

# IT Partners (ITP)

*unius communitate*

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# University of Connecticut

- 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.



# Governance

“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



# IT Technical Partners

- 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>