2 connectivity to MS, which will help with the performance
- Everything except PHI is covered under our current BAA, so FERPA, etc. types of data are OK for use with OneDrive
- Campus network bandwidth concerns? We could be pushing a lot of data to-and-from MS.
  - Miller: Yes, this is a concern.
    - All traffic to MS is taking the peering link
      - But even so, we may oversubscribe a 10Gb pipe
        - There are also latency concerns; distance & router hops; so users should not be expecting "local-equivalent" speed.
- Will people be able to purchase additional storage?
  - Yes, MS is set up for this, but we (UFIT) don't yet have a mechanism in place.
  - Also bear in mind that GatorVault/GatorBox are coming late summer; both are probably charged services

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## 5. Infrastructure Applications Advisory Committee (standing item) Eric Olson

- Eric not present; Cromer advises that the committee hasn't met recently, except to discuss their purpose/mission

## 6. Other Topics? All

- MS SQL reporting services for 2008 R2; patch needed to resolve issue with Chrome browsers
- UF Exchange update:
  - Lync for Exchange is coming
  - Working with DCI; targeting early summer
  - June/July target
- Sunset of old GatorLink mail?
  - Need to finish Exchange upgrade; then we'll come up with more specific plans for faculty/staff
  - Students will be migrated more quickly; Elias is interested in getting this done soon.
  -

**7. Next Meeting** – the 1<sup>st</sup> Tuesday of each month from 3:00pm to 4:00pm – June 3<sup>rd</sup> in Hub 272

### Additional Information:

- UF IT Governance Home: <http://www.it.ufl.edu/governance/>
- Shared Infrastructure Advisory Committee (SIAC) website: <https://connect.ufl.edu/it/SIAC/>



# IT Service Management

Shared IT Infrastructure Advisory Committee

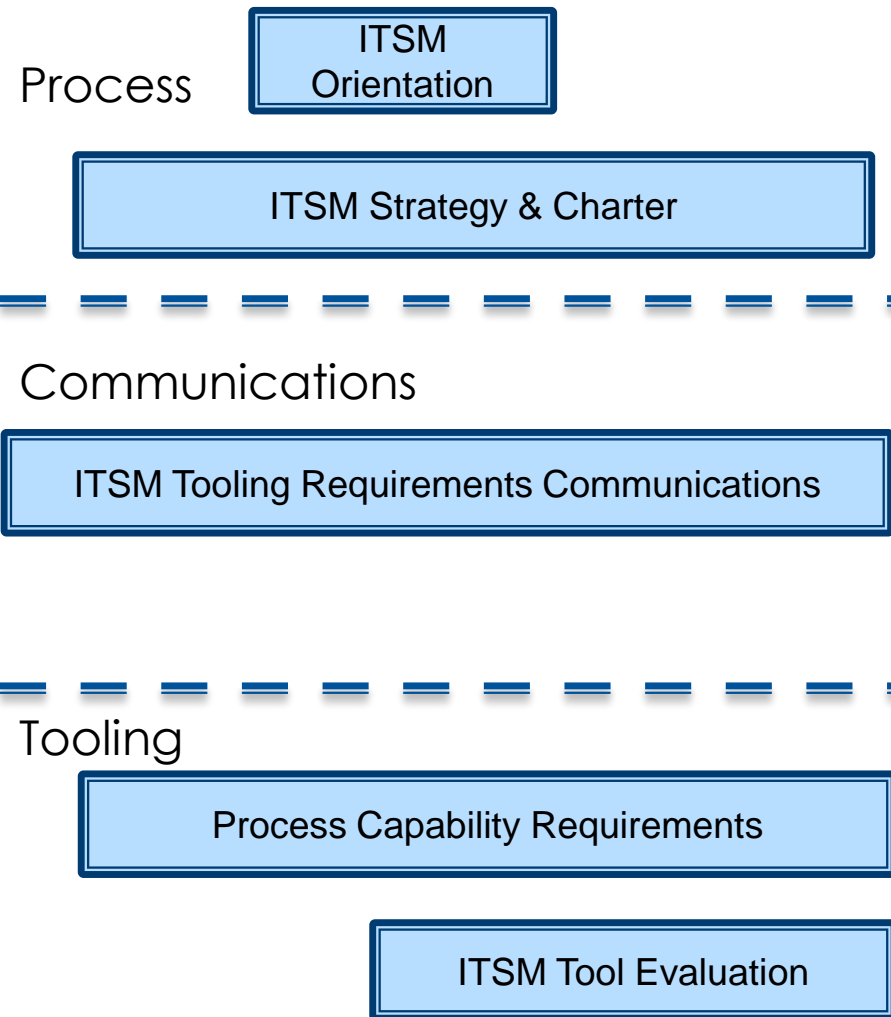
6 May 2014

# Objective and Agenda

- ▶ **Objective:** Provide an update on the IT Service Management Initiative
  
- ▶ **Agenda:**
  - Background – How did we get here?
  - ITSM Initiative Key Principles
  - Overview of ITSM Initiative
    - People
    - Process
    - Technology
  - What's Next?
  - Questions?

