President’s Strategic Retreat
Information Technologies
07/14/2017

Duane Arruti, CIO
Brian Pietrewicz, Deputy CIO
The Forming Mission for a new UNM IT

- UNM IT provides effective and efficient information technology and services to advance UNM’s educational, research and service mission.

Trust  Communication
Quality  Empathy
Responsiveness  Accountability
Transparency
Our Approach

- Work seamlessly as one team
- Improve transparency and communication
- Strategically align with the academic, research, and administrative missions
- Build a technical foundation for execution
- Rethink and reengineer IT service delivery
- Identify efficiencies and financial savings
- Simplify IT Funding Model
- Build a foundation for execution
- Improve security

In the Spirit of “Do No Harm”
Work seamlessly as one team

- IT Officers
- Migration to single service desk tool
  - Improved IT workflow across UNM
  - Better visibility
  - Simplified user experience (FUTURE)
- Internal Networking Plan
  - Internal Forum
  - Skills Database
Improve Transparency and Communication

- UNM IT Communication Plan
- Listening/Learning Tour
- Associate Director IT Campus Outreach & Engagement
- IT Strategic Plan
- myIT transparency portal
Strategically align with the academic, research, and administrative missions

- IT Officers
- Advisory and Governance Boards
  - Visibility and prioritization
- Center for Advanced Research Computing
  - Data Center Consolidation evaluation
  - Virtual Infrastructure
  - IT Champions
Building a foundation for execution

✓ Private cloud (LoboCloud)
✓ Public cloud
✓ Hybrid cloud
  • VMWare
  • NSX
✓ Identity Management
✓ Network Connectivity
✓ Integration strategy (APIs)
✓ Architecture Team
Rethink and reengineer IT service delivery

✓ First contact resolution
✓ Automated workstation management
✓ Lobocloud (server and storage consolidation)
Improve security

✓ Phishing Mitigation
  • Modifying Directory.UNM.EDU
  • Automated phishing site blocking
  • Improve UNM information/web sites
  • Implement a block for automatic email forwarding*
  • Implement email server validation*

✓ Incident Response
✓ Improved security infrastructure
✓ FERPA compliant storage
✓ Firewall
✓ Monitoring/Logging
✓ Security standards across UNM (FUTURE)
✓ NIST/CUI (Future)

* Potential Future Effort
## Identify efficiencies and financial savings

<table>
<thead>
<tr>
<th>Description</th>
<th>Approximate One-time Savings</th>
<th>Potential Recurring Savings (Estimated)</th>
<th>Labor Savings (in annualized hours)</th>
</tr>
</thead>
<tbody>
<tr>
<td>UNM Libraries VMWare Licensing</td>
<td>27,968</td>
<td>27,968</td>
<td></td>
</tr>
<tr>
<td>Coordinated Volume Computer Purchase (Pilot) - Main, HSC, UH</td>
<td>200,076</td>
<td>1,273,956</td>
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<tr>
<td>Data Center, Server and Storage Consolidation - CFA, Financial Svcs</td>
<td>130,000</td>
<td>6,000</td>
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<tr>
<td>VMWare Licensing cost avoidance - CARC</td>
<td>75,000</td>
<td>15,000</td>
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<tr>
<td>College of Arts and Sciences Dell Purchase Savings</td>
<td>6,864</td>
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<tr>
<td>College of Arts and Sciences Support Center</td>
<td>2,000</td>
<td>100</td>
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<tr>
<td>Wireless Upgrades - Honors/SMLC</td>
<td>16,000</td>
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<td>Bookstore standard imaging support</td>
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<td>19</td>
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<tr>
<td>Computer standard imaging support pilot</td>
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<td>200</td>
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<tr>
<td>Computer pre-work build/deployment</td>
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<td>150</td>
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<tr>
<td>Anderson Virtual Lab (VDI) system purchase</td>
<td>250,000</td>
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<td>Financial Services Penetration Testing</td>
<td>30,000</td>
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<tr>
<td>Dane Smith Hall upgrades using Anderson - standard control panel</td>
<td>30,000</td>
<td>30,000</td>
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<tr>
<td>Positions not filled since IT E&amp;E effort - Extended University</td>
<td>92,257</td>
<td>92,257</td>
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<tr>
<td>Positions not filled since IT E&amp;E effort - IT Classroom Tech</td>
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<td>179,350</td>
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<td>Positions not filled since IT E&amp;E effort - ISS Facilities</td>
<td>26,499</td>
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<tr>
<td>Positions not filled since IT E&amp;E effort - Enrollment Management</td>
<td>5,417</td>
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<td>Speech and Hearing Sciences Clinic - security risk assessment</td>
<td>10,000</td>
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<td>Transfer of Extended Learning staff to Loboscore</td>
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<td>57,852</td>
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$902,080  $1,682,383  2,269
Simplify IT Funding Model

- Review of duplicate software/hardware licensing
- Review of IT related fees paid by students
- Full costing of IT services at UNM
- Standardize IT purchasing process
Resources

- http://cio.unm.edu/it-effectiveness/index.html
- Discussion and Feedback Forum
- Supporting Documents
- Other Related Information