IT Briefing
October 16, 2008
Next Wave Organization

Brett Coryell
Next Wave Organization

Update

**Sept 12**
Lay Foundation

- Make Me Smart Meeting
  - IT Org-Design 101
  - Define "must-haves for the organization design"
  - Customer Panel: customers define value

**Sept 19**
Define The Work

- Identify the Work Meeting
  - Group "like" work
  - Call out work that delivers value

**Sept 26**
Design the Organization

- Define The Target Organization Meeting
  - Create organization structures
  - Complete assessment of impacted groups

**Oct 3**
Create the Implementation Plan

- Define Implementation Plan Meeting
  - Present to key stakeholders
  - Communication Planning
  - Make assignments for implementation

**Oct 6 - Nov 3**
Deploy the Organization

- Work on implementation plan tasks

**Sponsor check-in**

### Organization Design Approach
- Operating Model
- Processes & projects meeting customer needs

### Organization Design Guiding Principles
- Target Organization Structure
- Impact Assessment
- From-To Maps
- Staffing/Headcount Analysis

### Communication plan
- Stakeholder Presentations
- Implementation Plan: workstream workplans

### Target organization model

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**Project Planning**
- Info Gathering
- Refine Approach
- Meeting Planning
- Communication

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Next Wave Organization

What our customers Want

Innovation
Next Wave Organization

What our customers Want

Operational Excellence
Next Wave Organization

What our customers Want

Customer Relationship Management
Next Wave Organization

What our customers Want

Service Delivery
Next Wave Organization

What our customers Want

Employee Development
Next Wave Organization

What our customers Want

Customer Service
Next Wave Organization

What our customers Want

Positive Culture
Next Wave Organization

Prepare for & Embrace Change

• 1st time with *this* team and *this* approach

• It is all about:
  – Growth
  – Flexibility
  – Attitude
  – Language
UTS Overview

DCIO

Executive Director

Technical Advisor

Call Center
- Service Desk
- Operators
- SW Distribution

Infrastructure
- Network (V/V/D)
- System Admin
- Database Admin
- Storage
- Messaging

Integration
- Emory Shared Data
- Service Bus/SOA
- Web Services

PMO
- Governance
- Project Management
- Special Projects

Enterprise Services
- Data Center
- Monitoring
- Configuration
- Field Services
- Desktop Support

Enterprise Applications
- Psoft, Data Warehouse
- R25, Optics, Advance
- Remedy, MySoft, LANDesk

Academic Services
- Classroom Tech
- Centers
- Interactive Tech
- Clean Room

ITSMO
- Customer Relations
- Service Management
- Marketing & Comm
Moving to other Divisions within OIT:

- John Connerat, Finance & Administration
  - Anna Richards
  - Alma Proffitt

- Steve Wheat, Enterprise Architecture
  - Thomas Jackson
  - Susan Ament

Moving to other Divisions outside of OIT:

- Library
  - Bernado Gomez
  - Winnie Johnson
  - Ade Afonja

Leadership Team

- Brett Coryell
  - Rhonda Fuss
  - Joseph Massey
  - Mollie Burrows, Call Center
  - Michael Keown, Enterprise Services
  - Paul Petersen, Infrastructure
  - Byron Nash, Enterprise Applications
  - Alan Catlier, Academic Services
  - John Ellis, Integration
  - Marisa Benson, PMO
  - Karen Jenkins, ITSNO

Legend:

- OPEN POSITION
- NEW MANAGER
- NEW ROLE
Questions
Storage Service Offerings

Russ Norman
Storage Services

UTS Storage Team

• What we Support:
  – Approximately 1PB of Enterprise /Content Addressable/Archival Class Storage
  – Storage delivery through Fiber Channel and IP based networks
  – 300 port fiber channel network at two Data Center Locations
  – Remote FC and IP based data replication
  – Tape and Disk library based backup
The UTS Storage Team Currently offers two network attached storage subscription services to the Emory Campus. These services include:

