UNIVERSITY of
HOUSTON
YOU ARE THE PRIDE

UNIVERSITY INFORMATION TECHNOLOGY

Leadership Team

Office of the CIO

Dennis Fouty, Ph.D.
Associate Vice Chancellor /
Associate Vice President &
Chief Information Officer

5 FTE

Enterprise Systems

Arun Jain, Ph.D.
Associate Vice President

Data Center
Network Infrastructure
Enterprise Systems and Services

101 FTE

IT Business & Performance Services

Nicole Broyles, M.B.A.
Director

Administration of IT Organization

20 FTE

Technology Services and Support

David Johnson, M.S.
Executive Director

Desktop / User Support
Help Desk
Instructional Technology
Telephony
Web Support Services

137 FTE

UIT Security

Mary Dickerson, M.B.A.
Executive Director

IT Security

9 FTE

High Performance Computing

Keith Crabb, B.S.
Interim Manager

Research Computing

5 FTE

By the Numbers
FY 2010

UNIVERSITY of HOUSTON
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39,621 Email accounts

226,324,000 Email incoming messages

4,023,000 Finance transactions

81,000 CougarNet accounts

152,304 AskShasta self-service requests

251,781 IT Support Center service requests

11,747 Telecom service requests

185,000 Students in Blackboard courses

148,791 Students at the Technology Commons

3,655 Blackboard training courses

26,394 SkillPort books

5,330 SkillPort course

385 Miles of network fiber

15,928 Data ports installed

98% Wireless coverage

Enterprise Systems

Supporting Student Success

- ❖ Integrated student self-service via MyUH
- ❖ Automated Cougarnet account creation
- ❖ CougarCard Services
- ❖ Distance Learning
  - Course shells enable instructional continuity
  - 100,000+ "virtual" class seats
- ❖ Faculty Center online services
  - Class schedules, rosters
  - CV and syllabus
  - Grade posting

Enterprise Systems

Enhancing Administrative Efficiency

❖ Workflow automation

- Financial transactions

- Human resource processes

- Document imaging

❖ Increasingly paperless and self-service

- Timesheets

- Paychecks

- Tax forms

Evolving the IT Infrastructure

❖ Wired to wireless

❖ Going "**Pure - IP**" (voice, data, video)

- Cougar Village freshman dorm

❖ Lower cost "**green**" computing

- Smaller footprint
- Pooled resources
- Lower energy consumption
- Virtualized servers

High Performance Computing

❖ UH is active participant and leader
- Nationally: Internet2 and National Lambda Rail (NLR)
- Texas: Lonestar Education and Research Network (LEARN)
- Houston Metro: Southeast Texas GigaPoP

❖ Provides high speed research connectivity
- Service quality is not available via commercial entities
- Lowers participant costs by sharing expenses

❖ UIT hosted services for UH researchers
- Research Computing Center (RCC)

Technology Services and Support

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- ❖ UH web presence
- ❖ Desktop technologies and user support
  - 24x7 Technology Commons student lab
  - Kiosk hot spots (computers, printers) across campus
- ❖ Network operations – voice, data, video
- ❖ Deeply discounted and no cost academic software
- ❖ E-communication services
- ❖ Multi-media services
- ❖ Instructional technologies and training
- ❖ UH Contact Center

UIT Security

People

Process   Technology
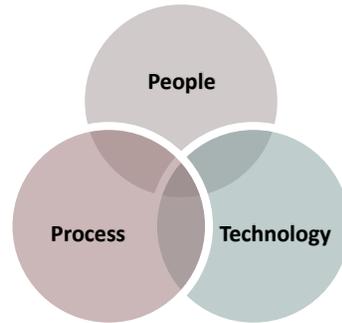
PEOPLE

Awareness

Students, Faculty & Staff

* Identifying phishing emails campaign
* National Cyber-Security Awareness promotion

TECHNOLOGY

Finding our own weaknesses first

* Web application vulnerability scanning
* Identity Finder – locate, remove and protect sensitive data

