

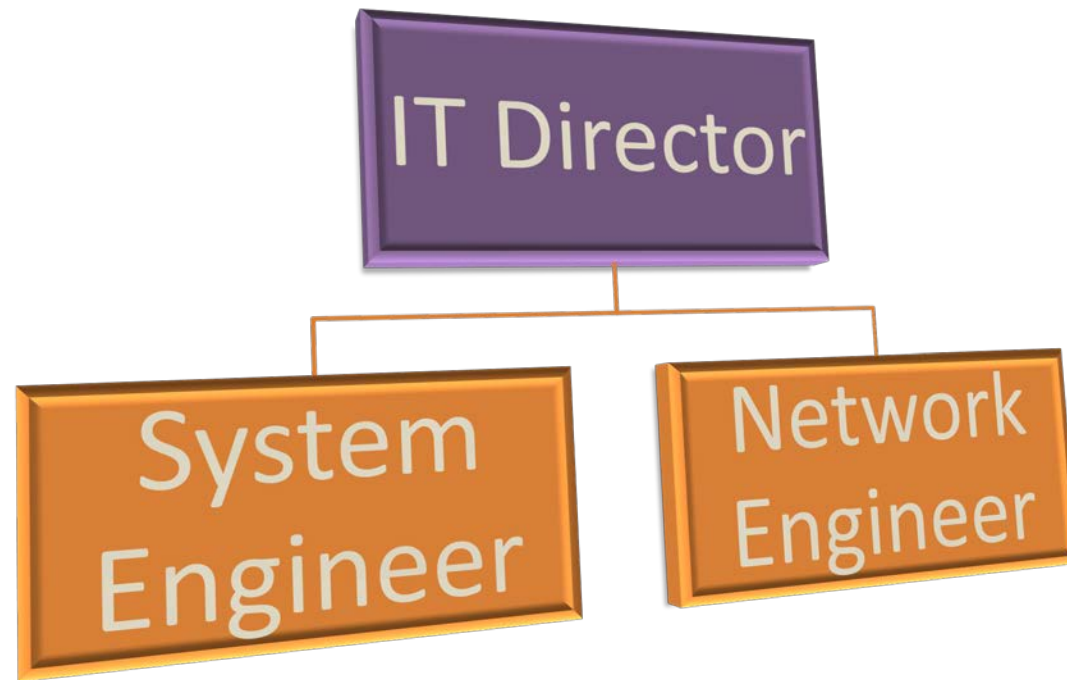


Information Technology

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Department Introduction



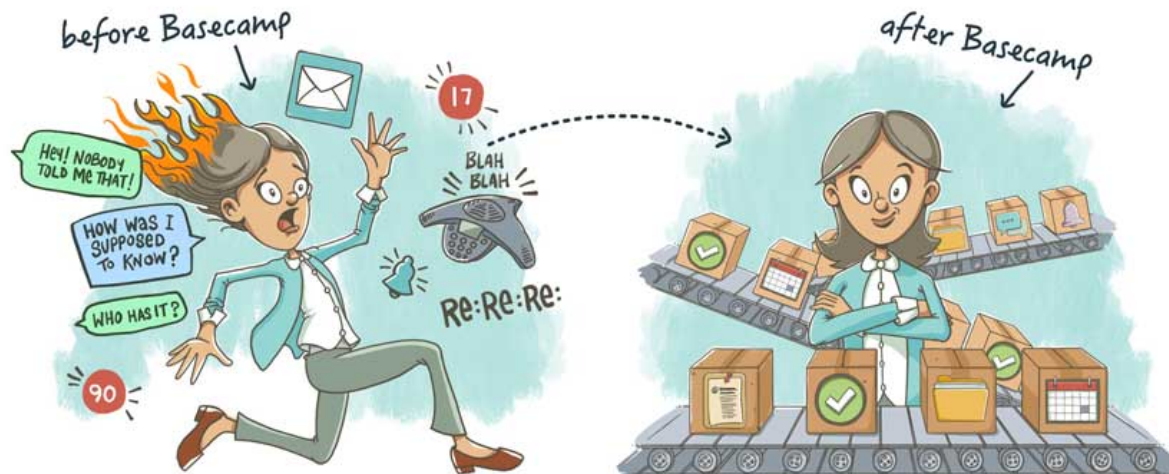


Our goals

- **Deliver advanced capabilities to foster collaboration, knowledge, management, and analytics**
- **Provide a robust and secure IT infrastructure that supports on-demand access to information**
- **Advance business management practices to transform service delivery**

Goal 1

- Metrics
 - Define and implement standards
 - Adopt new tech to improve IT ops
 - Reduce redundancies/practices
 - Increase data analytics tools





Goal 2

- **Metrics**
 - Invest in core IT infrastructure
 - Heavy virtualization
 - Modernized IT infrastructure
 - Cyber security (protect)
 - Cloud computing
 - Mobility



Goal 3

- **Metrics**
 - **Human capital**
 - **Build, develop, and retain talent**
 - **IT service delivery**
 - **Improve**
 - **End-to-end transparency**
 - **Accountability**
 - **Customer service satisfaction**
 - **Continuous reflection**



What do we do?

- Desktop support - 150
- Systems – 9/26
- Network – 56
- Telecomm - 150



What have we been up to?

- Security (Goal 2)
- Infrastructure (Goal 2)
 - Network
 - Server
- Processes/Policies (Goal 1)



Focus

- Collaboration software (Goal 1)
 - Process/Project/Communication Improvement
- Cable Committee (Goal 3)
- Email (Goal 1)
- Network Changes (Goal 1)
- Hardware infrastructure (Goal 1)
- **DOCUMENTATION!!** (Goal 1)



What holds us back?

- **Technology**
- **Time**
- **Training**
- **Change**

Questions?