- Enterprise NAS Subscription Service
- Archival NAS Subscription Service
Enterprise Class NAS Definition:
- No Single points of failure
- RAID5 Protection with hot spares
- RAID Layout for Performance
- File system snapshots
- 24x7 Hardware/Software support
- 24X7 Hardware call home and remote vendor support
- 99% Availability (At the NAS head)
- Support for CIFS, NFS, ISCSI, and Active directory
Storage Services

Enterprise Class NAS

- Yearly Subscription Cost: $1.50/GB
  - The Enterprise Class NAS Service has been offered by Emory IT since 2007. This service provides highly available and protected NAS shares. This service is built on Enterprise Class NAS and provides the highest level availability and support. The service includes 14 days of file system snapshots which allows users to undelete or revert to older file revisions. No backup is included in this service. Backup services can be purchase at an additional cost based on requirements.

- Supported Protocols:
  - ISCSI
  - CIFS
  - NFS

- Typical Usage:
  - User File shares
  - Backup Locations
  - Content stores
• Archival Class NAS Definition:
  – Single points of failure allowed for data access
  – RAID6 Protection with hot spares
  – RAID Layout for maximum capacity
  – File system compression enable
  – Snapshots available for Administrative backups only
  – 8X7 Hardware/Software support
  – 98% Availability (At the NAS Head)
  – NFS, iSCSI support
Storage Services

Archival Class NAS

• **Emory Self Service Archive (New Offering)**
• Yearly Subscription Cost: $0.75/GB
• The ESSArc offering is designed to provide a customer initiated file archiving service for Emory departments. Customers who subscribe to this service will archive their data using an rsync based utility from their Windows, Mac, or Unix/Linux servers. Subscribers can schedule archives which will synchronize the data in their storage pool as needed. Subscribers can also partially or fully restore files as needed. This service also provides the option of having multiple copies of data at up to three different data centers. Each copy of the data is billed at the subscription rate. The ESSArc service is similar to several internet based file archiving offerings, but is managed by Emory and all data is stored on Emory resources.

• Supported Protocol:
  – RSYNC service (Linix, Unix, Windows, Mac)

• Usage:
  – File system backup/recovery
Storage Services

Archival Class NAS

- **Emory File Share Protection Service (New Offering):**
  - Yearly Subscription Cost: $0.75/GB
  - The Emory File Share Protection Service is offered solely for backup of subscriber shares provisioned by the Emory Enterprise NAS Offering. Built on archival class NAS, this service is used to backup NAS snapshots to archival storage locations. Two revisions of the data are maintained on the backup targets. Additional copies can also be purchase if desired. This service features automatic offsite backup, where the backup copy of the subscriber data will not reside in the same Emory Data center as the primary copy stored on Enterprise NAS.

- **Supported Protocols:**
  - CIFS
  - NFS

- **Usage:**
  - File share backup/recovery
• The first step to subscribe to a service is completion of the storage request form. This form can be found on the Emory UTS Storage Web site. Please submit the form via a Remedy ticket to the UTS Storage Team. Please include the FAS code the subscription should be billed to. Once the subscription request has been received, a member of the UTS storage team will contact the requestor. Depending on the request, the subscription can be activated in as little as a day or as much as several weeks.

• The request form will be added to help.emory.edu to simply the request process for the customer. The Storage team and Remedy team are working to schedule this improvement.
All Emory NAS services are funded through cost recovery. UTS is given no budget to provide these services. Capital to purchase hardware for these services is provided by a load from the Emory internal bank which UTS must payback with interest. In order to provide these services, UTS must recover all cost associated with them. The subscription fees charged by UTS cover the costs to provide these services. No “profit” is made by UTS on any services provided.
Storage Services

Questions
Announcements

TechTalks

• LANDesk
  – Monday October 20\textsuperscript{th} 10:00am – 11:00am
    North Decatur Building, room 230 Enterprise
  – LANDesk to demo new features in latest service pack including Power Management, VPro & AMT

• Cascade
  – Wednesday November 5\textsuperscript{th} 2:30pm – 4:30pm, location TBD
  – Lee Clontz to demonstrate using the Cascade Standard template and review service levels