IT Briefing

October 16, 2008

Next Wave Organization

Brett Coryell

Next Wave Organization

Update

Project Planning
Info Gathering
Refine Approach
Meeting Planning
Communication

Sept 12	Sept 19	Sept 26	Oct 3	Oct 6 - Nov 3
		Sponsor check-in	Sponsor check-in	
Lay Foundation	Define The Work	Design the Organization	Create the Implementation Plan	Deploy the Organization
Make Me Smart Meeting	Identify the Work Meeting	Define The Target Organization Meeting.	Define Implementation Plan Meeting	Work on implementation plan tasks
• IT Org-Design 101 • Define 'must-haves for the organization design • Customer Panel: customers define value	• Group "like" work • Call out work that delivers value	• Create organization structures • Complete assessment of impacted groups	• Present to key stakeholders • Communication Planning • Make assignments for implementation	
• Organization Design Approach • Organization Design Guiding Principles	• Operating Model • Processes & projects meeting customer needs	• Target Organization Structure • Impact Assessment • From-To Maps • Staffing/Headcount Analysis	• Stakeholder Presentations • Implementation Plan: workstream workplans • Communication plan	• Target organization model

Next Wave Organization

What our customers Want

Innovation

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What our customers Want

Operational Excellence

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What our customers Want

Customer Relationship Management

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What our customers Want

Service Delivery

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What our customers Want

Employee Development

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What our customers Want

Customer Service

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What our customers Want

Positive Culture

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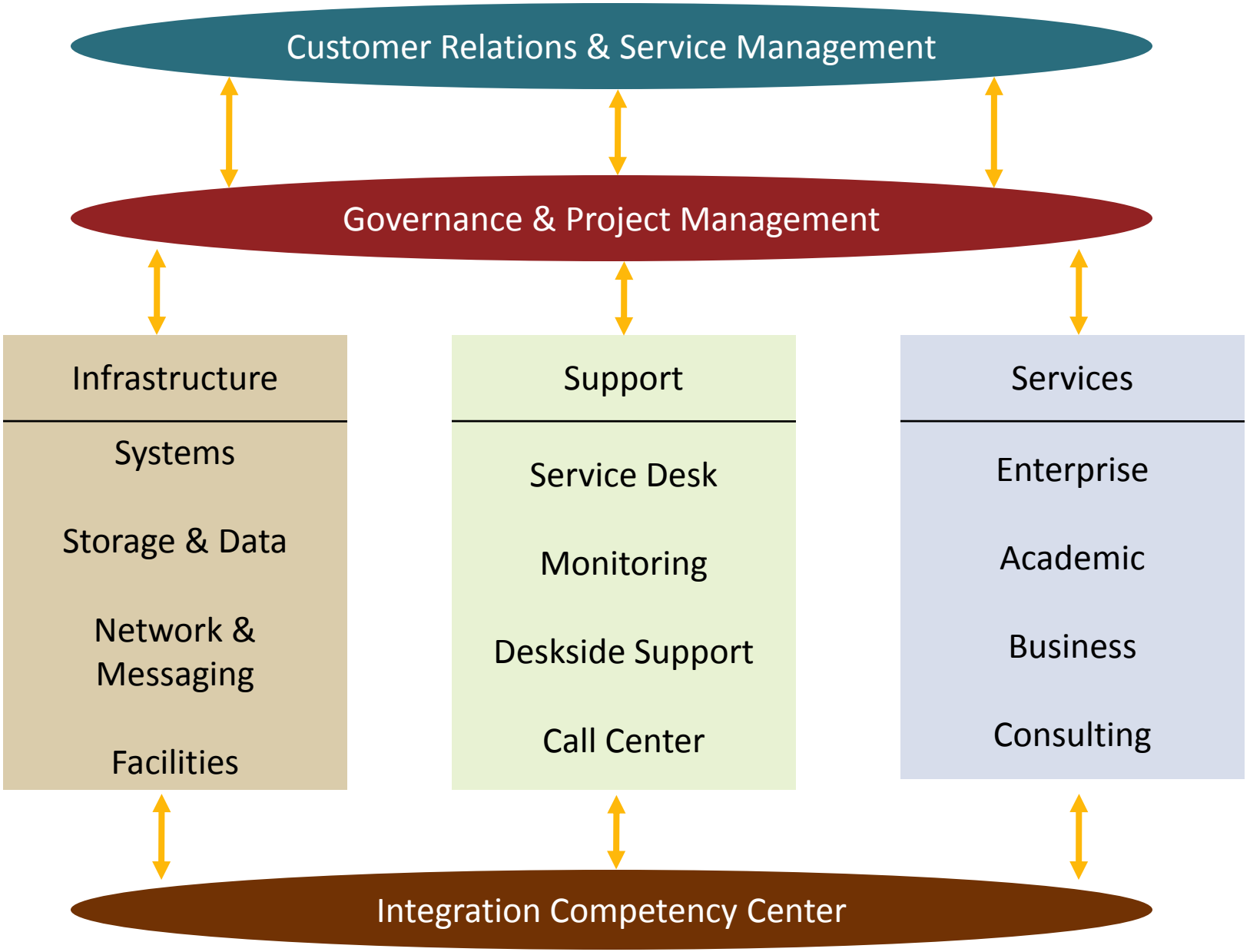
Prepare for & Embrace Change

