

CIO Report to AISC

11/21/06

1. IT Integration Subcommittee

This committee has met weekly for over 18 months and expects to issue a final report in Spring 2007. The committee has done an outstanding job of inventorying, classifying and prioritizing the IT services provided by both the UW Colleges and UW Extension and evaluating those services' potential for integration. The committee recommended the merger of the two central institutional IT operations, now successfully accomplished. The committee has overseen the entire re-organization including meeting with every central IT employee to rewrite position descriptions, meeting with each of the re-organized units to discuss roles and responsibilities, and hosted a meeting with all IT staff from campuses and divisions (as well as the re-organized central staff) to discuss the progress of the IT integration. The members are Greg Johll (Cooperative Extension), Jim Stull (Colleges), Bill Meyer (UWEX – replaced Ron Kramer), and Dick Cleek (CIO).

2. ITS (Information Technology Services) Departmental Re-organization

The re-organization is almost complete with fine-tuning of roles and responsibilities and transition to new supervisory relationships still underway. Position descriptions have been rewritten for all staff in the Technical Operations and Applications Development teams and are in progress for the Data Services and User Services teams. Bill Meyer is the new Deputy CIO. The vacancy he leaves behind of Director of Technical Operations is undergoing a search now as is the vacant DBA position. The new half-time departmental administrative assistant position is now filled. The department meets monthly while each of the teams and leadership team meets weekly or bi-weekly.

3. Exchange Migration

The migration of all UWEX staff to the Exchange/Outlook communications suite is almost complete for Madison-based staff and should be completed by the end of December for county-based staff. The migration has been incredibly labor-intensive for IT staff given our desire to convert each employee's existing email files so as to minimize disruption. That decision alone added two months to the conversion process. The migration has been very successful, due in no small part to the large number of hands-on training sessions provided by Lisa Linfield (Cooperative Extension) and Pat Fellows (Colleges). The payoffs of having the entire institution on this suite have already been felt in easier meeting scheduling, a uniform address schema, and easier address lookup, and will be even more evident when the migration is complete as staff adopt Exchange maillists and resource scheduling.

4. Unified Server Facility

UWEX identified the need for a new server facility two years ago in part due to the planned demolition of the Peterson building. The IT Integration committee identified server consolidation as a prime candidate for integration efficiencies. The new facility will be housed in the Pyle Center. We are very close to authorizing UW Madison's Physical Plant to begin infrastructure construction and to issue an RFP for the APC rack system. Wayne Utke (ICS) has been managing the project and working with Luis Fernandez (UWEX – Facilities) and Bruce LaBuda (ITS), the group has done an outstanding job of creating the specifications for a modular state-of-the-art facility which will meet our cost constraints and yet allow us to expand in the future. We expect to be able to occupy the facility in late Spring 2007.

5. UWEX Helpdesk

The new UWEX Helpdesk provides direct user support for all Lake St users and indirect support to all UWEX Exchange users. The student-staffed helpdesk came into full operation in August , is managed by Tony Roman (Cooperative Extension), and uses the now institution-wide Footprints software.

6. Security

The IT Security team for both institutions consists of Bruce LaBuda (UWEX) and Cory Chrissinger (Colleges) with Bruce serving as the Chief Security Officer. Each member has 40% of their position dedicated to security. The team is currently conducting a detailed security assessment with each Colleges campus and UWEX division. An administrative order is in place directing that any security breach anywhere in either institution must be reported immediately to the Chief Security Officer and CIO. Security has been a regular agenda item with the Senior IT Managers group. The legal and reporting requirements of Wisconsin Act 138 are now well understood.

7. Registry and Unified LAN projects

The Registry project, identified by the IT Integration committee, is now about complete. All UWEX and Colleges users now have the same firstname.lastname registry identity and the process for maintaining new employees is substantially in place. This has allowed us automate a number of IT and HR functions such as the electronic earnings project and new projects are already underway to take advantage of this structure. Progress has been made on standardizing various components of the seven different LANs (Local Area Networks) across UWEX and the Colleges but major decisions remain, especially concerning the status of the Novell LANs used by most UWEX units.

8. Institution-wide IT management

The primary vehicle for institution-wide IT communications and management is the bi-weekly meeting of the Senior IT Managers group. This group has been expanded from the original UWEX divisional IT managers to include the leadership of the re-organized ITS along with Colleges representation. This group has taken bold steps, from recommending the adoption of the Exchange platform across both institutions to the merger of the two central IT operations into a single unit. Another communications vehicle is the all-IT staff meeting, held twice each year and bringing together all IT staff in both institutions, via Wisline for distant staff.