PROCESSES

Establishing cooperative business practices with UHS business owners

* PCI compliance efforts
* FTC red flag rule implementation
* Data security framework – copiers , shredding

Business & Performance Services

Mature planning and budgeting strategies

❖ Tightly aligned to UH process

❖ Incorporate stakeholder input throughout the year

❖ Support colleges \ divisions in developing their plans

❖ Share IT methodologies

❖ Reallocate resources for emerging opportunities & needs

❖ Near-zero base budgeting

❖ Annual review of 10-year IT infrastructure forecast
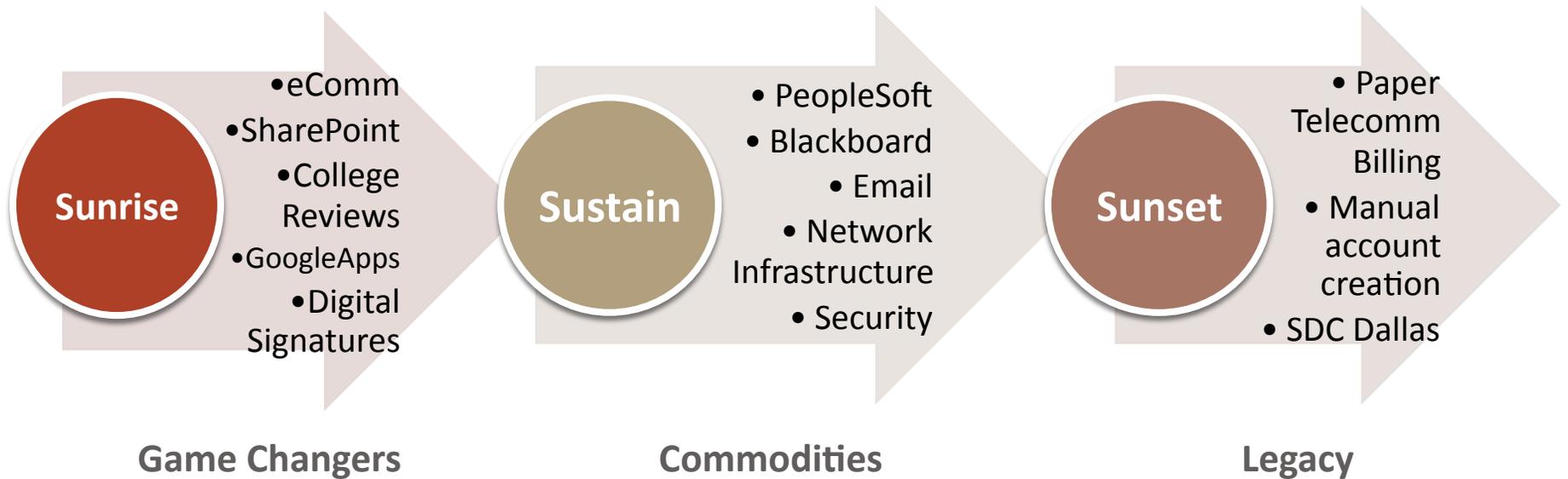
Technology Partners Program

Architecture	Business	Education	Engineering	Honors	HRM	Law Center	Pharmacy	NSM	CLASS	Social Work	Technology	Divisions

University Information Technology (UIT)

Network Infrastructure	Data Center	Enter-prise Apps	IT Security	Instruc-tional Technology	Support Centers	Tele-phony

# Technology Partners Program

Deliver innovation and support in the use of IT resources together with college/division identified roles:

Strategy
- Information Resource Manager (IRM)

Operations
- Technology Manager (TM)

Security
- Information Security Officer (ISO)

