



UNC  
INFORMATION  
TECHNOLOGY SERVICES

# The State of IT at Carolina Board of Trustees Meeting

Larry Conrad  
Vice Chancellor for IT and CIO  
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[its.unc.edu](http://its.unc.edu)



- I wear two hats:
  1. Division head for central IT organization:  
Information Technology Services (ITS)
  2. Chief Information Officer for institution:  
Coordinate all IT infrastructure and services  
for the campus



# State of IT at Carolina

- University is rich in IT expertise
- Highly distributed environment
- Half the IT staff positions are in ITS, the central IT organization
- Some overlapping services
- ITS focus is on providing infrastructure
- IT infrastructure is the “glue” that makes it work
- Deploy solutions as “reliable as the light switch”
- Deploy solutions that can be readily leveraged

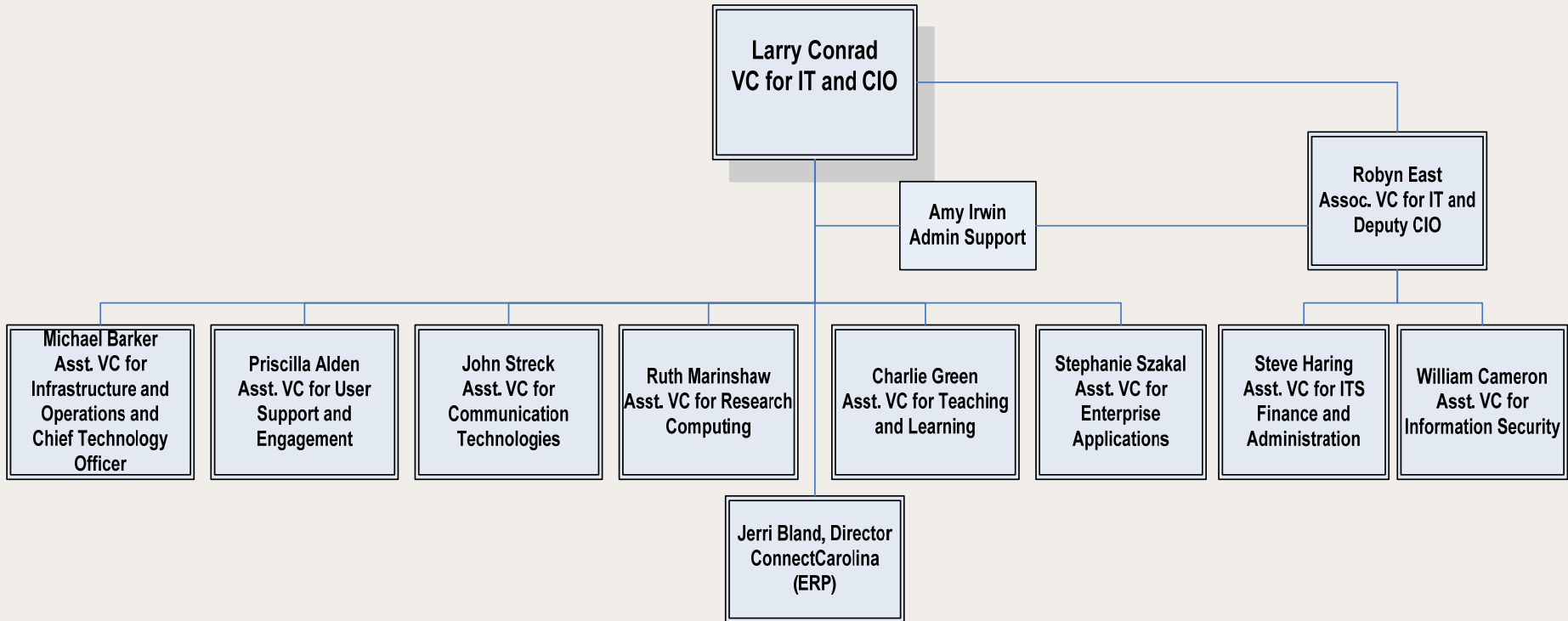


# Scope of IT at Carolina

- \$1.1B/yr in payroll
- \$225M/yr in financial aid distributions
- \$250M/yr contributions from donors
- 8.7M/yr financial transactions (in 15K+accounts)
- 3600 courses, 24,000 students, 3000 instructors in the Blackboard learning mgt. sys.
- 1.9M e-mail messages/day (1.2M in spam!)
- 45,000 network users (11,000 wireless)
- 93,000+ devices on the network



# ITS Organization





## (From 2007) Areas of Focus:

- Education and Learning
- Research and Scholarship
- Communications and Networking
- Enterprise Applications Management
- Engagement
- Governance Systems