# Background – How did we get here?

2013 Activities



- ITSM Initiative was kicked off in 2013
- In January, our discussion with focused on the tool selection
- Today, we want to focus on the efforts that have taken place since January

# IT Service Management Initiative: Key Principles

- Initial UFIT focus:
  - Improving the quality of our services and support
  - Increasing efficiency and consistency for our customer

## One Customer View

- From the IT customer's perspective, UFIT will function as a single organization with common objectives and standard practices for delivering services

## One Process

- We will focus on appropriate process requirements first and tool second.

## One Tool

- UFIT will leverage a common toolset to automate and enable ITSM processes for efficiency and consistency

# IT Service Management Initiative: People

- ▶ ITSM Steering Committee has been in place since Summer 2013
- ▶ UFIT Service Improvement Team & Process Owners established in early Spring 2014
- ▶ 2-part Communication Strategy
  - ITSM Website Update
  - UFIT
  - Customers
- ▶ Initial engagement with Remedy using IT Partners in late Spring 2014

## **ITSM Steering Committee**

Dave Gruber, *Chair*

Rob Adams

Chris Easley

Tom Livoti

Fedro Zazueta

Margaret Fields – CLAS

Mike McKee – F&A

Al Amirin – UFHealth IT

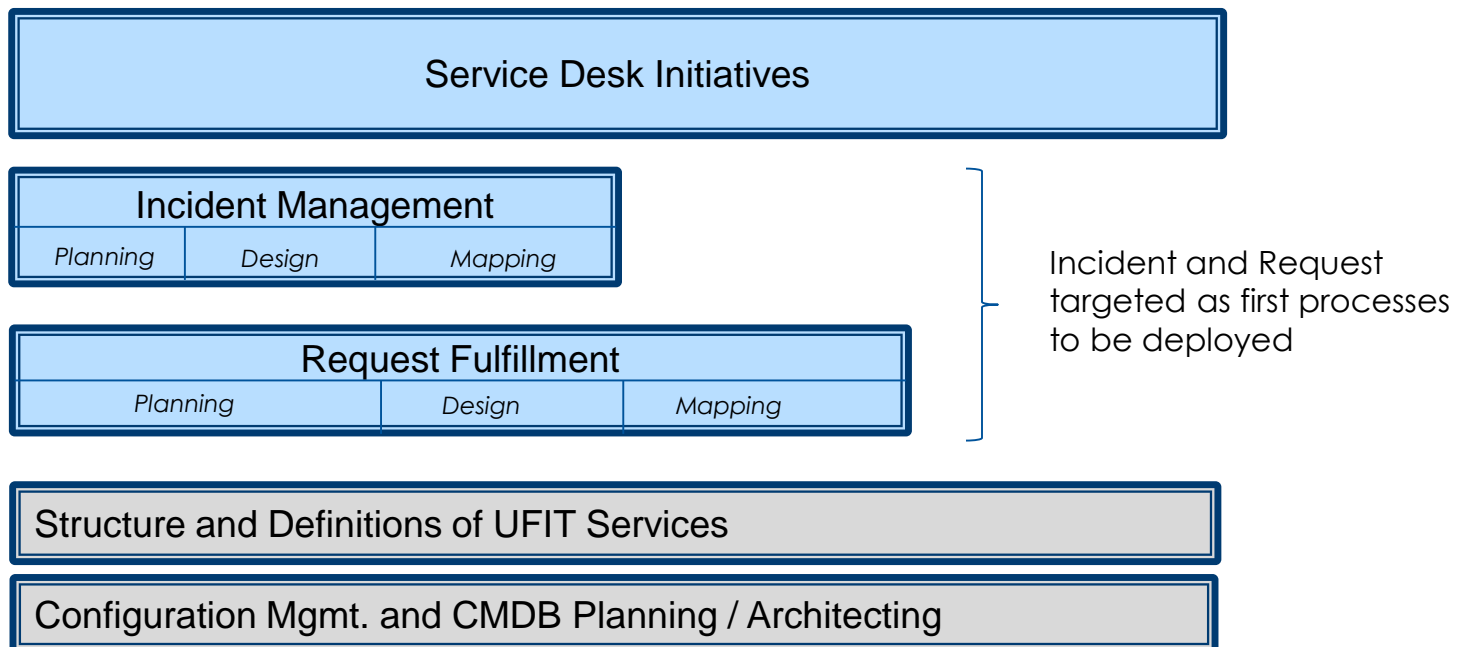
Dan Cromer - IFAS

Kris Kirmse - APIT



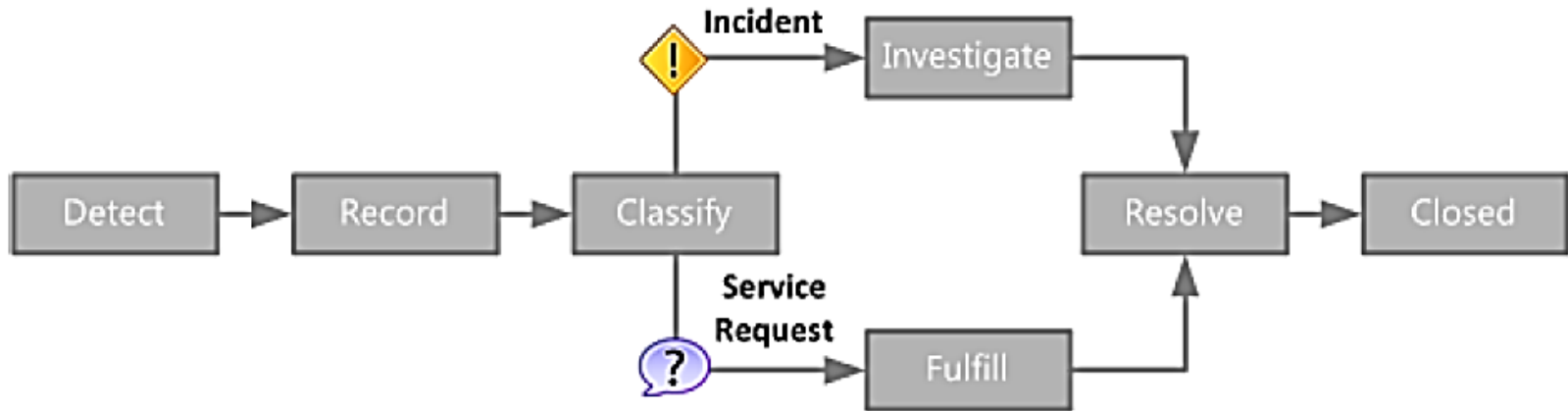
# IT Service Management Initiative: Process

- ▶ Per ITSM Steering Committee guidance, first focusing on common processes, simplification/transparency within UFIT
- ▶ Incident & Request targeted as first processes



# IT Service Management Initiative: Process

- ▶ Cross-functional teams have been defining and documenting target state incident and request processes for consistency across UFIT

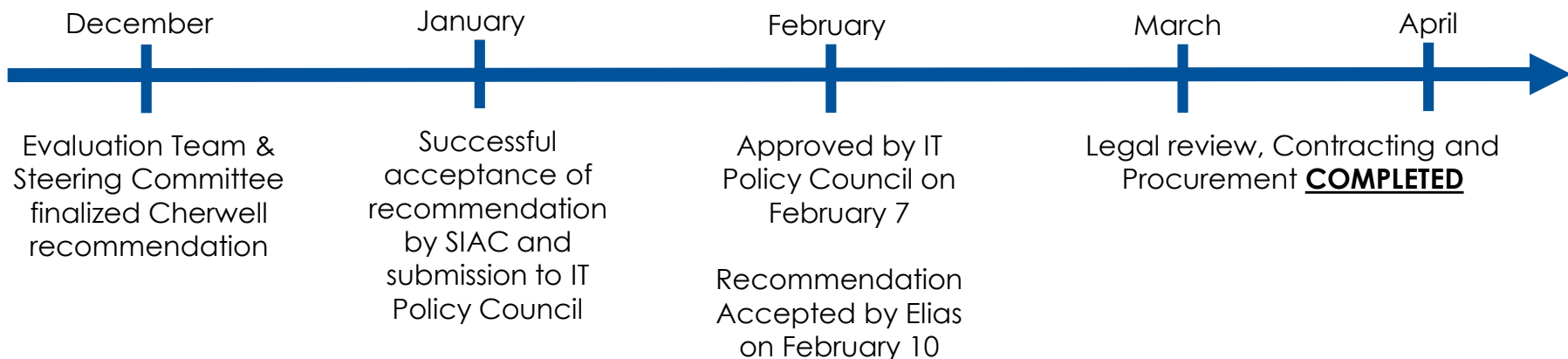


High Level Overview of Request Fulfillment and Incident Processes

# IT Service Management Initiative: Technology

- ▶ The recommended ITSM toolset (Cherwell) has completed all of the governance approvals
- ▶ Requisition Approved: April 25, 2014
- ▶ Currently coordinating on-site engagements with vendor