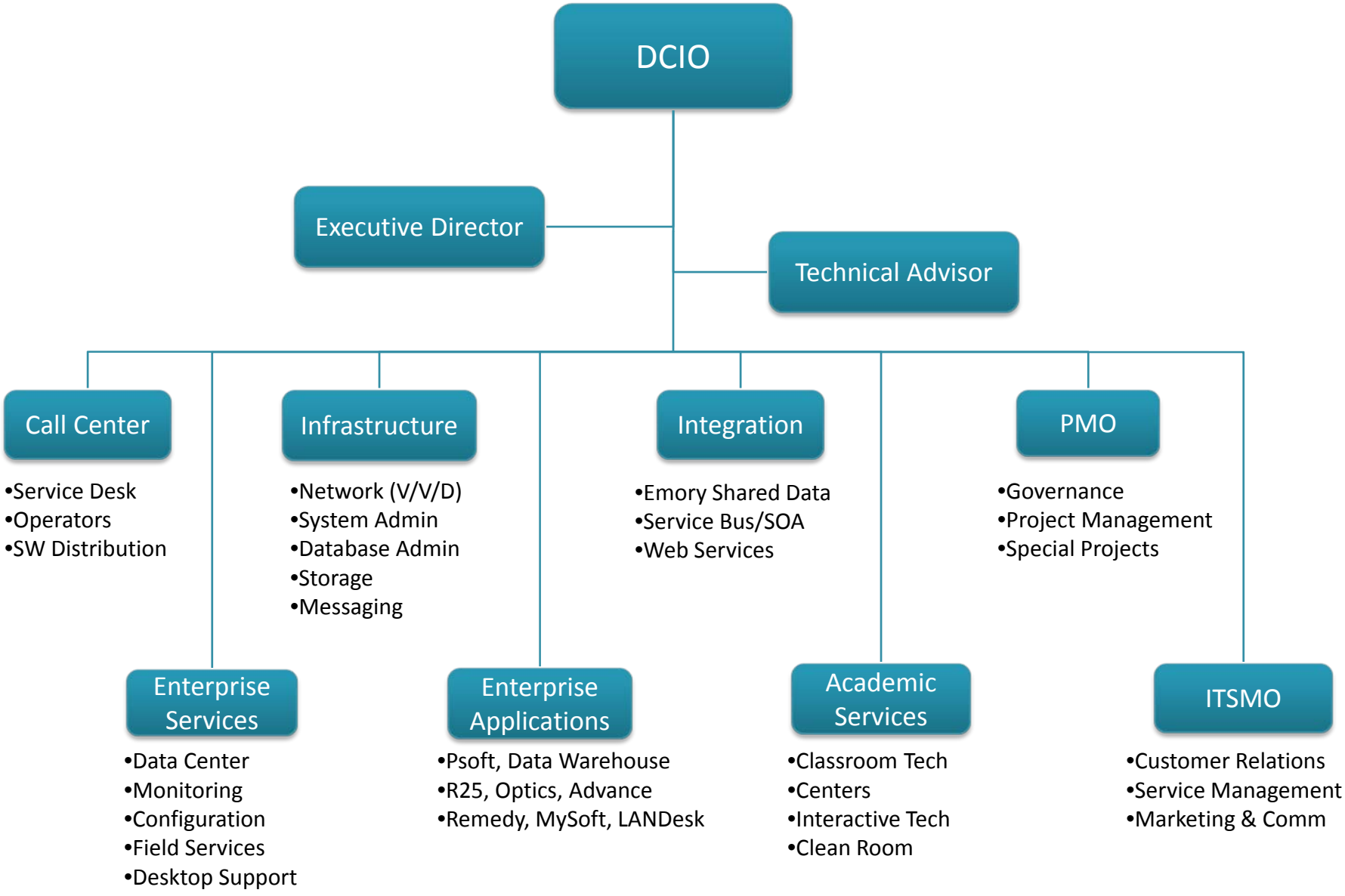
- 1st time with *this* team and *this* approach