# Opportunities for Campus Units

- Leverage central IT investment and expertise:
  - Use of ITS computer room space
  - Hosted server options
  - Hosted storage options
  - E-mail and calendaring
  - Web site hosting
  - Web design and development
  - Systems administration support (server support)
  - User support
  - Secure facilities to protect sensitive data



# Governance/Outreach

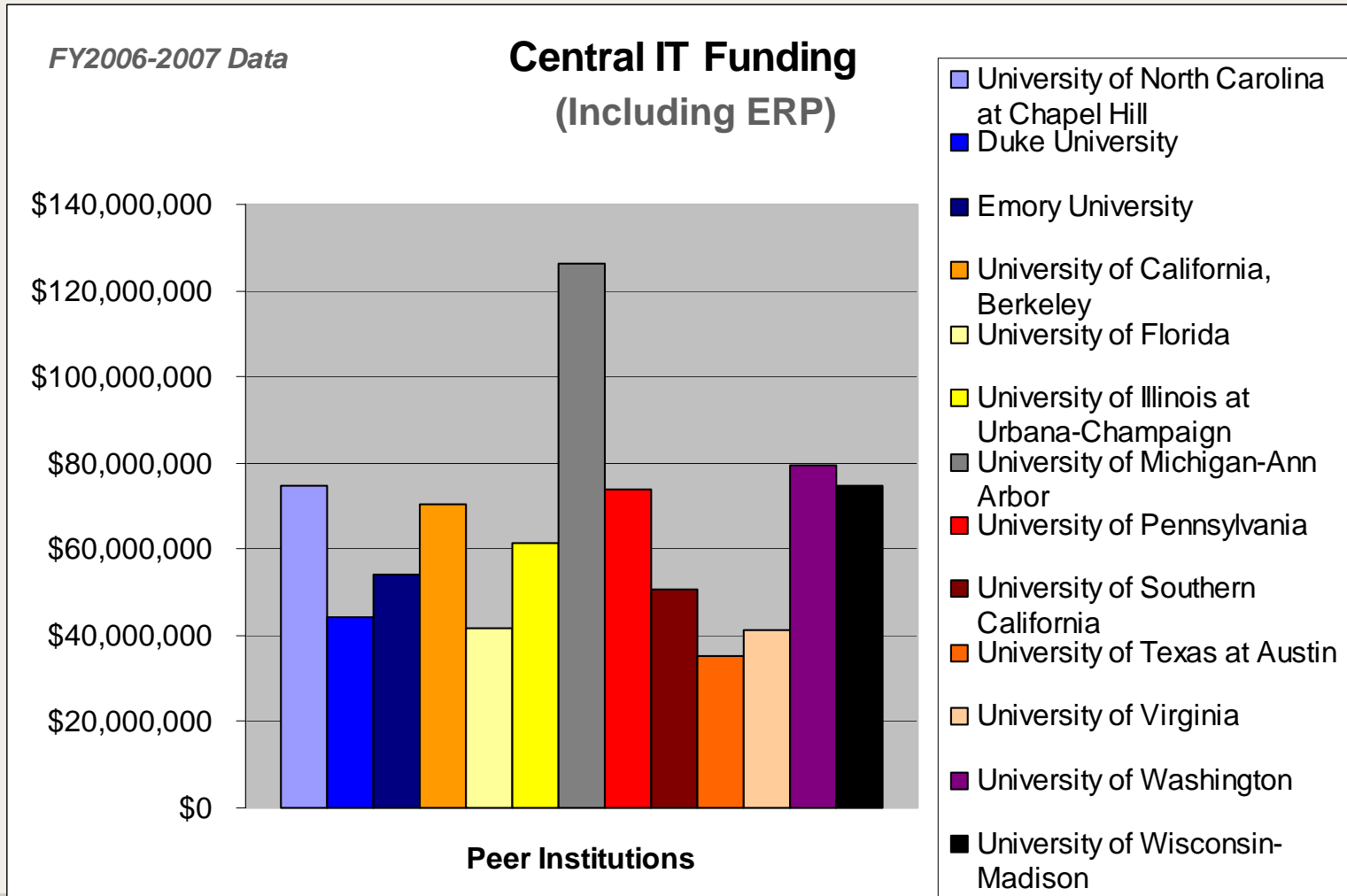
- An IT governance structure is needed to build consensus and support for IT infrastructure decisions/priorities
- Have worked with campus IT directors outside central IT to form the IT Executive Council (ITEC) organization
- Have proposed a new campus IT governance model





# Peer Institution Central IT Funding

Source: EDUCAUSE Core Data Survey





# Top Challenges

- Budget: increasing demand for services with decreasing funding levels
- Budget: no life-cycle funding for equipment (equipment refresh)
- Information Security!
- Peoplesoft ERP system: ConnectCarolina
  - Peoplesoft will replace our old existing student, financial and HR enterprise systems
  - Current Student system at end of life