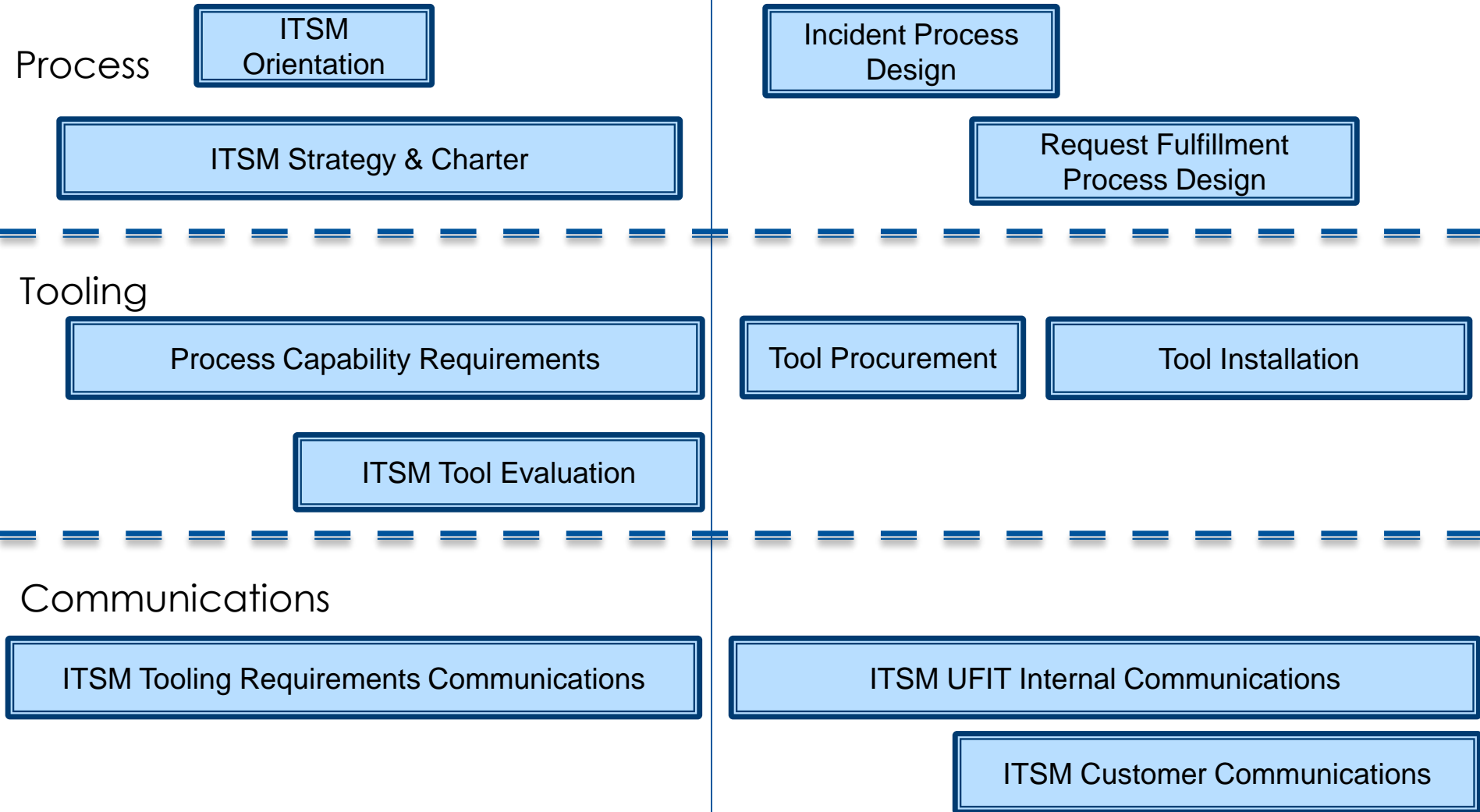
## Recap of ITSM Tool Recommendation Status



# What's Next?

## 2013 Activities

## 2014 Activities



# Questions?

[Ufit-itsm@ufl.edu](mailto:Ufit-itsm@ufl.edu)

<http://www.it.ufl.edu/itsm>