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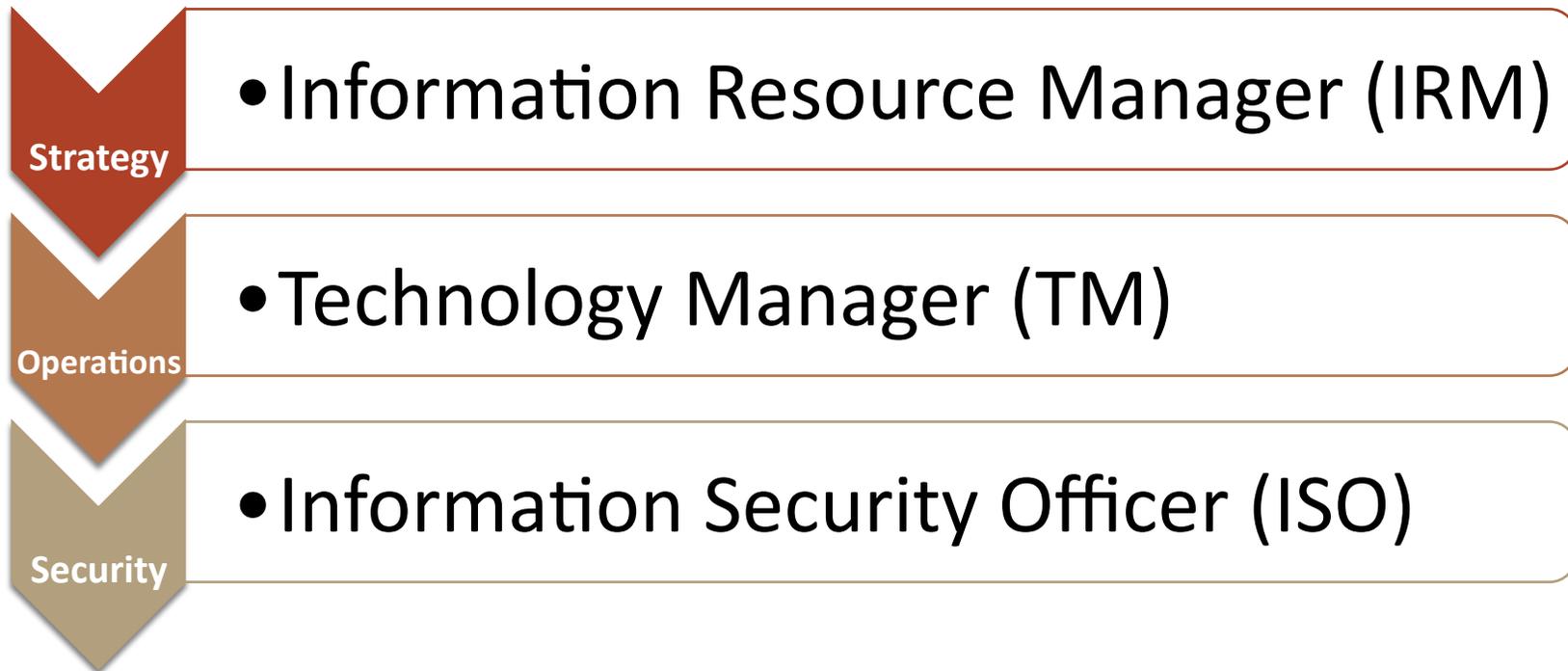
College / Division Technology Reviews