# ConnectCarolina (ERP)

- Student Systems (started in 2007)
  - Phased rollouts:
    - ◆ Admissions for undergraduates: August 2009
      - ❖ Testing has begun
      - ❖ Project is on schedule
    - ◆ Student Records (course catalog): October 2009
    - ◆ Financial Aid, Student Records (enrollment for fall 2010): February 2010
    - ◆ Student Financials (cashier's office): June 2010
    - ◆ Admissions for Graduate School: July 2010
    - ◆ Student Records (transcripts produced from PeopleSoft): October 2010



- Human Resources, Payroll and Financials
  - ◆ In June 2008, we completed purchase of the Human Resource, Payroll and Financial components of PeopleSoft
  - ◆ Stakeholder (oversight) Committee created, comprised of central office/campus administrators
  - ◆ Working groups now reviewing existing policies and business processes to identify potential improvements
  - ◆ Have begun planning for the implementation
  - ◆ Discussing potential collaboration with NCSU



# Security Challenge

- 26.6 Million attacks detected in 2008
- ...nearly 4 times what was recorded in 2007!
- Average of over 3000 attacks per hour (24/7)
- Attacks are received from various sources originating from all over the world
- The bad guys are smart, capable, global and relentless
- We must be ever vigilant
- No magic solution—need a multi-layered approach



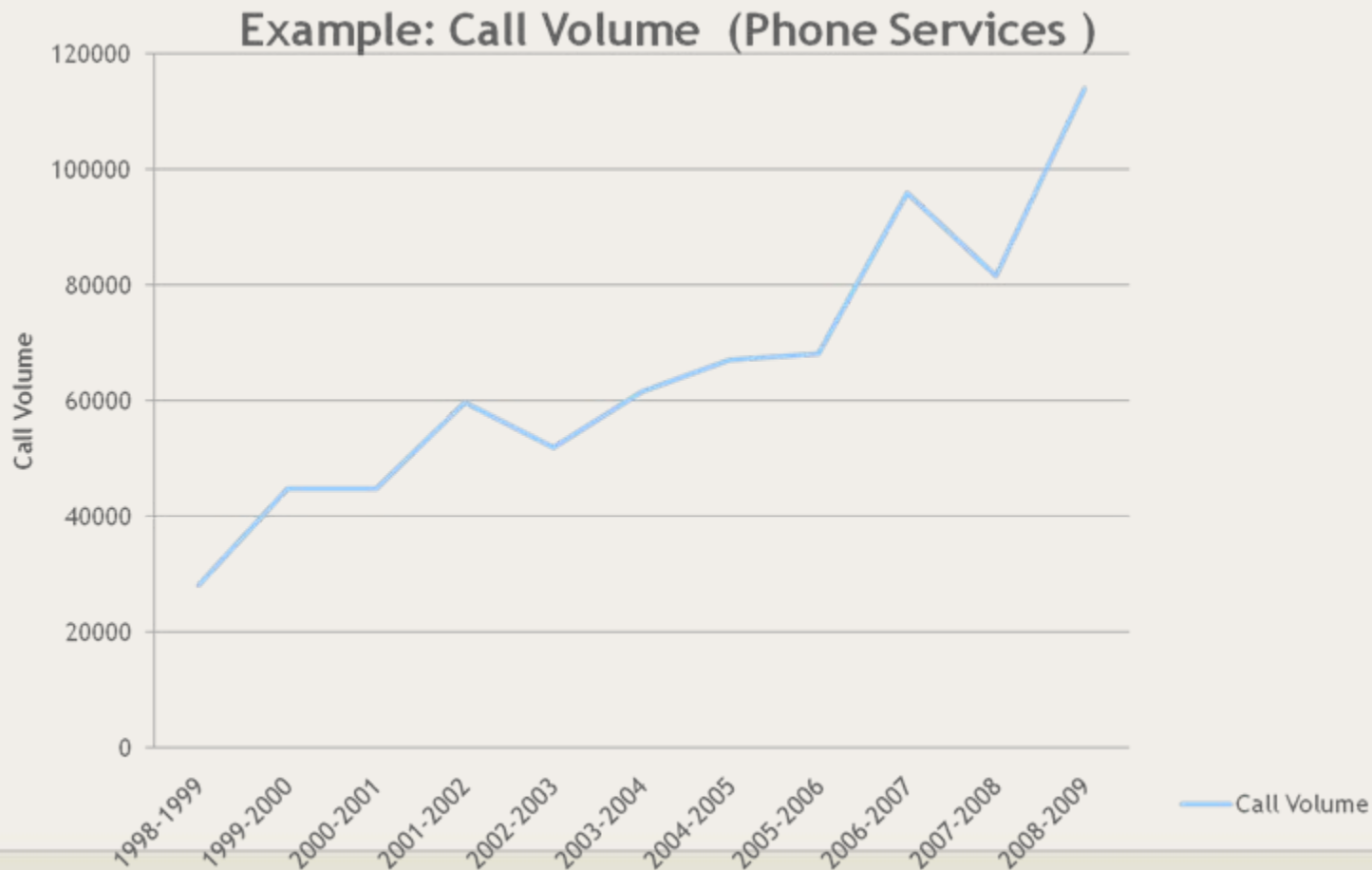
# Capital Funding Challenge

- No life-cycle funding in place for the central IT infrastructure
- Equipment useful life ranges from 4-10 yrs
- Working to establish a rolling 6-yr capital plan, similar to Facilities, to give visibility to the challenge



