

IT Transformation Status Update

IT Managers Working Group

November 2010



a place of mind

THE UNIVERSITY OF BRITISH COLUMBIA

Virtual Desktop Implementation

Summary

Architect and implement a Virtual Desktop Infrastructure (VDI) that provides cost and energy savings over a standard desktop lifecycle

Benefits

VDI reduces support costs and power utilization without affecting the user experience
Longer lifespan of end user device

Status

- Developed the virtual desktop infrastructure and support processes (zero client, PC over IP)
- Successfully deployed to OAB, UBC IT and Finance training room
- In progress: Sauder, Finance, HR, Dentistry, Medicine, Science, Library (pilot)
- Significant number of faculties and departments expressed interest to pilot or deploy next year

Steering Committee

Tony Darling, UBC IT

Michael Thorson, UBC IT

Vivian Forssman, Sauder

Christopher Pryde, MedIT

Michael Sanderson, Comp Sci

Tom Yerex, Science

Robert Boudreau, HR



a place of mind

THE UNIVERSITY OF BRITISH COLUMBIA

Shared Support Processes & Tools (ITSM)

Summary

Improve customer-facing IT service support and delivery to the UBC community by implementing new service management processes

Benefits

Standard processes shared between different IT groups with a common ITSM tool will improve IT service support to the UBC user community and reduce operational costs

Status

- New Service Catalog under implementation (Med IT, Sauder and UBC IT to deploy on Dec 17)
- Incident Management Framework completed
- Service Level Management Framework created
- Tool selection process: Requirements completed, RFI Nov 4th – 18th, RFP Dec 4th – 20th, Selection Jan 2011
- Next Processes: Service Request, Configuration Management & Problem Management

Steering Committee

Jennifer Burns, UBC IT

Michael Thorson, UBC IT

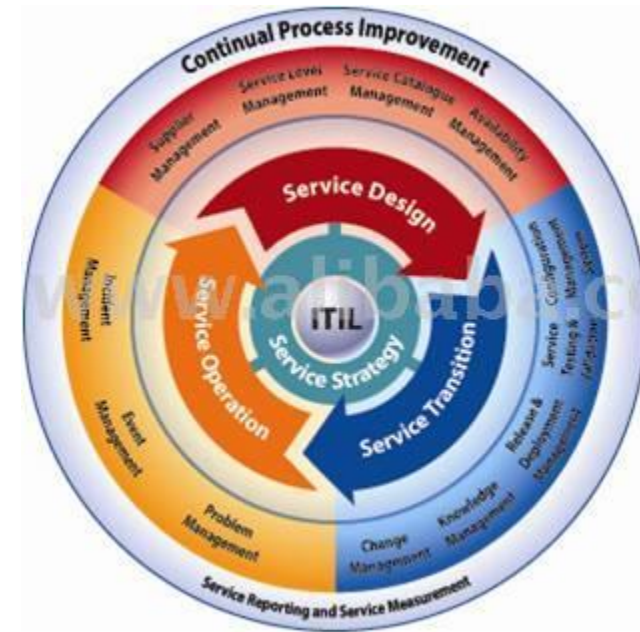
Vivian Forssman, Sauder

Christopher Pryde, MedIT

Shane Dawsons, Arts

Luca Filipozzi, Applied Science

Marianne Schroeder, CTLT



Unified Data Center Strategy

Summary

Define and implement a Data Center Strategy to address the current data center space shortage and to consolidate existing IT assets

Benefits

Provide researchers with data center space with predictable infrastructure costs

The energy efficient design in conjunction with leading-edge cooling technologies will allow UBC to reduce its power utilization and overall carbon footprint

Foundation for Disaster Recovery planning for critical admin systems

Status

- New Researchers Data Center under construction within Pharmaceutical Sciences Building (Open 9/2012)
- Working on power efficient design
- Strategy for off campus DC under discussion

Working Group

Bob MacDonald, UBC IT

Michael Thorson, UBC IT

Luca Filipozzi, Applied Science

Mark Thachuk, Chemistry

Brett Gladman, Physics & Astronomy

Tina Dhillon, Facilities Planning

Philip Austin, Earth & Ocean Science

Christopher Pryde, MedIT



Shared IT Career Framework

Summary

Define career paths, roles, responsibilities and career development opportunities for all IT professionals at UBC

Benefits

Enable UBC's M&P IT staff members to build a rewarding and fulfilling career at UBC

Assist UBC in gaining, retaining, motivating and developing outstanding talent

Build competencies in a way that meets faculty and staff's individual needs.

Status

- Completed all data collection, analysis and categorizing of job descriptions & titles
- Drafted new job descriptions and currently reviewing them in Focus groups
- Started development of career ladders

Steering Committee

Lisa Castle, Central HR

Christopher Pryde, MedIT

Julie Stockton, Central HR

Rue Ramirez, Library

Don Thompson, UBCO

Marianne Schroeder, CTLT



Other IT Transformation initiatives in progress

- **Integrated staff/faculty communication**
- **Integrated student communication**
- **Telephone renewal - Unified communication**
- Shared IT capacity development
- Shared procurement
- IT cost element definition & reporting

Complete messaging infrastructure overhaul before Sept 2011 term

- Interchange
- Mercury Exchange2007
- Octel Voicemail

