IT Partners (ITP)

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IT All Staff Conference
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• Complex institution
• Competing objectives
• No single bottom line
• Reliant on IT
Role of Central IT

- Support university mission
- Provide robust service at scale
- Ensure success of other groups

How do we ensure that happens?
Management

- Scope
- Schedule
- Budget
- Reliability
- Performance

Internal centric metrics are traditional tactical indicators.
Leadership

• Alignment
• Relevancy
• Adoption
• Satisfaction
• Direction

External centric metrics are traditional strategic indicators.
“Align IT strategy to business strategy.”

So ....

Governance is a leadership challenge.

But ...

External metrics are hard!
Constituencies

- Faculty as researcher
- Faculty as teacher
- Student as learner
- Student as resident
- Staff
- Community

Different groups have disparate focus and views.
IT Academic Partners

• High Performance Computing
• Research Storage
• Classroom Technology
• Learning Management System
• Faculty
• Quarterly
IT Functional Partners

- Administrative systems
- Financial
- Student
- Administrators
- Bi-monthly
• Systems
• Infrastructure
• Operating processes
• Technology
• IT leaders
• Monthly
Working Groups

- Other activities
- Narrow focus
- Project centric
- Supported by ITP
- Overseen by ITP
- Interested parties
- Meet as often as needed
Questions?

IT Partners (ITP)

Working in concert with our academic, functional and technical colleagues to provide effective IT solutions in support of the institutional mission of research, teaching, learning and outreach ... unius communitate.

http://itp.uconn.edu