- It is all about:
  - Growth
  - Flexibility
  - Attitude
  - **Language**

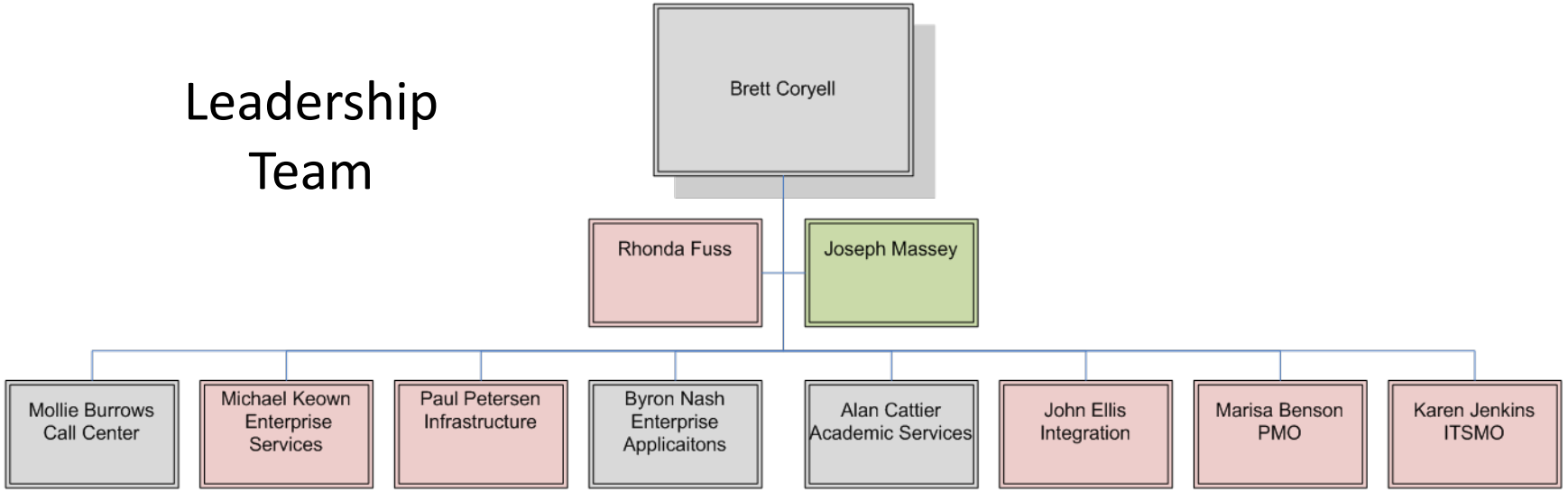
Functional Overview



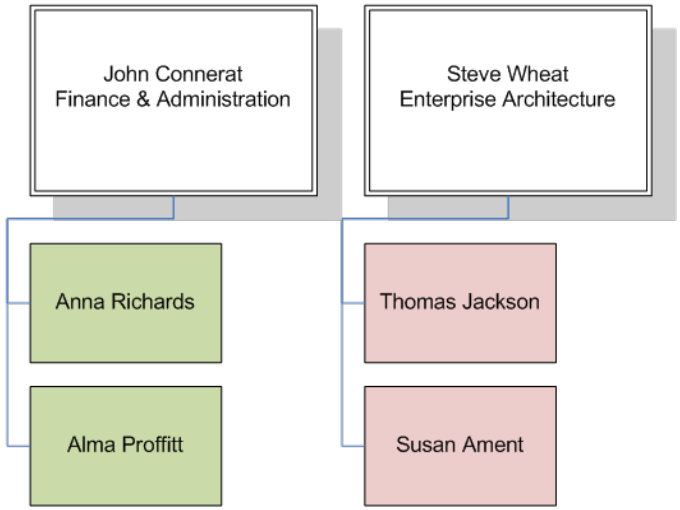
UTS Overview



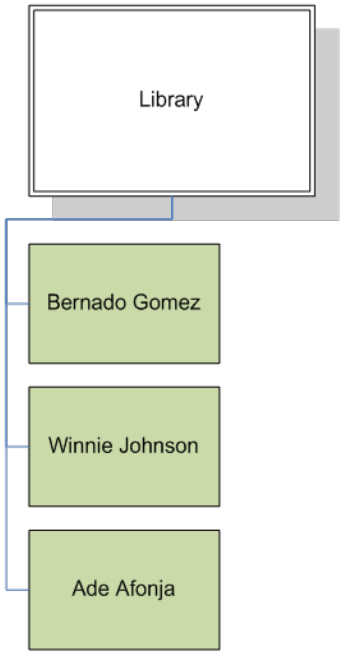
Leadership Team

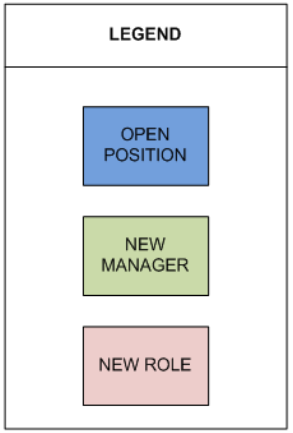


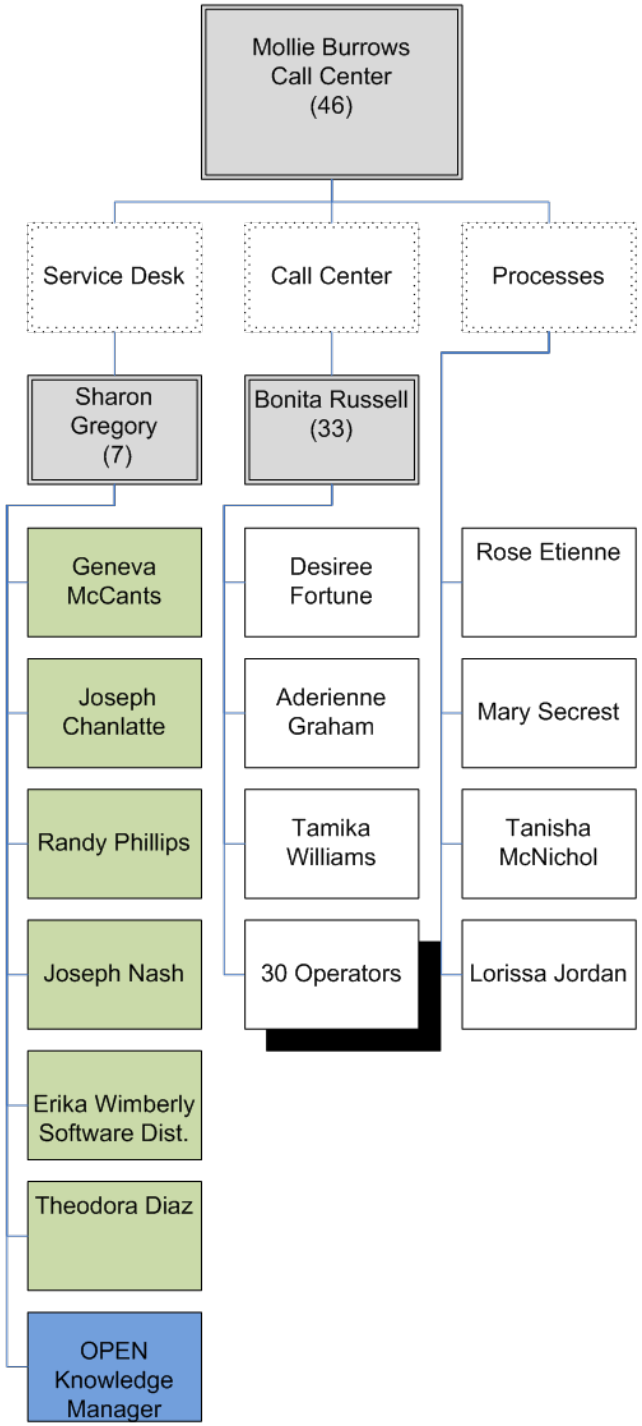
Moving to other Divisions within OIT:

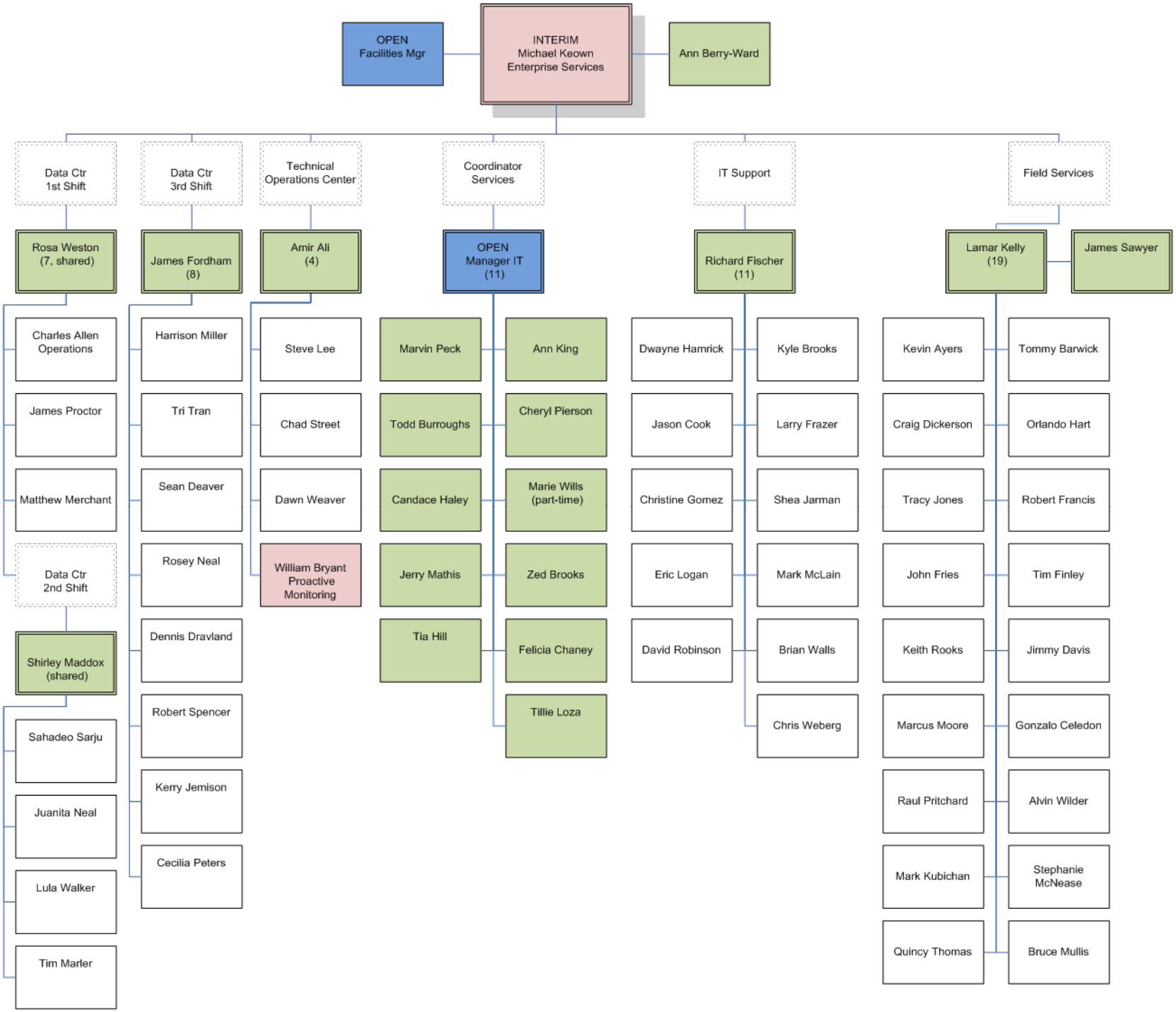


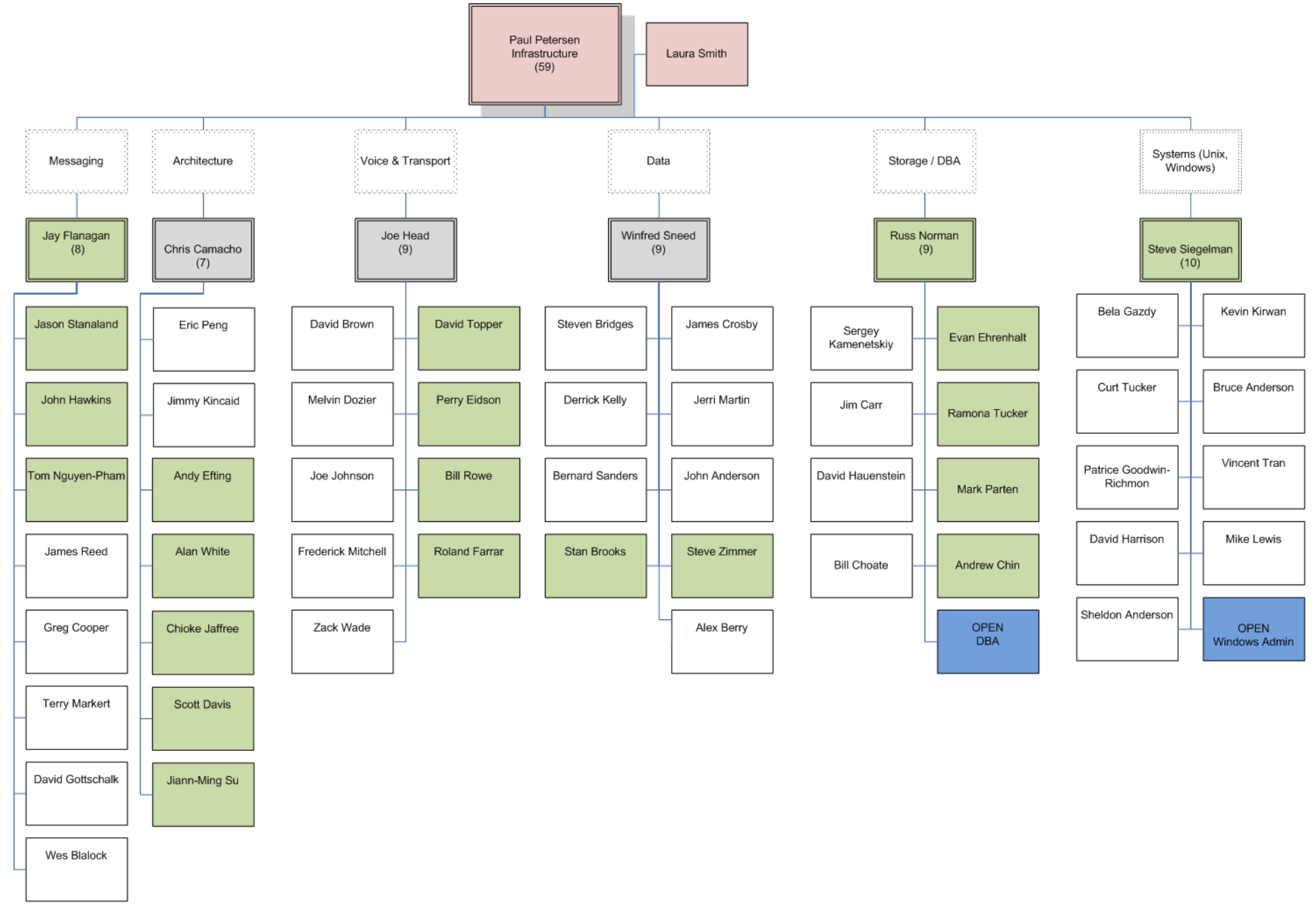
Moving to other Divisions outside of OIT:

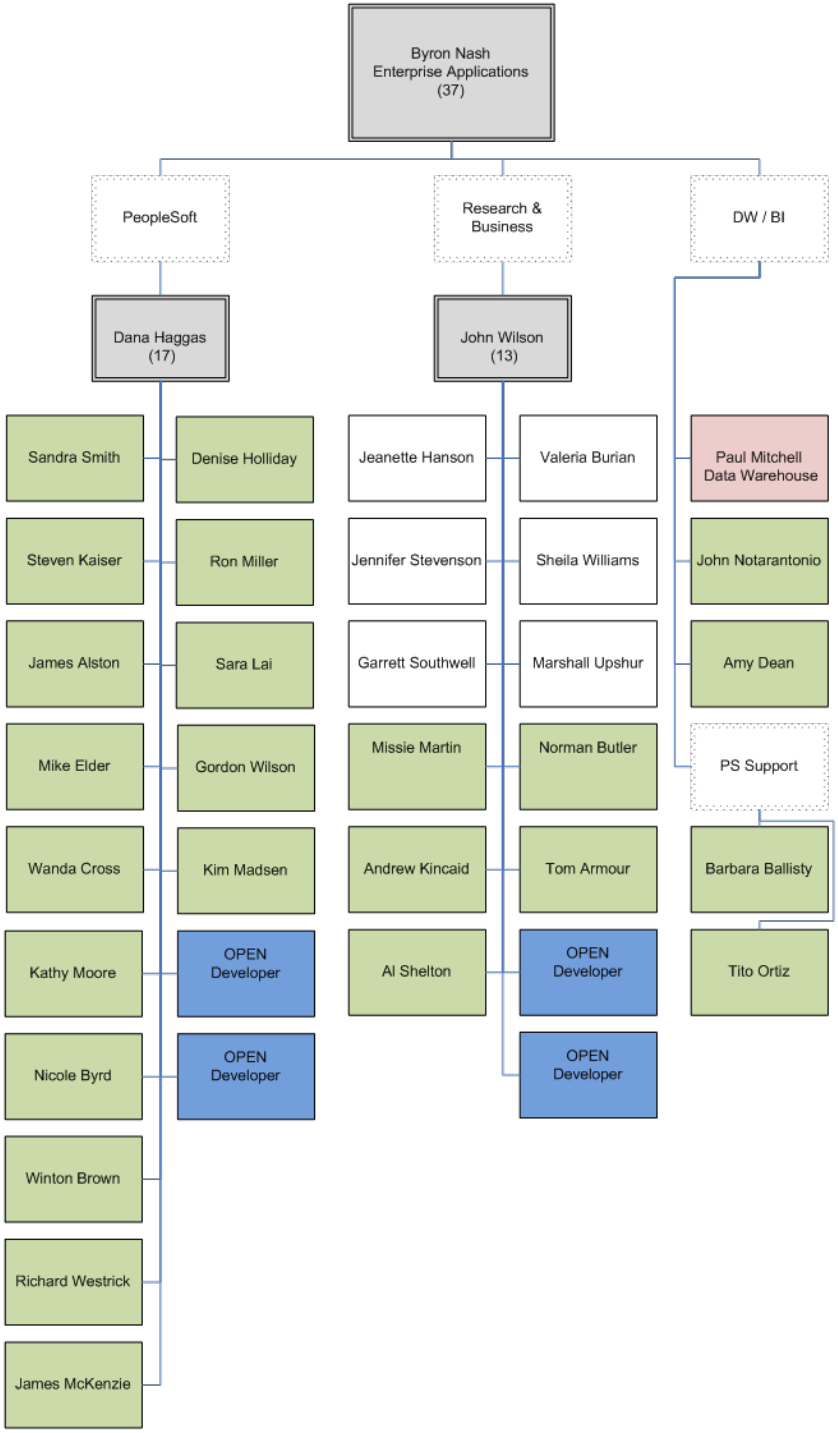


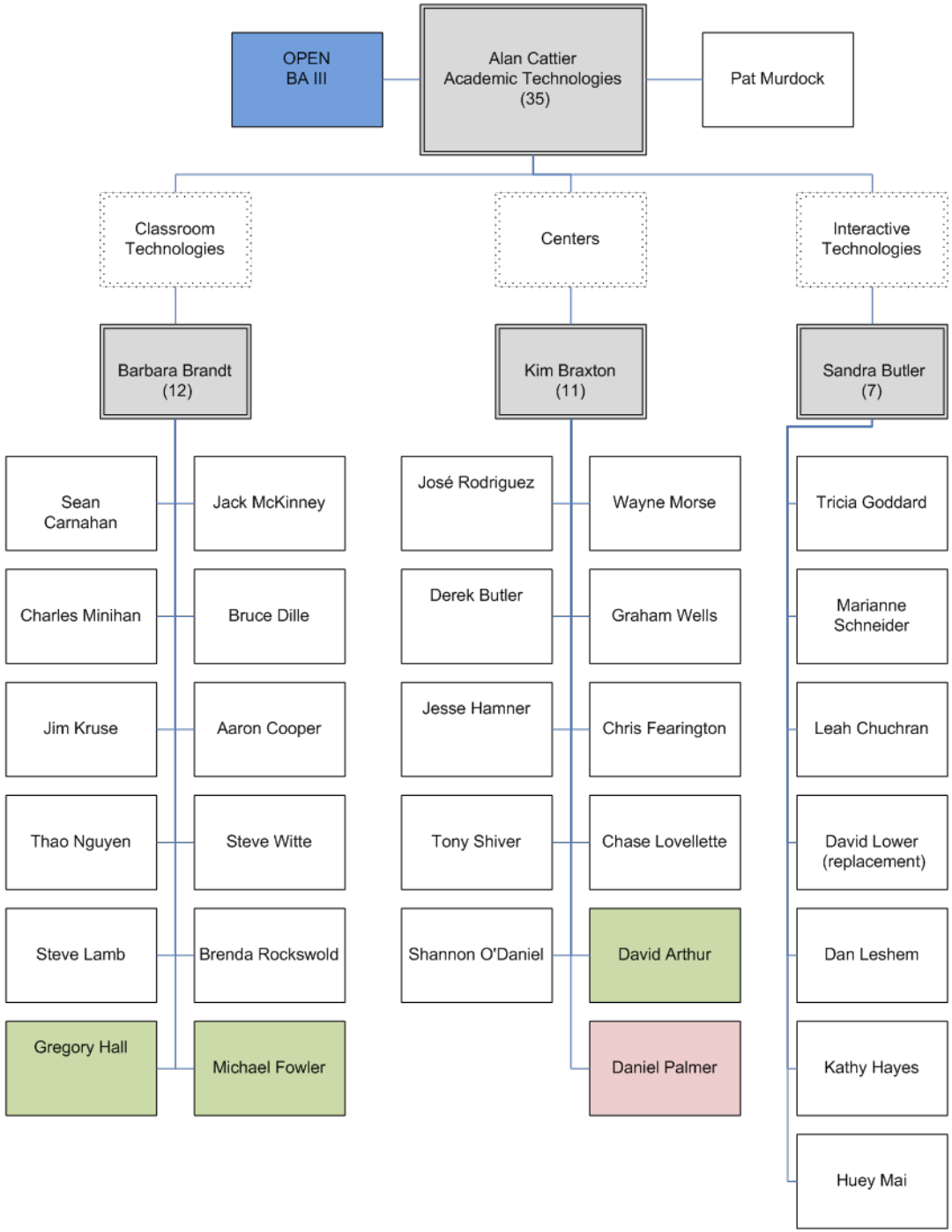


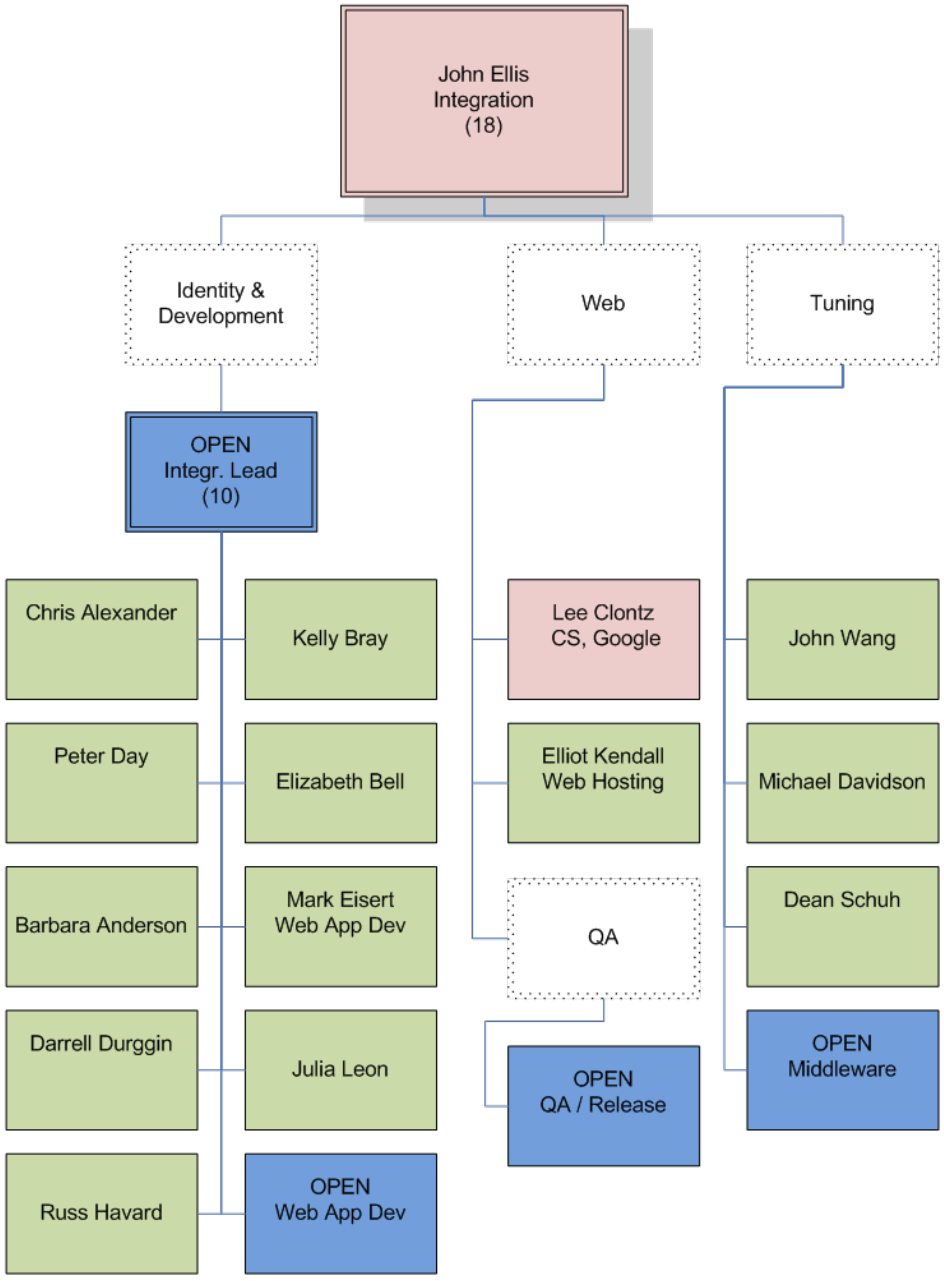

Mollie Burrows
Call Center
(46)
Service Desk
Call Center
Processes
Sharon
Gregory
(7)
Bonita Russell
(33)
Geneva
McCants
Joseph
Chanlatte
Randy Phillips
Joseph Nash
Erika Wimberly
Software Dist.
Theodora Diaz
OPEN
Knowledge
Manager
Desiree
Fortune
Aderienne
Graham
Tamika
Williams
30 Operators
Rose Etienne
Mary Secrest
Tanisha
McNichol
Lorissa Jordan