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Iterative Review Framework

1. Initial Review

2. Comprehensive Review

3. Sustainability Review
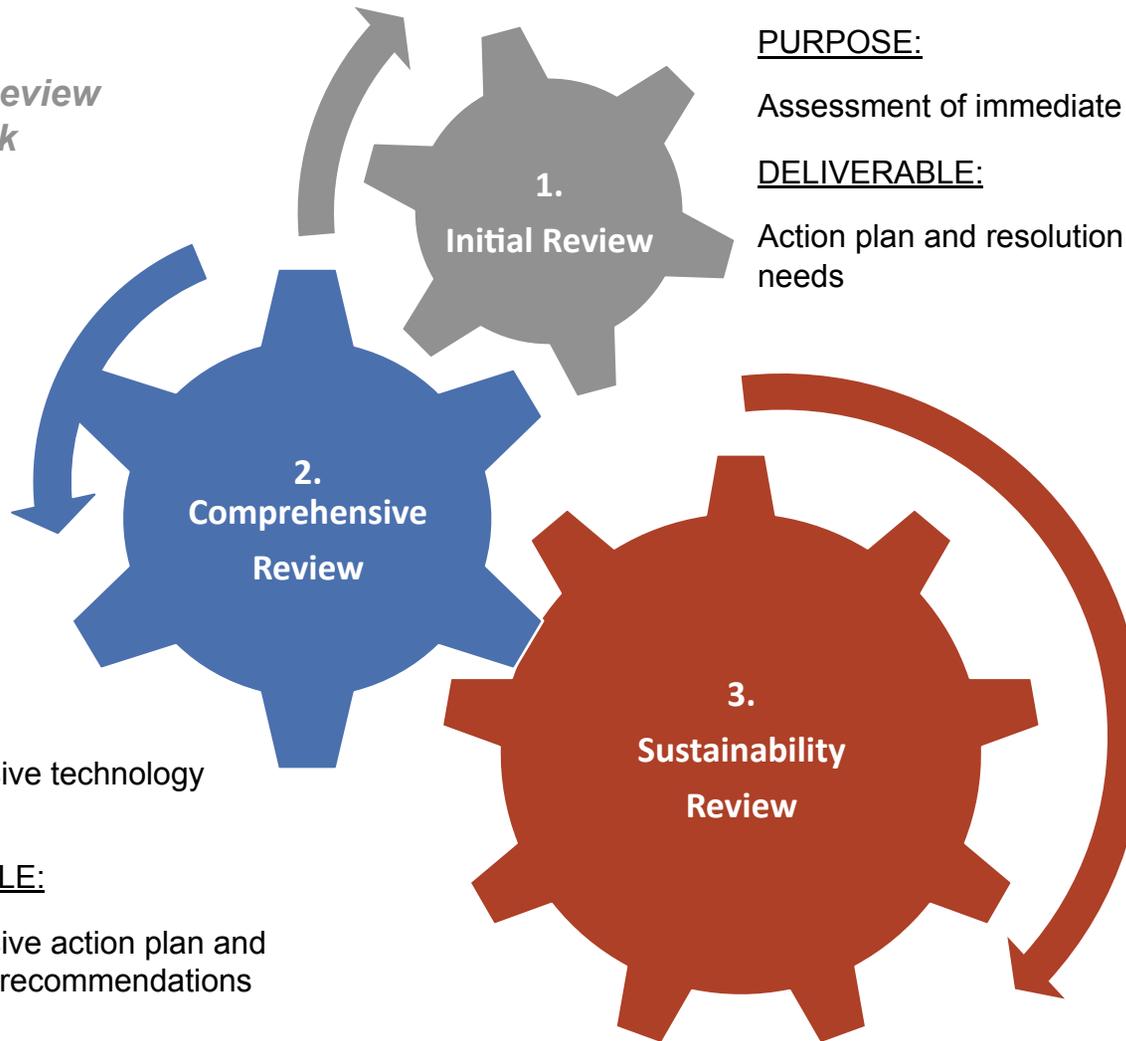
PURPOSE:

Assessment of immediate critical needs

DELIVERABLE:

Action plan and resolution of critical needs

PURPOSE:

Comprehensive technology assessment

DELIVERABLE:

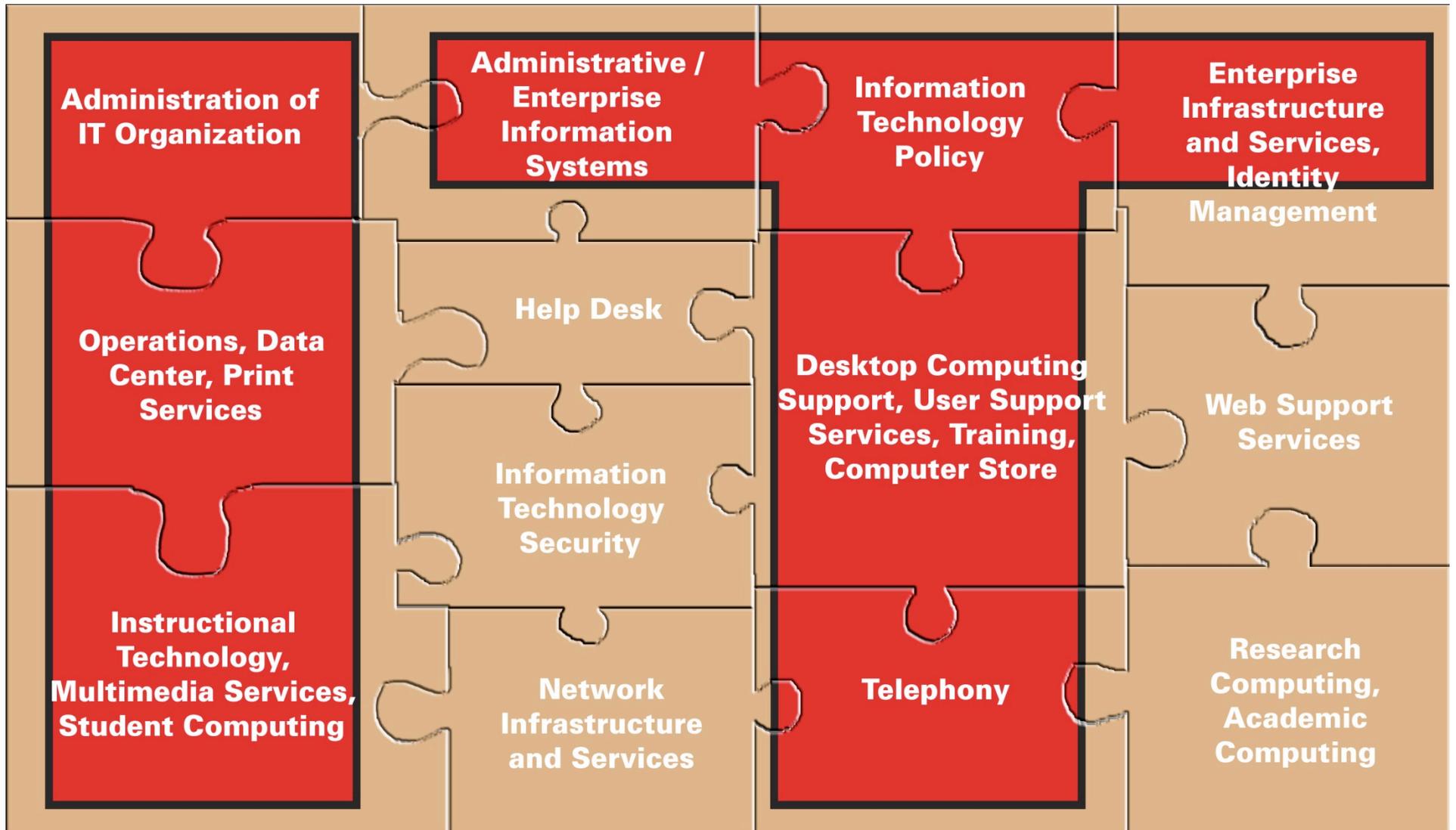Comprehensive action plan and execution of recommendations

PURPOSE:

Operationalize technology reviews through the University Technology Partners Program

DELIVERABLE:

Operational technical review plan

Beyond Technology

❖ Strategies, processes, tools, and training:
- Project and portfolio management
- Performance dashboards and scorecards
- Benchmarking and planning
- Management training

❖ IT framework to identify service efficiencies

❖ Project Management Institute Student Chapter
- UH is Houston's first student chapter
- Connecting students with industry professionals

❖ UH Writing Center enhancing UIT writing skills

❖ Extending IT services to university affiliates