ITAC-NI Overall Plan of Attack

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Analysis
Report of the IT Review Committee
Submitted to the Provost on March 8, 2001

Design/Pilot
Sub committee – January 2002

Program Implementation
Via Pilot Plan – February thru April 2002

Post Implementation Review
May 2002

Analysis

UF Currently lacks an approach for ensuring access and capabilities throughout the University for Voice, Video and Data Networking

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The University needs to ensure appropriate network access on and off-campus for all students, staff and faculty. Ubiquitous network access is now necessary. UF must continue the good work that has been done to wire the campus while ensuring that continuous upgrades of the physical network are planned, funded and implemented.

Analysis

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- High-speed access to the Internet and Internet2 is critical to the University's success.

- Participation in the development of advanced networking systems and applications is vitally important.

- UF must be a leader in high-speed access to the world's networks.

- UF needs to capitalize on the convergence of voice, video and data technologies to dramatically improve service.

- Internet Protocol (IP) telephone service and deployment of IP video will require planning and coordination to reap important benefits in access, features and flexibility.

- Video services are currently particularly decentralized and not interconnected. UF can increase the value of existing resources by addressing these interconnections.

- UF needs to develop planning models, organizational models and funding models to ensure the ability to meet fundamental needs for access, to participate in advanced networking projects, and to capitalize on new technologies.

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Our Charge

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Provide a comprehensive, managed approach to network infrastructure for moving voice, video and data throughout the UF enterprise.

1. Create a new customer-driven, service-oriented central provider of network infrastructure reporting to the VPIT, responsible for network infrastructure throughout the campus and its remote locations. – OIT Network Services

2. Implement a stable, public funding model to increase accountability, increase responsiveness and ensure more timely technology upgrades. – ITAC

3. Immediately convene a transition team to review current resources and recommend a phased transition plan with focus on preserving operational integrity during a carefully planned transition. – VPIT

4. Create an oversight group for the organization as part of an overall IT advisory structure. – Pilot workgroup

The Pilot workgroup will provide input to the VPIT Office based on experiences gained from conducting the pilot projects. This input will further be used to tune the new organization toward meeting the needs of the network user community

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Create a new customer-driven, service-oriented central provider of network infrastructure reporting to the VPIT, responsible for network infrastructure throughout the campus and its remote locations.

Responsibilities

•The new organization will provide reliable, ubiquitous, secure, multi-protocol, high-speed, modern network infrastructure to the faceplate in all UF locations including:

•Responsibility for University network infrastructure, including data transport, wireless infrastructure, telephone services, video transport, Internet and Internet2 connectivity, and wide area connections.

•24 by 7 operations and support.

•Continuous improvement of the network design and deployment using open, participatory planning processes.

•Coordinated deployment with affiliates such as Shands HealthCare Network, local government, FIRN and others.

•Active participation in all new building design and renovation.

•Use of enterprise information management systems for documenting network infrastructure.

•Coordination with and participation in state, regional and national organizations.

The New Organization

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1. A new organization is being created from existing service provider organizations.

2. A consistent organizational, financial and operational approach is required.

3. The new organization will provide a single point of contact for the University's approach to network infrastructure, including information about network infrastructure.

4. All work will be consistent with institutional strategy and priorities.

Expectations

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•The new organization will implement a comprehensive, managed approach to improve and standardize service.

•As customers need higher levels of service and new capabilities, total costs will increase. New services and new service levels will justify the increased cost to the institution.

•The new organization will work with customers and advisory groups to identify satisfactory service levels and new services.

Recommendations

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•Customers will choose their levels of service.

•Services will be governed by written service-level agreements developed with participation of the customers.

•Regular meetings will be held with advisory structure, technical community, and college representatives.

•Services must be effective, timely, courteous and responsive.

•Needs such as time-sensitivity, special requirements, new building planning and construction, instructional requirements and research requirements will be addressed in designing and implementing services.

•Accountability with respect to governing documents will be achieved by using open processes to communicate details of operations.

•The customers and administration will receive an annual report regarding network infrastructure.

Design/Pilot

Goals:

1. Identify exactly how the new organization is going to meet the needs of the individual units
2. Address individual issues that are raised at the unit level
3. Create a roadmap by which Colleges/Units can be integrated into the University centralized enterprise.

Scope of Pilot

Each pilot will address the recommendations related to the integration of voice, video, and data services to the wall plate, 24x7 service levels, service agreements, and high speed access to the Internet, Internet 2, and other advanced networking systems.

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Design/Pilot

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Issue Clarification

Questions Raised during the pilot process will be addressed by the full ITAC-NI committee for discussion, resolutions, and recommendations.

Process by which the Pilot is conducted

- Identify Pilot
- Meet with onsite staff
- Analysis of current operations
- Identification of new State
- Determination of Benefits
- Implementing the pilot
- Review of the pilot by full ITAC-NI

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Design/Pilot

Identify pilot

Pilots will be selected from those colleges/units that are interested in being a part of the new organization, ranging in complexity from the simple to the complex, and are in complete support of the goals set forth by the IT review committee report.

Meet with onsite staff

Should take place to familiarize those that are in support of the unit with those that are helping with the facilitation of the pilot program

Design/Pilot

Analysis of current operations

- Current state of the Infrastructure
- Network Layout and Design
- Services being performed in the unit
- Current LEVEL of service
- Current value of infrastructure
- Number of FTE's currently in the unit supporting IT
- Job function performed by each FTE in IT
- Average User requirements
- Power User requirements
- The Philosophy of IT in each unit
- Future Plans

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Design/Pilot

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Identification of the New State

- Proposed state of the Infrastructure
- Redesign of network layout – if needed
- Services being performed in the unit and those that can be moved to the new organization – if any
- Establish new LEVEL of service
- New FTE requirement with new organization handling network infrastructure.
- Basic network services offered
- Need for Advanced Network services
- New Philosophy of IT in each unit
- Future Plans

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Benefits of new state

What are the benefits to be derived from the new state of centralized data networking?
- To the individual unit
- To the University as a whole

Implement the Pilot
- Infrastructure changeover
- Accounting
- Property
- Service Agreement

Review –
- Monthly for the first year
- Quarterly for the second
- Annually thereafter

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Program Implementation

VPIT with full ITAC-NI

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Implementation at the University level will begin through the pilot programs.

Once the initial pilot procedure has been identified, the College/units will be be identified and a schedule will be created in which units will be integrated into the University Network Enterprise.

Post Implementation Review

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As each pilot is implemented, a review procedure will be conducted in which the concerns, issues, and problems faced within that unit's integration are addressed and fixed.

This process will allow each pilot to receive the attention of the full ITAC-NI and all major issues will be addressed.