OPEN
Facilities Mgr
INTERIM
Michael Keown
Enterprise Services
Ann Berry-Ward
Data Ctr
1st Shift
Data Ctr
3rd Shift
Technical
Operations Center
Coordinator
Services
IT Support
Field Services
Rosa Weston
(7, shared)
James Fordham
(8)
Amir Ali
(4)
OPEN
Manager IT
(11)
Richard Fischer
(11)
Lamar Kelly
(19)
James Sawyer
Charles Allen
Operations
James Proctor
Matthew Merchant
Data Ctr
2nd Shift
Shirley Maddox
(shared)
Sahadeo Sarju
Juanita Neal
Lula Walker
Tim Marler
Harrison Miller
Tri Tran
Sean Deaver
Rosey Neal
Dennis Dravland
Robert Spencer
Kerry Jemison
Cecilia Peters
Steve Lee
Chad Street
Dawn Weaver
William Bryant
Proactive
Monitoring
Marvin Peck
Todd Burroughs
Candace Haley
Jerry Mathis
Tia Hill
Ann King
Cheryl Pierson
Marie Wills
(part-time)
Zed Brooks
Felicia Chaney
Tillie Loza
Dwayne Hamrick
Jason Cook
Christine Gomez
Eric Logan
David Robinson
Kyle Brooks
Larry Frazer
Shea Jarman
Mark McLain
Brian Walls
Chris Weberg
Kevin Ayers
Craig Dickerson
Tracy Jones
John Fries
Keith Rooks
Marcus Moore
Raul Pritchard
Mark Kubichan
Quincy Thomas
Tommy Barwick
Orlando Hart
Robert Francis
Tim Finley
Jimmy Davis
Gonzalo Celedon
Alvin Wilder
Stephanie
McNease
Bruce Mullis


Paul Petersen
Infrastructure
(59)
Laura Smith
Messaging
Architecture
Voice & Transport
Data
Storage / DBA
Systems (Unix, Windows)
Jay Flanagan (8)
Chris Camacho (7)
Joe Head (9)
Winfred Sneed (9)
Russ Norman (9)
Steve Siegelman (10)
Jason Stanaland
John Hawkins
Tom Nguyen-Pham
James Reed
Greg Cooper
Terry Markert
David Gottschalk
Wes Blalock
Eric Peng
Jimmy Kincaid
Andy Efting
Alan White
Chioke Jaffree
Scott Davis
Jiann-Ming Su
David Brown
Melvin Dozier
Joe Johnson
Frederick Mitchell
Zack Wade
David Topper
Perry Eidson
Bill Rowe
Roland Farrar
Steven Bridges
Derrick Kelly
Bernard Sanders
Stan Brooks
James Crosby
Jerri Martin
John Anderson
Steve Zimmer
Alex Berry
Sergey Kamenetskiy
Jim Carr
David Hauenstein
Bill Choate
Evan Ehrenhalt
Ramona Tucker
Mark Parten
Andrew Chin
OPEN DBA
Bela Gazdy
Curt Tucker
Patrice Goodwin-Richmon
David Harrison
Sheldon Anderson
Kevin Kirwan
Bruce Anderson
Vincent Tran
Mike Lewis
OPEN Windows Admin


Byron Nash
Enterprise Applications
(37)
PeopleSoft
Research &
Business
DW / BI
Dana Haggas
(17)
John Wilson
(13)
Sandra Smith
Denise Holliday
Steven Kaiser
Ron Miller
James Alston
Sara Lai
Mike Elder
Gordon Wilson
Wanda Cross
Kim Madsen
Kathy Moore
OPEN
Developer
Nicole Byrd
OPEN
Developer
Winton Brown
Richard Westrick
James McKenzie
Jeanette Hanson
Valeria Burian
Jennifer Stevenson
Sheila Williams
Garrett Southwell
Marshall Upshur
Missie Martin
Norman Butler
Andrew Kincaid
Tom Armour
Al Shelton
OPEN
Developer
OPEN
Developer
Paul Mitchell
Data Warehouse
John Notarantonio
Amy Dean
PS Support
Barbara Ballisty
Tito Ortiz


OPEN
BA III
Alan Cattier
Academic Technologies
(35)
Pat Murdock
Classroom Technologies
Centers
Interactive Technologies
Barbara Brandt
(12)
Kim Braxton
(11)
Sandra Butler
(7)
Sean Carnahan
Jack McKinney
Charles Minihan
Bruce Dille
Jim Kruse
Aaron Cooper
Thao Nguyen
Steve Witte
Steve Lamb
Brenda Rockswold
Gregory Hall
Michael Fowler
José Rodriguez
Wayne Morse
Derek Butler
Graham Wells
Jesse Hamner
Chris Fearington
Tony Shiver
Chase Lovellette
Shannon O'Daniel
David Arthur
Daniel Palmer
Tricia Goddard
Marianne Schneider
Leah Chuchran
David Lower (replacement)
Dan Leshem
Kathy Hayes
Huey Mai


