



# **President's Strategic Retreat Information Technologies 07/14/2017**

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# 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**

**Quality**

**Responsiveness**

**Transparency**

**Communication**

**Empathy**

**Accountability**

# Our Approach

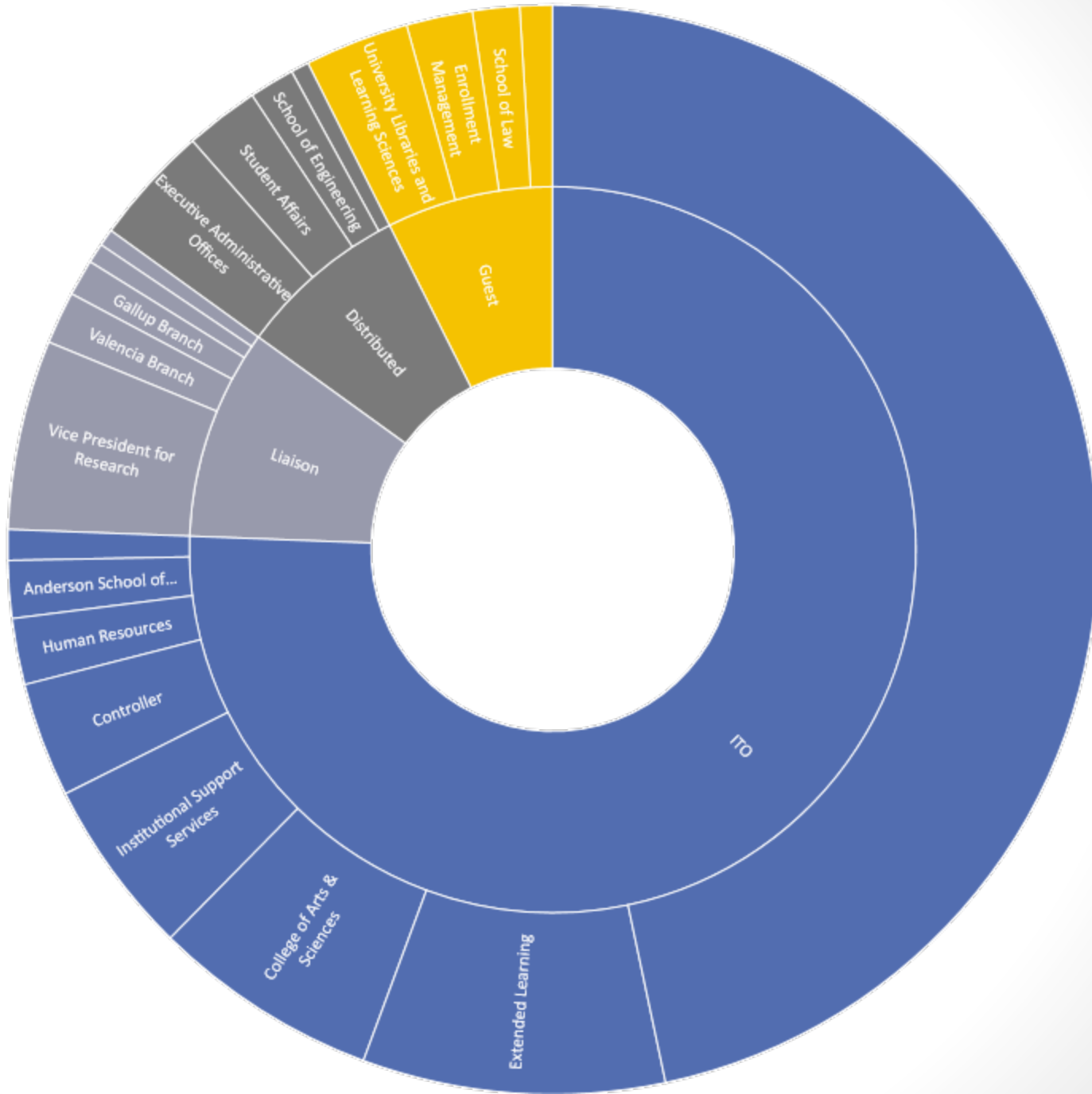
- ✓ Work seamlessly as one team
- ✓ Improve transparency and communication
- ✓ Strategically align with the academic, research, and administrative missions
- ✓ Build a technical foundation for execution
- ✓ Rethink and reengineer IT service delivery
- ✓ Identify efficiencies and financial savings
- ✓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

# IT Distribution at UNM



# 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

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

# 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