# Services Challenge (Example)

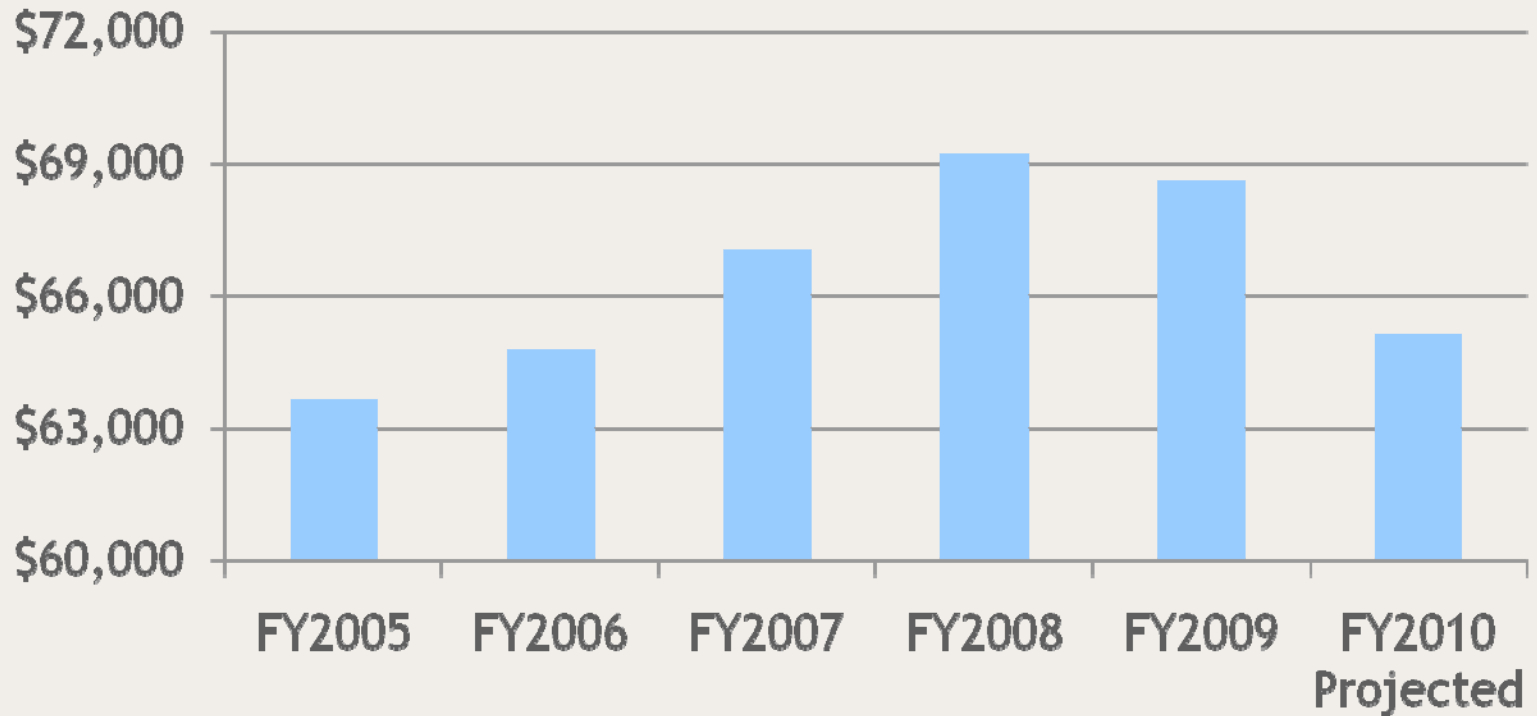
- Increasing requests for services





# Central IT Funding Levels

## Total Resources Available (Not Including ERP)



\$'s in 1,000s





# "If We Do All This Right..."

- We'll have an IT environment on campus where:
  - IT infrastructure is as reliable as the light switch
  - Campus unit and ITS services are seamless and work together
  - Central IT investment is leveraged for the greater good to advance UNC's academic and research missions
  - Duplicated services are reduced to free up campus unit resources
  - Successful campus unit innovations migrate to the broader campus community



Questions?

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