John Ellis
Integration
(18)
Identity &
Development
Web
Tuning
OPEN
Integr. Lead
(10)
Chris Alexander
Kelly Bray
Peter Day
Elizabeth Bell
Barbara Anderson
Mark Eisert
Web App Dev
Darrell Durggin
Julia Leon
Russ Havard
OPEN
Web App Dev
Lee Clontz
CS, Google
Elliot Kendall
Web Hosting
QA
OPEN
QA / Release
John Wang
Michael Davidson
Dean Schuh
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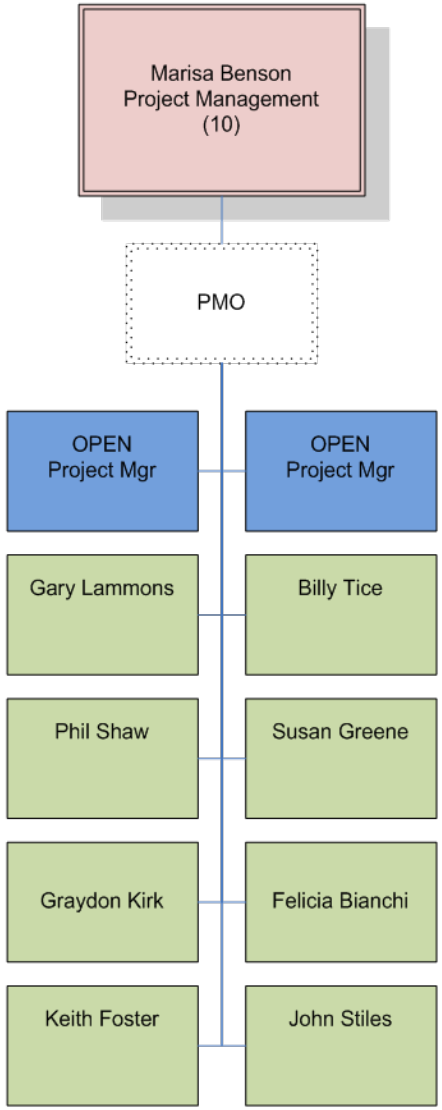
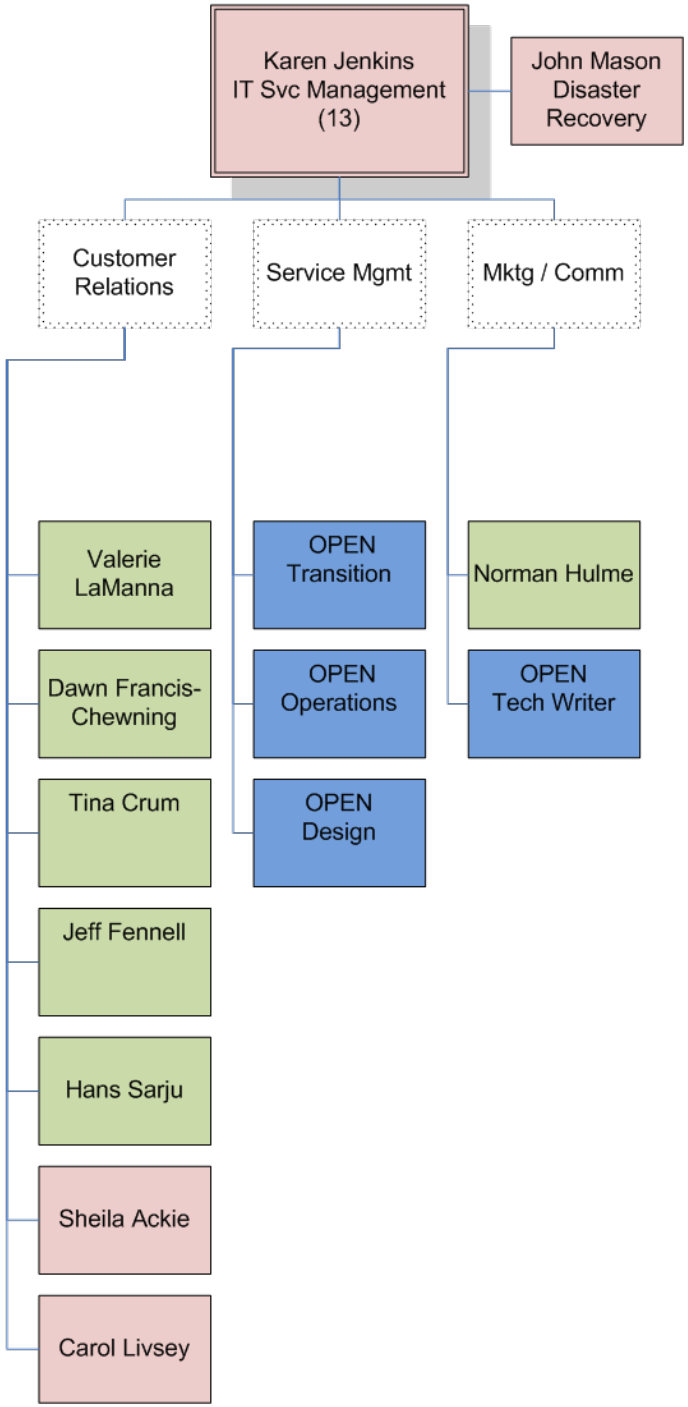
Middleware


Marisa Benson
Project Management
(10)
PMO
OPEN
Project Mgr
OPEN
Project Mgr
Gary Lammons
Billy Tice
Phil Shaw
Susan Greene
Graydon Kirk
Felicia Bianchi
Keith Foster
John Stiles


Karen Jenkins
IT Svc Management
(13)
John Mason
Disaster
Recovery
Customer
Relations
Service Mgmt
Mktg / Comm
Valerie
LaManna
Dawn Francis-
Chewning
Tina Crum
Jeff Fennell
Hans Sarju
Sheila Ackie
Carol Livsey
OPEN
Transition
OPEN
Operations
OPEN
Design
Norman Hulme
OPEN
Tech Writer

Next Wave Organization

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

Storage Services

Campus Service Offerings

- 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

Storage Services

Enterprise Class NAS

- 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

Storage Services

Archival Class NAS

- 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

Storage Services

Subscribing to a Service

- 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.

Storage Services

Cost Recovery

- 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.

EMORY

Announcements

TechTalks

- LANDesk
  - Monday October 20th 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 5th 2:30pm – 4:30pm, location TBD
  - Lee Clontz to demonstrate using the Cascade Standard template and review service levels